

# Attending the Outpatient Department at The Beatson West of Scotland Cancer Centre

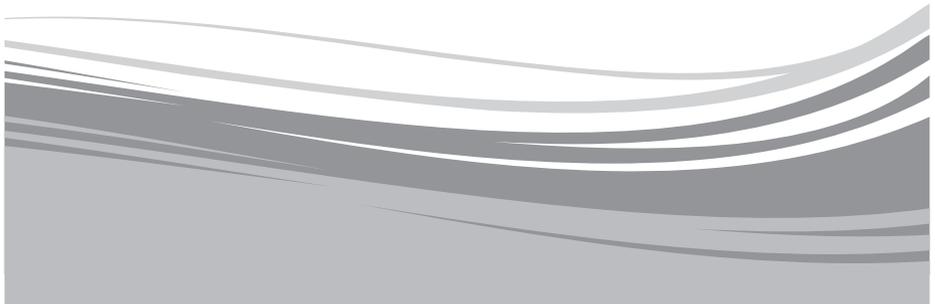
## Contact Telephone Numbers

**Outpatient Reception:** ☎ 0141 301 7400 or ☎ 0141 301 7375

For patients on or within 6 weeks of treatment who have concerning symptoms, please contact the Cancer Treatment Helpline:

Beatson 8am – 8pm ☎ 0141 301 7990

National 8pm – 8am ☎ 0800 917 7711



This leaflet is designed to provide information about visiting the Outpatient Department in The Beatson West of Scotland Cancer Centre.

## **1. Before your first visit**

You may be interested to know that we have a website that has lots of useful information about our service and videos that walk you through our departments. Some people find this helpful before attending as hospitals can be difficult to navigate. 🌐 [www.beatson.scot.nhs.uk](http://www.beatson.scot.nhs.uk)

Prehabilitation has become an important part of cancer care. It means getting ready for treatment following a cancer diagnosis, regardless of treatment options or stage of cancer.

### **It can help you to:**

- Manage or improve your physical and emotional health.
- Reduce the side effects of cancer treatments by learning how best to manage these.
- Reduce time spent in hospital.
- Gain control over your own personal situation.
- Learn how to help yourself and where you can go for further support.

This may not be relevant in all situations however you can find out more about 'Prehabilitation' here:

🌐 <https://www.maggies.org/cancer-information/cancer-treatment/prehabilitation-getting-ready-treatment/>

## **2. Booking in**

When you arrive at Level 1, please use the Outpatient self-service machines if available. Alternatively, you can book in at the main reception which is located just within the entrance to the Outpatient Department. Our reception staff will advise you where your consultant's clinic is being held and ask you to

make your way to Clinic area 1, 2, 3 or 4. When you arrive it is important that you have your letter so that staff in these areas know you have arrived.

### **3. Blood samples**

- Blood samples are an important part of your assessment and may need to be taken either before you see the doctor (if you are due to have chemotherapy) or afterwards.
- Many patients on chemotherapy have their bloods taken by the GP, Practice Nurse, District Nurse or local community phlebotomy hub. Having your bloods done before your clinic visit can help your team make decisions about your care more quickly. Bloods should be taken 1 – 2 days before your clinic appointment.
- If you are getting your blood taken outwith the Beatson, our staff will give you blood forms to take with you. If you are attending the Beatson in person, or if you have had a telephone consultation with your doctor, blood forms will be sent out in the post. This ensures the correct blood tests are done.
- If you have a problem getting bloods taken, please call your team and they will be able to advise you.
- Occasionally we may need to repeat a blood test if the levels are found to be low. This will be done when you arrive at the clinic. Our staff will keep you informed if this is required.
- The blood taking room is located near the main reception. Please take a ticket with a number on it from the dispenser on the wall. When your number shows on the display screen, you will be called into the blood taking room. There can often be a queue.

- **Important** – If you have a PICC line, Hickman line or Port-a-Cath in place and are due to have bloods taken (and/or your dressing done), please let nursing staff know as soon as you arrive at the clinic area. You do not need to take a number from the dispenser. You will be called by one of the nurses. When you leave the department, please make an appointment for your next visit to have your bloods taken from your PICC line/ Port-a-Cath/Hickman line. This appointment can be made at reception (please ask for an appointment at the Emma McLeod CVC clinic). Please also remember to make your next doctor or nurse appointment when you are there. This allows us to book the appointment for your bloods approximately 30 minutes before your clinic appointment.

## 4. Clinic areas and how they work

Each clinic area has a staff base. This is where you show your letter when you arrive.

