



A patient's guide to The Christie



A guide for patients and their carers

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The Christie website

For more information about The Christie and our services, please visit www.christie.nhs.uk or visit the cancer information centres at Withington, Oldham or Salford.

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Welcome to The Christie

We want you to be as comfortable as possible whilst you are being treated at The Christie. This booklet aims to provide you with general information. It cannot cover everything you may want to know, so if there is anything else you need to know, please ask. Our staff will be glad to help.

Based in Withington, Manchester with radiotherapy centres in Oldham and Salford, we treat more than 44,000 patients a year. We are the largest single site cancer centre in Europe with over 100 years history and expertise.

As part of the NHS we provide:

- radiotherapy
- chemotherapy

- highly specialised surgery for complex and rare cancers
- a wide range of support and diagnostic services

We have 2,500 staff who are supported by around 300 hospital volunteers. Our volunteers make a very valuable contribution in a range of roles across the wards and departments to enhance patient care.

As a foundation trust, we have the freedom to develop our services by listening and responding to the opinion of our members, patients and local community. Being a member is a great way of supporting us as members can help shape how cancer services are provided and developed.

Visit www.christie.nhs.uk for further details if you are interested in becoming a volunteer or a member.

Information for patients



If you have any queries about your appointment date or if you need to change it, please telephone the number on your appointment letter.

For any queries about your admission, please call the admissions department on **0161 446 3377**.



Bluebell forest by a patient at The Christie

Before you arrive

Please check the website (www.christie.nhs.uk) for the latest details about where to park, or contact the information centre on **0161 446 8100** for a copy of the leaflet 'Travelling and car parking for patients and patient's visitors to The Christie'.

Volunteers are available at the entrances to wait with you whilst your relative, friend or carer parks the car.

When you arrive

Go to the reception desk at the department where your appointment is. The receptionist will check your details on arrival and direct you to the appropriate waiting area. Some patients will be asked to have a blood test.

If this is your first visit to The Christie, you will be seen in the clinic by the doctor or nurse

clinician, and any treatment will be discussed with you. This can take some time.

A relative or friend can accompany you to see the doctor or nurse clinician. Please feel free to take them in with you.

Some patients have treatment on their first visit. Others are given a further appointment to come in for treatment. You may have some tests or investigations on your first visit, so be prepared to be here for a few hours. It may be that your doctor wants you to come into hospital for a time, in which case you will be admitted for an overnight stay.

If you do have tests, the results will be discussed with you at a future outpatient visit. Secretaries cannot give results to you over the phone, unless the doctor has given permission.

What to bring with you

It is helpful to have the following when you arrive:

- Name, address and post code of the GP you are registered with (or the name of the senior doctor in the practice).
- Any tablets or medicines you are taking. **Keep these in the container you got from the chemist**, so we know what you have been taking. If you have a list of repeat prescriptions from your GP, please bring this with you too.
- If you are being admitted you will need to bring clothes, nightclothes and personal items.
- Due to lack of storage on the wards, please only bring essential items into hospital with you. This will also help to reduce slips, trips and falls and maintain a safe environment.

Planning your discharge

If you know you need to stay in hospital overnight, please make arrangements as to how to get home when you are discharged. You will be asked this by the nurse when you are admitted.

If you anticipate that you may have problems on discharge or are already struggling at home, we advise that you contact your GP or local social services before your admission to hospital to seek support, as well as contacting someone from your team at The Christie to let them know you are having problems.

Shortly after your admission to The Christie, you will be informed of your estimated date of discharge. This is the date by which the clinical team delivering your care feel you will be ready to leave us. Although on occasion this date may be changed due to alterations in your care, it provides guidance to you and

your relatives about when you are likely to be ready to go home, so that you can make arrangements.

If your medical team believes you are fit to leave The Christie but would benefit from a further period of time as an inpatient in your local hospital or other place of care, we will talk to you and your family about this at the earliest opportunity.

Leaving The Christie

When you leave hospital, we will assess your needs, and if necessary, you will be seen by the complex discharge team who can help you get the support you need for leaving hospital.

Do I need to arrange my own transport when leaving hospital?

It is usually in the morning that you may be discharged, so please make arrangements to travel home.

We ask that you are collected as soon as you are ready to leave the hospital, usually from the planned admissions and transfer suite (department 25), which is in a different area from the ward in which you have been staying.

Hospital transport is only available for patients who have a clinical need and meet the specified criteria. If you are having difficulties arranging for someone to collect you from hospital, please discuss this with the nursing staff at the earliest opportunity.

Appointments

We try to ensure that you are seen at your appointment time. The time you spend with the doctor or nurse clinician will vary according to your needs. There can be delays but staff will keep you informed of the clinic's progress. You will not be booked in until one hour before your appointment time.

Prescriptions

If the doctor or nurse clinician gives you a prescription for any medicine to take home, you need to register your name in person at The Christie Pharmacy (department 36) as soon as possible. Pharmacy staff will then start to dispense your prescription for collection. You cannot take it to a chemist or any other hospital pharmacy to be dispensed.

