



**The Christie**  
NHS Foundation Trust

**The Christie Hotline**  
**0161 446 3658**

**You can ring the Hotline**  
**24 hours a day and 7 days**  
**a week.**



**Acute Oncology**  
**Management Service**

# The Christie Hotline – You

This service provides specialist advice and support to all Christie cancer patients, as well as to their carers and community doctors and nurses.

## **Why do I need to know about this service?**

You have been given this leaflet because you or someone you are caring for is currently receiving, or has recently completed a course of treatment.

It is important for patients and their carers to have access to information to manage side effects and any complications of treatment. The Christie Hotline is available to provide you with help and support at every stage of treatment.

## **Who are The Christie Hotline team?**

Our team includes specialist nurse advisors. Other medical specialists are also involved in the team to ensure the best management of each patient.

**If you are experiencing chest pain**

## **Radiotherapy patients**

The Hotline team is trained to provide advice and support for side effects caused by radiotherapy treatment.

Remember to tell your team in the radiotherapy department about any problems or concerns you have when you come for treatment each day.

**DO NOT** wait to call The Hotline.

## **Who will I speak to when I call The Hotline?**

When you call you will speak to a dedicated nurse advisor. This line is available 24 hours a day, 7 days a week.

**When you speak with the team, remember to report any new or worsening conditions.**

**a day and 7 days a week.**

### **Contacting The Christie Hotline**

- You will hear a 'welcome' message. Listen carefully and follow the instructions.
- Your call should be answered within 4 minutes. If your call is not answered within 9 minutes, you will be transferred to our hospital switchboard.
- The switchboard staff will contact the specialist nurse advisor who will respond to your call. This will only occur in times of high call volume; we apologise for any delay.

All calls are recorded for training and monitoring purposes. The team will also record the outcome of each call on the patient record.

Following a call to The Hotline, patients may be asked to attend a unit for further assessment. This could be a local A&E instead of The Christie or GP. We will often contact these patients the next day to follow-up, or ask them to call back if they notice any worsening in their current symptoms.

**ding, please call 999 immediately.**

Please keep this leaflet in a safe place where you will be able to find it quickly. Call us if you are worried about any side effects of treatments. Getting professional help early will help you, or the person you care for, and will reduce the risk that problems will become life-threatening.

There are some details that the specialist nurse advisors need to confirm at the start of each call. Copy the details here so the information is always in one place.

## **I am a Christie patient**

**Hospital number:**

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**My treatment :**

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**Consultant:**

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**Here to support you**

**0161 446 3658**

**If you are unwell during  
or following your cancer treatment,  
please call The Christie Hotline.**

**0161 446 3658**

A mobile and text service is also available to provide support to our patients who are communication and speech impaired. Please let us know if you would require this specialist contact number.

**[www.christie.nhs.uk](http://www.christie.nhs.uk)**