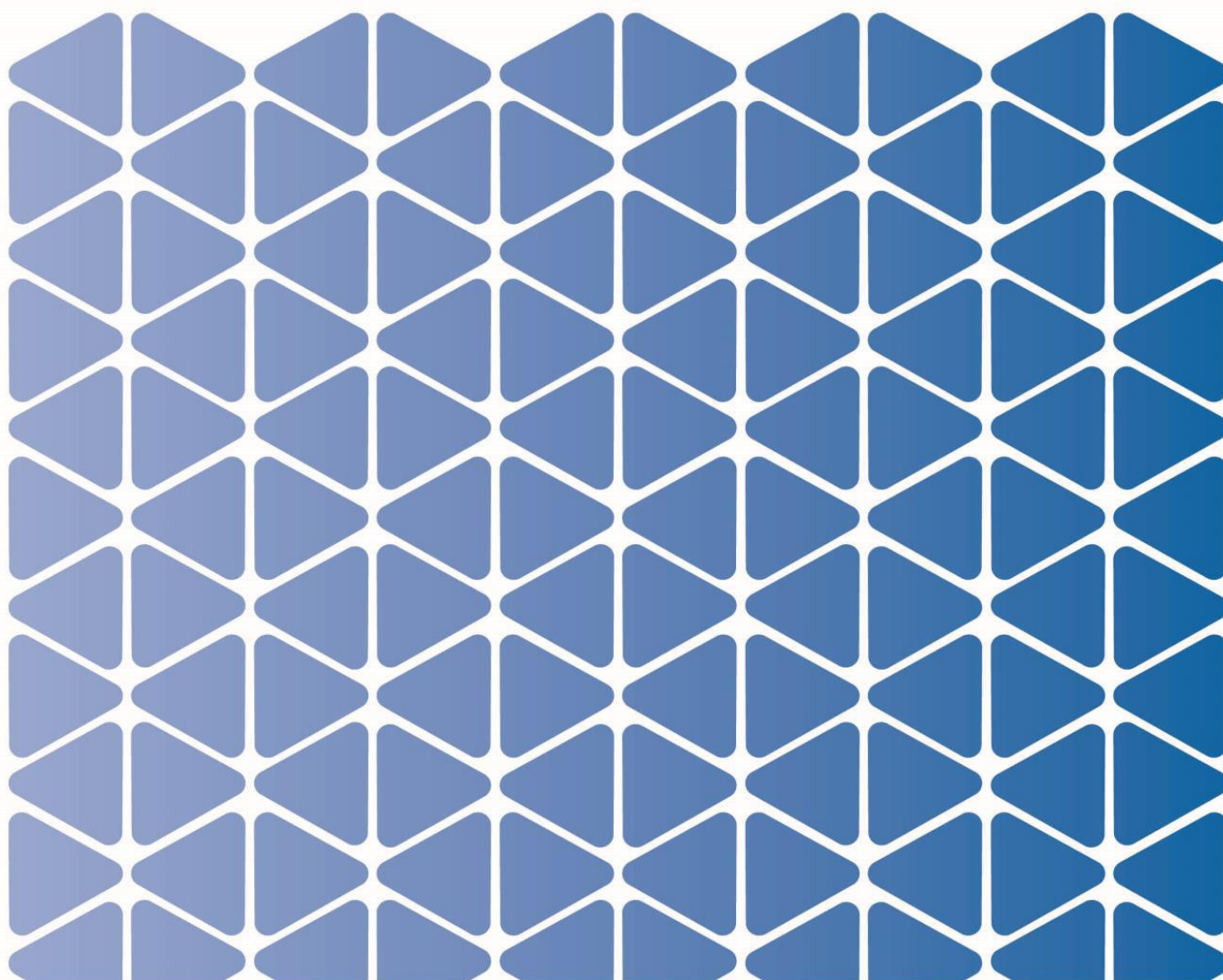




PATIENT INFORMATION

Oncology Services



Open access

Your child has open access to Riverbank ward, 24 hours a day, 7 days a week.

This means if your child is unwell you can contact Riverbank ward for advice rather than going via A&E or your GP. Please contact the ward directly if you have any questions or concerns.

Please contact the ward prior to bringing your child in.

Riverbank Ward: 01905 760588

In an emergency

Please call 999 if it is a life threatening emergency.

24 hours advice is available from Riverbank Ward, WRH

01905 760588

Alternatively, you can contact

BCH Ward 18: 0121 333 9132 (direct line)

This leaflet aims to introduce you to the Children's Oncology Team at Worcester Royal Hospital (WRH)

Children's Oncology Services are delivered on Riverbank Ward and in Children's Clinic at WRH.

We work in partnership with Birmingham Children's Hospital (BCH) to deliver your care safely and as local to your home as possible.

Paediatric Oncology Nurse Specialist and Lead Nurse

Dawn Forbes

Tel: **01905 761470** Mobile: **07703381771**



Dawn will be your key worker. She is based in WRH and is one of the main links between all professionals locally and in BCH, caring for your child/young person with cancer and providing a continuous service throughout their treatment journey.

She can provide formal or informal support or be a 'friendly ear' to listen to any concerns or worries you may have.

Dawn's phone is monitored **Mon - Fri, 8am - 4pm** for non-urgent enquiries. For urgent enquiries, please call Riverbank Ward.



Paediatric Consultant and Oncology Lead

Dr Baylon Kamalarajan

Paediatric Specialty Doctor and Oncology Deputy Lead

Dr Charlie Ratcliffe



Community Services

We liaise closely with the community nursing teams to ensure appropriate care is provided and all your child's nursing needs are met while they are at home. This can include central line care, administering some intravenous medication, blood tests and palliative care. They are also a vital link between hospital visits to assess your child at home / school, and can provide access to the Support for Families Team.

Your team is:

- Worcester South: **01905 681590**
 - Worcester North: **01527 488223**
 - Hereford: **01432 349639**
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Teenagers and Young Adults (TYA)

The TYA cancer service works alongside all your clinical teams and offers age appropriate psychological support for 13-24 year olds through treatment and up to 2 years after the end of your treatment. **Rosa Hooks** is our Teenage Cancer Trust TYA Clinical Liaison Nurse Specialist. She is there to support you and your family, offering visits at the hospital or, if appropriate, at home.

Rosa can be contacted on **07841 013795** and works Tuesdays and Wednesdays 08.30 - 16.30.

Birmingham Children's Hospital



This QR code links you to an external webpage with more information about the Haematology / Oncology department at BCH. Worcester Acute Hospitals NHS Trust is not responsible for the contents or reliability of the information on external websites.

Children's Clinic

Our clinic runs on Tuesdays from 10am – 5pm. In some cases, we can offer treatment between Monday and Friday if required. It is held in the Children's Clinic on the Lower Ground Floor at WRH.

Clinic number: 01905 733477

Open 9am - 5pm, Monday - Friday

In the clinic we offer supportive care (such as central line care and blood product transfusions) as well as intravenous chemotherapy and follow up appointments.

Support groups

The **Macmillan Information and Support Pod** is located at Worcester, Kidderminster and Redditch Hospital & helps provide valuable services to all those affected by cancer. Please call (Redditch) 01527 503030; (Kidderminster) 01562 513273 (Worcester) 01905 763333.

Children's Cancer and Leukaemia Group and **Children with Cancer UK** have useful websites for information: <https://www.cclg.org.uk/> and <https://www.childrenwithcancer.org.uk>

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.