Language Support Services
If you need an interpreter or information about the care you are receiving in the language or format of your choice, please get in touch using the following contact details:

* t: 020 7188 8815  fax: 020 7188 5953  e: languagesupport@gstt.nhs.uk

Become a member of your local hospitals, and help shape our future
Membership is free and it is completely up to you how much you get involved. To become a member of our Foundation Trust, you need to be 18 years of age or over, live in Lambeth, Southwark, Lewisham, Wandsworth or Westminster or have been a patient at either hospital in the last five years.

To join, please call 0848 143 4017, email members@gstt.nhs.uk or visit www.guysandstthomas.nhs.uk
Dimbleby Cancer Care is the cancer support service for Guy’s and St Thomas’. They have drop-in information centres, and also offer complementary therapies, psychological support and benefits advice.

Drop-in information centres are located at Guy’s in Oncology Outpatients (Ground floor, Tabard Annexe) and at St Thomas’ on the Lower Ground Floor, Lambeth Wing.

t: 020 7188 5918  
e: RichardDimblebyCentre@gstt.nhs.uk

Guy’s and St Thomas’ hospitals offer a range of cancer-related information leaflets for patients and carers, available at www.guysandstthomas.nhs.uk/patientleaflets/cancer

Pharmacy Medicines Helpline
If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

PALS
To make comments or raise concerns about the Trust’s services, please contact our Patient Advice and Liaison Service (PALS). Ask a member of staff to direct you to PALS or:

t: 020 7188 8801 at St Thomas’  
e: pals@gstt.nhs.uk
Notes

If you are unable to attend your appointment please let us know as soon as possible. This may give another patient the opportunity to attend on the day. Our receptionists will be happy to help you make another appointment. Please call us on 020 7188 3756.

Introduction

Welcome to the oncology outpatient department (OPD). The staff within the department aim to be as friendly and helpful as possible. If you have any questions for us, please feel free to ask.

This information leaflet aims to give an overview of what happens in the OPD. If you have further questions, or if you would like information about your specific illness, please ask a member of your hospital team.

Opening times

The OPD is open Monday to Friday 9am–5pm. It is closed on weekends and bank holidays.

Where is the OPD?

The OPD is located on the ground floor of Tabard Annexe, Guy’s Hospital. It is signposted as Oncology Outpatients. As you enter the hospital through the main entrance, you should walk to the right, past the reception desk. The entrance to Tabard Annexe is at the back of the lobby, also signposted Urgent Care Centre. Walk through the doors and turn right. Follow the corridor round until it brings you to the OPD.
Arrival
When you arrive in the department you will see a number of receptionists. This is because there are two clinics:
- Anticoagulation/thrombosis clinic
- Oncology clinic.

The oncology receptionist will be seated at one of the far two spaces of the desk. Please let the receptionist know that you have arrived for your appointment and show your appointment card/letter.

The receptionist is there to welcome you and answer any questions you may have.

Waiting
It is important to have regular contact with your medical team if you have been diagnosed with cancer and you are receiving treatment. Because of this the OPD is often very full and you may have to wait a while to be seen. You will be updated about the waiting times regularly, but please do not hesitate to contact a member of staff if you have any queries.

Patients will always be seen in order of their appointment time and not their time of arrival. So, arriving early for an appointment will not mean you are seen earlier, but may mean that you wait longer. Your name will be called when it is your turn to go into the clinic.

We always try to keep your waiting time as short as possible but we ask for your patience and understanding. Every effort is being made to improve the service we offer you.
is open 8am–11pm Monday to Friday, 9am–10pm on Saturday, and 9am–9pm on Sunday.

**Information**

Dimbleby Cancer Care is the cancer support service for Guy’s and St Thomas’ hospitals. The information drop-in service is at the back of the OPD waiting area. If you would like to talk through any issues relating to cancer or treatment, a cancer information officer will be happy to help you. They can also refer you to other services such as benefits advice, complementary therapies or psychological care.