Before you leave the pharmacy, please make sure you know when and how to take your medication. The directions will be printed on the label, but if you have any questions or the instructions are unclear, the pharmacy staff will be pleased to explain everything to you.

Prescriptions for NHS patients are free from The Christie Pharmacy. Prescriptions are also free for NHS patients being treated for cancer from community pharmacies but you will need an exemption certificate. Exemption

certificates are available from the Pharmacy at The Christie and from your GP.

Accommodation

Our wards are arranged in bays of four or five beds. The male and female beds within the wards are kept separate, in bays or as an annexe. Male and female toilets and bathrooms are located within or close to the bay or annexe.

Accommodation for relatives

We have some single accommodation located near The Christie for close relatives of seriously ill patients who have to travel a distance, or who have transport problems. For more details, please ring **0161 446 3000** and ask for the accommodation supervisor. You can also find accommodation in Manchester on the Visit Manchester website www.visitmanchester.com

Services for patients

The Christie app

Download the official Christie app to help you find your way around the main hospital site easily. The app also includes key information on The Christie's history, charity funded projects and useful details on food and drink options. Travel information is also included. Available for iPhones and most Android models.

Things to do

Because your treatment takes up only part of the day, you are likely to have spare time. Christie guest wi-fi is available free of charge. Please ask a member of staff for the password.

There is a pleasant conservatory (department 9) leading to the garden where you can relax with your visitors.

Refreshments

Drinks, cakes and sandwiches are available in the M&S coffee shop in the main Oak Road reception area. Open 7am–9pm Monday to Friday and 8am–5pm Saturday and Sunday.

The restaurant (department 19) serves hot meals, sandwiches, salads, snacks and drinks Monday to Friday. Hot lunches can be obtained at the weekends and bank holidays.

Opening times vary, so please ask your nurse or ward staff for more details, or check the website. In addition there are several vending machines that offer cold drinks and snacks.

Special diets

Please tell your nurse on admission if you have any special dietary needs (diabetic, gluten-free, dairy-free or liquidised). The nurse will inform the catering department about this. If you are on a gluten-free diet,

gluten-free bread and biscuits can be sent to your ward. If you are on a dairy-free diet, soya milk is available. Kosher meals and halal meals are available on request. The menu folder at your bedside has more information.

Letters

Please ask for letters to be addressed to:

Your full name
Ward number
The Christie NHS Foundation Trust
Wilmslow Road
Withington
Manchester M20 4BX

You can give letters to the ward administrator who will arrange for them to be posted. There is also a post box in the Oak Road reception area, and stamps are sold in WHSmith.

Newspapers and books

Newspapers, magazines, books, cards, stationery and some toiletries are available from WHSmith situated in the main Oak Road reception area.

Telephone calls

If your relatives and friends want to contact you, they can ring your ward directly or they can ring patient enquiries on **0161 446 3797**. It is better if you can designate one person from your family to call the hospital.

Mobile phones

Mobile phones can be used in certain areas, such as day rooms. To respect patient confidentiality, camera phones must not be used to take images at The Christie unless permission has been obtained.

Visiting

Please check with the ward about visiting times. Patients may be called for treatment during a visit, so please understand if you have to wait to see your relative or friend.

When you are visiting the wards, please respect the privacy and need for rest of other patients. For this reason, we ask that there are no more than two visitors by the bedside at any one time. We ask that flowers are not brought onto the wards because many of our patients are immuno-compromised, meaning they are more prone to infection. We recommend that they are sent to the patient's home after discharge.

We have protected mealtimes to give patients the opportunity to eat without interruption, so visitors are not allowed to stay on the wards at these times unless they are helping the patient to eat. During lunch and supper, all non-urgent clinical activity stops so that the nurses, catering staff and

carers can help to serve meals and assist patients who need help.

On some wards, there may be restrictions due to health and safety interests, so check with the nurse in charge before entering. If children wish to visit, tell the nurse in charge before visiting. Avoid bringing babies and small children into the wards if possible. Please ensure that children are supervised at all times. If you have a cold or you are unwell, it's wise to put off the visit to avoid spreading infection.

Moving and handling

We aim to reduce the risk of injury to patients and staff, so if you are unable to move yourself independently we may need to use handling aids to assist you.

Our staff and services



The following pages have general information for all patients about the staff you may meet here, and an outline of all the other services provided by The Christie.



Cherry blossom by a patient at The Christie

Staff at The Christie

Doctors

You may have already met a consultant from The Christie at another hospital. When you arrive, you may be seen by a different consultant who specialises in your type of cancer who will discuss any treatment with you. If you need to contact your consultant, please call your clinical nurse specialist or your consultant's secretary. If you are unsure of the telephone number, call the switchboard on **0161 446 3000** and ask to be put through.

Nurses

Please don't hesitate to ask the nurses if you have any queries. They will do their best to help or put you in touch with someone who can.

A team of nurses is based in outpatients. Each clinic is run by a named nurse.

Please ask your named nurse, or one of their team, about any problems you may have, or information you would like.

Specialist nurses

The Christie has many specialist nurses. Some are clinical nurse specialists (CNS) who work with patients with specific cancers, providing them with information, support and specialist services.

