

wish to access this information, please write to our Clerical Manager, The Clatterbridge Cancer Centre NHS Foundation Trust Clatterbridge Rd, Wirral, Merseyside CH63 4JY.

Please inform the hospital at the earliest opportunity if you change your personal information, i.e.name, address, GP, telephone numbers.

Clinic letters

You will receive copies of your clinical letters along with an 'opt-out' consent form attached to your appointment letter. If you would like to stop receiving copies of your clinic letters, please complete the form and post it to your cancer doctor's secretary. The "Copying Clinical letters" leaflet provides further details and is available on the The Clatterbridge Cancer Centre website.

When you leave

Please return to the clinic reception desk before you leave the hospital so that the reception staff can re-book appointments if required. The reception staff will try to arrange a date and time that is convenient for you.

Prescriptions

You may be prescribed medications during your consultation and will be given a prescription. You can take this to your local

pharmacy. Unfortunately, there is no pharmacy available on-site for outpatients at this hospital. Sometimes, the consultant or registrar will ask your GP, by means of a clinic letter, to prescribe you some medications. Unless you have been instructed to start the medications immediately, please allow a couple of days before contacting your GP to allow time for the letter to arrive at the GP surgery.

Research

During your visit you may be given information by your cancer doctor or a member of your healthcare team about taking part in research. We also encourage you to ask about the research that is taking place at The Clatterbridge Cancer Centre. For more information visit the research section of the hospital website: www.clatterbridgecc.nhs.uk/professionals/research-1/home

The Clatterbridge Cancer Centre Hotline 0800 169 5555

If you are unwell during, or up to six weeks following your cancer treatment, please call The Clatterbridge Cancer Centre Hotline.

Your call will be answered by a dedicated nurse advisor. This line is available 24 hours a day, 7 days a week.

Clatterbridge Private Clinic

We have a dedicated private patient clinic on our Wirral site. You can access private treatment if you have medical insurance or if you wish to pay for your treatment, please contact Clatterbridge Private Clinic on **0151 556 5391** or visit www.clatterbridgeprivate.co.uk

Clinical Training

We are committed to participating in clinical training and as a result, student healthcare professionals may be present and play an active role in your care. If this is of concern to you, please raise it with the clinical staff who are attending to you at your appointment.

If you need this leaflet in large print, Braille, audio or different language, please contact 0151 556 5570.
If you have a comment, concern, compliment or complaint, please call 0151 556 5203.

If you have any further questions about your treatment or any aspect of your care, please contact your cancer doctor's secretary. If they are unable to help you, they will signpost you to the most appropriate staff member who can assist you.

The Clatterbridge Cancer Centre
NHS Foundation Trust
Clatterbridge Road, Bebington,
Wirral, CH63 4JY.
Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Issue date: July 2019
Issue no: 2.0
Reference: LPIZCOUNT
Review date: July 2021



The Clatterbridge
Cancer Centre
NHS Foundation Trust

The Clatterbridge Cancer Centre at Countess of Chester Hospital

General information

A guide for patients and carers



A clinic appointment has been made for you at **Countess of Chester Hospital NHS Foundation Trust**.

This information sheet details important information regarding your appointment and some general information about being a patient of The Clatterbridge Cancer Centre NHS Foundation Trust.

Finding us

The address you will need is:

Countess of Chester Health Park, Liverpool Road, Chester CH2 1UL.

Main switchboard: 01244 365000

Please see your appointment letter for your specific clinic location.

If you have access to a computer, please look at the hospital website: **www.coch.nhs.uk** which contains useful information about the hospital including directions and maps.

Car parking

There is a fee for parking, please check the Hospital's website for current charges. The car park is located at the front of the hospital.

Refreshments

There is a shop and café located in the main foyer of the hospital.

No smoking

Smoking is not permitted on the hospital site – either inside or outside hospital buildings and car parks. We respectfully request that all patients, visitors and staff refrain from smoking whilst on the hospital site.

Cancelling your appointment

If for any reason you are not able to keep your clinic appointment, please tell us as soon as possible by calling the Clatterbridge Cancer Centre secretarial staff on the number on the attached letter or the number you were given during the telephone call you received.

Things to bring with you

- Your appointment letter
- Any medicines or tablets that you are taking (if possible please bring these in their original containers)
- Your prescription exemption certificate (since April 2009, all prescriptions are free for anyone with a cancer diagnosis)
- A list of any questions you want to ask

When you arrive

If you are unsure where your clinic appointment is located within the hospital, please ask at the main reception or ask any member of staff.

At your clinic appointment

When you arrive, please book in with the receptionist. Please help us by arriving for your appointment on time. It is helpful if you remember to bring your appointment letter with you so that the receptionist can locate your information quickly. The receptionist may ask you a number of questions to make sure that our records are up to date, including:

- Your address, including the full postcode
- Your daytime and evening phone numbers
- Your GP's name and address
- Your next of kin's name and address
- Your NHS number

Waiting times

During your appointment, please be flexible in your expectations about the time it may take. You are usually allotted half an hour for a new patient appointment, but it may take longer if you are required to have various tests and x-rays. Sometimes appointments are delayed. This is usually for a good reason, but staff should always inform you why a delay has occurred. Please note that arriving early for your appointment does not mean that you will be seen earlier.

Who will see you?

You will be seen by a Consultant or a member of their team. Please do not worry if you are not seen by the Consultant personally and are

seen instead by a Registrar. Registrars are fully qualified and registered doctors who are experienced in their specialty.

Consenting to treatment

We want to ensure that you fully understand your diagnosis, the treatment options available and the procedures/treatments that you have been recommended to undergo. Before you undergo any treatment, the doctor will explain what he/she is recommending and will answer any questions you may have. This explanation will also involve any benefit of treatment and also side effects and risks of treatment. Following this explanation, you will be asked to complete a consent form. You retain the right to refuse treatment at any time.

You will be given information leaflets on your proposed treatment and it is important that you read this information so that you are fully informed and involved in your care and understand the treatment plan proposed. Please ask any questions if you are unsure about anything.

Your personal information

As a patient of The Clatterbridge Cancer Centre NHS Foundation Trust, you will be asked for information to help us with your ongoing care. We will retain this information in our medical records. This information remains confidential. You have the right to access your health records and should you