- **Clinic Area 1** - The waiting area is rather small. Therefore, if your clinic is held here, we may ask you to also use the waiting area at Clinic Area 2 during busy times. Staff will call for you there.
- **Clinic Areas 2 and 3** - These areas have larger waiting areas and can be used if necessary for additional space for Clinic 1.
- **Clinic Area 4** - The staff base is in a room instead of at a desk. Please follow the signs directing you there.
- **The Tom Wheldon building** on Level 0 also has clinic rooms. Our reception staff will direct you if your appointment is in this area.

Many of the clinics see a large number of patients. The consultations can take time and you may therefore experience delays.

Our nursing staff will keep you up to date with the clinic waiting times and try to give reasons for any delays. If you are affected by delays, you do not have to wait the whole time in your clinic area. You are free to go for a coffee or a bit of fresh air if you need. Please just let our staff know so that we know where to find you.

There is often more than one clinic being held in each area. For this reason, it may appear that other patients seem to be taken in before you.

The Beatson Cancer Charity offers complimentary tea, coffee and biscuits in all clinic areas mid-morning and mid-afternoon.

## **5. Patient toilets**

Male, female and accessible toilets are located in the corridor between Clinic Areas 2 and 3. There is also an accessible toilet in the corridor of Clinic Area 4.

More toilets are available at the entrance to the Outpatient Department.

Should you need assistance in visiting the toilet, please do not hesitate to speak to a member of staff as soon as possible.

## **6. Going to pharmacy or Macmillan day bed unit**

The easiest way to get to the pharmacy or the Macmillan day bed unit is to leave the Outpatient Department, go out into the foyer and turn right. Make your way to the wide corridor, looking for the pink wall and turn right again.

The pharmacy is located  $\frac{3}{4}$  of the way along the corridor on the left hand side. There is a small patient waiting room where you can wait for your prescription.

The Macmillan day bed unit is located at the end of this wide corridor. The reception area is just through the doors.

## **7. Going to the Tom Wheldon building or Level 0 for radiotherapy**

The Radiotherapy Department is situated in both the Tom Wheldon Building and the main area of Level 0. To get to both areas from Level 1, take the lift or stairs down to Level 0. Once there, you will see signs for the Radiotherapy treatment rooms in the Tom Wheldon Building and those in the main part of Level 0. Treatment rooms A to E are situated in the Tom Wheldon Building. Treatment rooms F to L, the Mould Room and CT Simulators 1 to 4 are situated in Level 0, and there is also another reception desk there. If you are due to have radiotherapy, your doctor will let you know when it is likely to start.

## **8. Going to the X-Ray department**

The X-ray department is located on the ground floor within the main Gartnavel General Hospital next to the cancer centre. There are two ways to get there. We will give you instructions on how to get there when you leave the outpatient department.

If you need assistance, we can organise a porter to take you, either by chair or trolley if required.

## **9. Parking permits**

Parking permits are available to patients having chemotherapy and therefore likely to be in the department for some time. Permits are available from the Macmillan day bed unit.

## **10. Patients coming via Ambulance or Volunteer Driver Service**

The ambulance service and a few cancer charities can provide transport to eligible patients. The Scottish Ambulance Service have an information leaflet which is available at the main

reception desks. They have introduced a central booking service which allows patients to book their own transport.

Please inform clinic staff if you were brought in by the ambulance or volunteer driver service. They will then alert reception staff when you are ready to go home. It is important you wait where the driver knows to pick you up. If you make alternative arrangements, please let a member of the reception staff know so that we can cancel your transport.

Please note that your driver will often have several patients to collect or drop off. Therefore, you may be picked up from your home a couple of hours before your appointment time and may also have to wait a couple of hours to be collected after your appointment. Unfortunately, we have no control over when your transport may pick you up or take you home. If you have family, friends or neighbours who are able to provide transport, your time spent at hospital will be shorter.

## **11. Cafes and vending machines**

As well as the complimentary refreshments offered in the Outpatient Department, the Beatson has two cafes. The Aroma café is situated on Level 1 and the Beatson Cancer Charity café is situated on Level 0 in the Tom Wheldon building. A vending machine is available on Level 1.

We hope this information is helpful as a guide to the Outpatient Department. Please remember all our staff are here to help. If you have any questions or concerns, please let us know as soon as possible.

## **12. Your Team**

Often a Consultant will meet you on your first visit. Sometimes this is not possible. However, your consultant will always be in charge of your overall treatment programme. Your individual case will also have been discussed with an expert team of health care professionals to agree the best treatment plan for you.

If you have questions that your Specialist Nurse support team cannot answer or you need to speak to your consultant for some other important reason, you can make contact through their secretary.

There will be a Clinical Nurse Specialist (CNS) in the team looking after you. You may meet them on your first visit. If you don't, you can contact them by telephone or email anytime you need further information or emotional support. You will be given their name and contact details either at your first clinic visit or shortly after this. With your permission the Clinical Nurse Specialist can also speak with your closest relative or friend if you wish.

