



The Clatterbridge
Cancer Centre
NHS Foundation Trust



The Clatterbridge Cancer Centre Hotline

General information

A guide for patients and carers

Hotline telephone number 0800 169 5555

An information leaflet explaining how, and when, to contact the hotline for clinical advice.

The teams at The Clatterbridge Cancer Centre will help you through every stage of your cancer journey. Depending on your specific case, your cancer doctor may consider one, or a combination of treatments including:

- Chemotherapy
- Immunotherapy
- Radiotherapy
- Brachytherapy
- Hormonal therapy
- Targeted therapy

We understand that during this period you may unfortunately develop symptoms related to your cancer or the treatments used to manage it. This can add distress during an already difficult time and to aid with this you can call The Clatterbridge Cancer Centre Hotline for advice on how to manage these clinical issues.

When to call Hotline

The Hotline is open 24 hours a day, 7 days a week and operated by specially trained cancer nurses. It is available for **urgent clinical advice** relating to new symptoms or problems that may be related to your cancer treatment or its management.

The team can provide advice over the phone on how to manage your symptoms. Alternatively, should they feel you require further review, they will advise you on the most appropriate location to attend.

When **not** to call Hotline

To ensure unwell patients get the advice they need quickly, we ask you **not** to call hotline for queries unrelated to clinical advice, such as to inquire about or amend appointments, to obtain repeat prescriptions, to help contact other members of staff or to arrange transport. For help with routine queries like these please contact switchboard who will gladly help direct you to the correct person.

Switchboard phone number: 0151 556 5000

Deaf, hearing or speech impaired

You can contact Hotline using the Relay UK app.

Visit relayuk.bt.com for more information or download the app.



How we produce our information

All of our leaflets are produced by staff at The Clatterbridge Cancer Centre and this information is not sponsored or influenced in any way. Every effort is made to ensure that the information included in this leaflet is accurate and complete and we hope that it will add to any professional advice you have had. All our leaflets are evidence based where appropriate and they are regularly reviewed and updated. If you are concerned about your health in any way, you should consult your healthcare team.

We rely on a number of sources to gather evidence for our information. All of our information is in line with accepted national or international guidelines where possible. Where no guidelines exist, we rely on other reliable sources such as systematic reviews, published clinical trials data or a consensus review of experts. We also use medical textbooks, journals and government publications.

References for this leaflet can be obtained by telephoning 0151 556 5570.

If you need this leaflet in large print, Braille, audio or different language, please call 0151 556 5570.

If you have a comment, concern, compliment or complaint, please call 0151 556 5203.

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