**Interpreters**

It is the hospital’s policy not to use family members to translate information during consultations. If you would prefer to be given information in your own language, please tell the doctor. He/she will arrange an interpreter who will translate over the telephone at your consultation.

**Refreshments**

There is a water cooler situated at the back of the waiting area. Alongside it is a tea trolley and we ask for donations of 20p per cup. In the main reception lobby there is an AMT café selling hot drinks, sandwiches and light snacks. On the ground floor of Bermondsey Wing (Atrium 3) is Toms @ Guys Café, which sells hot food and drinks. This is open 8.30am – 3pm Monday to Friday.

It may be possible to leave the department to have some refreshments if you have some time to wait before you see your medical team. Always tell the receptionist and leave a mobile number (if you have one) before leaving.

**Valuables:** Unfortunately, thieves can target hospitals. Please do not bring valuables or large sums of money to the hospital. Always be aware of where your possessions are.

**Toilets:** The nearest toilets are outside the entrance to the OPD, in the clinic area.

**Consultation**

There are many people who work in the OPD. You may have an appointment to see your consultant or you may see another member of their team. Sometimes your medical team may ask you to see more than one person during your appointment.

If you would specifically like to see your consultant, it may be possible. However, this may mean you have to wait longer until they are free.

It can often be helpful to bring details of any medication you are currently taking. Remember to tell your doctor if you have any allergies.

**OPD contact details**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinic reception</td>
<td>020 7188 3756</td>
</tr>
<tr>
<td>Nurses office</td>
<td>020 7188 3750</td>
</tr>
</tbody>
</table>
We advise women to wear trousers or a skirt, rather than a dress if there is a chance of a physical examination. This is so that you can avoid having to take all of your clothes off during the examination. If you need an intimate examination, a member of staff will accompany you.

Both Guy’s and St Thomas’ are teaching hospitals responsible for training a wide range of health professionals. This means that students, supervised by qualified staff, might be involved in your care. It does not affect the quality of your treatment in any way, but does give valuable training for the students.

Please tell the doctor or nurse in charge if you do not want students to be present. We will always respect your wishes.

Other health care professionals you might see in the department are:

- OPD sister
- clinic nurse
- clinical nurse specialist
- nursing assistant
- research nurse
- dietician
- phlebotomist
- pharmacist
- OPD sister
- clinical nurse
- nursing assistant
- dietician
- phlebotomist
- pharmacist

Tests
Sometimes you may need additional tests, such as a blood test, x-ray or scan.

Blood tests: If you are asked to have a blood test, you should take a ticket from the dispenser at the front of the waiting area. You then need to wait for your number to be displayed on the electronic sign. When your number appears, you will be called for your test.

If you have a permanent fitted device in your arm or chest for bloods/treatment (CVAD, PICC line, Hickman or Port), you will not need to take a ticket but please let the receptionist know so that he/she can inform nurses to take your bloods.

Your doctor will let you know how you are going to get the test results. You will either get them by phone or at your next appointment.

X-rays: You may be asked to have an x-ray to give your doctor more information. The x-ray department (radiology) is on the second floor of Southwark Wing.

Scans or other tests: Ultrasound, CT (computed tomography) scans, MRI (magnetic resonance imaging) scans, nuclear medicine scans and echocardiograms can sometimes provide the doctor with additional information about your condition. These tests are all available at Guy’s hospital.

If you need one of these scans or tests, the relevant department will contact you with your appointment details.

Pharmacy
Your doctor may adjust or change your medication. If so, you will need to visit the pharmacy in order to collect your medications. There is a pharmacist situated in the department who may ask you some questions to ensure the changes and prescription are correct. There is now a new outpatient pharmacy service run by Sainsbury’s. This is located outside the main hospital building on Great Maze Pond. Posters giving directions to this are distributed across the hospital. The outpatient pharmacy
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