Our Clinical Nurse Specialists are highly trained and will review you frequently during your treatment. They will assess how you are managing your treatment and will help with any side effects or issues you may have. They will also be able to prescribe any medication you may need.

If you have been referred to us by your local hospital, you will likely have met the Clinical Nurse Specialist there. They can also help you with any worries or concerns at this time, and because you know them already, they can provide invaluable help and support. Please remember to give them a call if you need to.

We work jointly with many other members of the wider team who may also be involved in your care. This includes pharmacists and radiographers.

## **13. Treatment**

On some occasions your treatment may start on the same day as your visit. However it is more likely that it will be arranged to start within a couple of weeks. This is because we sometimes need to do additional tests.

You will also be given written information about your treatment which you should read thoroughly. It is important that you understand the information before going ahead with the treatment. We will give you time to do this. You may need to read the information several times to ensure you fully understand it. You may also wish to share this information with friends and family.

We use a wide variety of treatments specific to your type of cancer and treatment options. The written information given to you will explain about your specific treatment and side effects.

- You will have scans and further tests at different points during your treatment. This allows us to see how your treatment is going. We will give you the results of the scans when you attend your outpatient appointment. You can also contact your Clinical Nurse Specialist to discuss results of blood tests and scans.
- The treatment you are having will determine how often you will have to attend for Out Patient appointments. Your team will discuss this with you.

## **14. Role Of Primary Care Team (GP +/- District Nurse).**

Your GP and District Nurse, if you have one, remain your first port of call if you are unwell. **However**, if you are on or within 6 weeks of cancer treatment, you should call the Cancer Treatment Helpline on ☎ 0141 301 7990.

We will give you a card with information about when to call the Cancer Treatment Helpline when you start your treatment. For any health issues or concerns not related to your cancer or that you had before your cancer diagnosis, you should contact your GP practice. District Nurses will usually only be involved in care if you need to be visited at home.

## 15. Support Services

The majority of cancer types will have their own website. Your Clinical Nurse Specialist will advise which is best for you to access. However, it is important to note that The Beatson West of Scotland Cancer Centre cannot accept responsibility for the quality and content of any information provided by other organisations.

You can also find links at the Beatson Website detailed below.

### **Beatson Campus (Glasgow)**

#### **Beatson Website**

🌐 <https://www.beatson.scot.nhs.uk/patients-and-visitors/about-cancer/resources-and-leaflets/>

**You can tell us your story about your experience here:**

🌐 <https://www.careopinion.org.uk/tellyourstory>

**Information about Clinical Trials can be found here:**

🌐 <https://www.beatson.scot.nhs.uk/patients-and-visitors/wards-departments/clinical-trials/>

#### **Beatson Cancer Charity**

🌐 [www.beatsoncancercharity.org](http://www.beatsoncancercharity.org)

#### **Calman Centre**

🌐 <https://www.cancersupportscotland.org/get-in-touch/>

#### **Maggie's Centre**

🌐 <https://www.maggies.org/>

**You can find out about 'Prehabilitation' here:**

🌐 <https://www.maggies.org/cancer-information/cancer-treatment/prehabilitation-getting-ready-treatment/>

#### **Macmillan Information Centre – 1st Floor Beatson Cancer Centre**

🌐 <https://www.macmillan.org.uk/>

## **Others**

### **Improving the Cancer Journey Service**

🌐 <https://www.glasgow.gov.uk/index.aspx?articleid=17159>

### **Money Matters**

🌐 <http://www.moneymattersweb.co.uk/>

## **Ayrshire and Arran**

🌐 <https://www.northayrshirecancercare.org/>

🌐 <https://www.south-ayrshire.gov.uk/article/24030/MacMillan-cancer-support>

🌐 <https://www.ayrshirehospice.org/>

## **Forth Valley**

### **Maggie's Centre**

🌐 <https://www.maggies.org/our-centres/maggies-forth-valley/>

### **Specialist Palliative Care/Hospice**

🌐 <https://www.strathcarronhospice.net/>

### **Macmillan Money Matters**

🌐 <https://stirling.gov.uk/community-leisure/advice-services-and-welfare-reform/>

## **Lanarkshire**

### **Maggie's Centre**

🌐 <https://www.maggies.org/our-centres/maggies-lanarkshire/>

### **The Haven (support for people with life limiting illness)**

🌐 <https://www.thehavencentre.com/>

### **Specialist Palliative Care and Hospices**

🌐 [https://www.southlanarkshire.gov.uk/info/200228/health\\_and\\_medical\\_information/728/hospice\\_care](https://www.southlanarkshire.gov.uk/info/200228/health_and_medical_information/728/hospice_care)

### **Macmillan Money Matters**

🌐 <https://www.nhsinform.scot/scotlands-service-directory/health-and-wellbeing-services/10069%201sla1116>