There are also nurse specialists who provide a specific service regardless of the type of cancer for patients. In addition there are nurse practitioners who provide direct clinical support to patients out-of-hours, using advanced clinical knowledge and skills.

Nurse clinicians are advanced nurse practitioners and experienced cancer nurses who work both independently and as part of the medical team.

They assess and manage patients often instead of a doctor. They also offer you support and information throughout your treatment and follow-up care.

Please ask the nurse in charge of your clinic or ward if you would like to know more, or if there is a specialist nurse who you would benefit from seeing.

Research nurses

Research nurses at The Christie work closely with the medical teams and other health care professionals to help identify studies and clinical trials which may be suitable for you during your treatment pathway.

If you decide to participate in a clinical trial, the research nurse coordinates visits, tests and treatment required by the study protocol. They also act as a point of contact for advice and support for you.

Therapeutic radiographers

The radiotherapy department is staffed by highly trained radiographers. They will be responsible for the accurate planning and delivery of your radiotherapy treatment and your general well-being. If you experience any problems during your treatment, please speak to the radiographers who will be pleased to help.

Radiologists and diagnostic radiographers

Diagnostic radiographers are highly trained to take X-ray images, CT and MRI scans. Radiologists are doctors who interpret and report the X-rays and scans. The images are used to assess your condition, to help plan treatment and monitor your progress.

Physiotherapists and occupational therapists

You may experience some difficulties with mobility or function during your treatment

and will be seen by a physiotherapist or occupational therapist to assist with managing this.

Pharmacists

When you are given a prescription, take it to the pharmacy where you will meet the pharmacists and pharmacy technicians. Please ask if you are unsure about your medicines. If you have any further questions about medicines, please phone **0161 446 3432**.

If you are staying on a ward, you will see the pharmacist or technician who visits the wards every week day to check medicine charts. They will be happy to answer any questions you may have about your medicines.

Ward administrators

There is a ward administrator on every ward. Ward administrators can help you with any forms you need to fill in, such as sick notes. They can also take telephone messages and

post letters for you, and will help you with any non-medical queries.

Porters and domestic assistants

If you require a wheelchair, please ask the ward or clinic staff who will organise a porter for you. The domestic team are responsible for cleaning the wards and all other areas of the hospital.

Infection prevention and control

Having cancer and some of the treatments for cancer such as chemotherapy increases the risk of a patient developing an infection. The Christie is committed to reducing the risk of infection in our patients. We have a specialist infection prevention and control team who are responsible for monitoring, preventing and controlling infections. Through the education of all our staff, high standards of environmental cleanliness are

maintained. If you have any concerns about the environment please speak to any member of staff looking after you.

Organisms such as MRSA (Meticillin Resistant Staphylococcus Aureus) and C.diff (Clostridium difficile) are national concerns.

There are also some organisms that are resistant to many of the antibiotics we use, so it is important to take every precaution necessary to protect our patients. These organisms are not a risk to healthy people but can cause infection in those people with lowered immunity and resistance.

If you do have MRSA or C.diff, you may be cared for in a single room away from other vulnerable patients. For further information please see the patient information leaflets.

What we are doing to reduce infection

- We are part of the national 'Clean your Hands' campaign.

- We ask patients and visitors to decontaminate their hands with soap and water or alcohol gel that is available in all clinical areas.
- We regularly monitor aspects of infection control including our cleaning services.

What you can do to reduce infection

- Keep your own hands clean throughout the day, especially before meals and after visiting the toilet.
- Ask staff and visitors if they have washed their hands or used the alcohol hand rub before they provide you with any care.
- Avoid contact with your friends and family who have an infection such as diarrhoea and vomiting, chest infections or respiratory illnesses such as colds or flu.

If you have any questions about infection control or would like more information, please contact the infection control team via The Christie switchboard.

Useful services

Psycho-oncology

A diagnosis of cancer can be very difficult. Patients may experience a range of emotions and find this difficult to deal with.

Patients may have difficulty coping with their illness and treatment. They may feel low or anxious, distressed about changes in their body and appearance and the effects illness has on their lives and relationships.

Emotional support, counselling, psychological or psychiatric treatment can be beneficial in the short or longer term.

The psycho-oncology service specialises in helping patients cope with the emotional and psychological challenges of having cancer. The team is made up of counsellors, psychologists, mental health nurses and doctors who specialise in the psychological impact of cancer.

If you think you would benefit from one of these services, please talk to one of the doctors or nurses looking after you.

Chaplaincy and spiritual support

Our chaplaincy staff are trained to help people of any faith or none with questions of spirituality, meaning, and value. They are available for patients, visitors, staff and volunteers.

The chaplaincy team includes Christian, Jewish and Muslim faith representatives who are always available. They also have links with other belief communities. Facilities include a chapel, a prayer room (equipped for Muslim prayers) and a multi faith room in department 57. These are always open for prayer, worship, meditation or quiet time.

Regular Christian and Muslim worship times are advertised in the department. If you would like to make a specific request for prayer, there is a dedicated book in the chapel. The faith

representatives will include these requests in their daily prayers.

If you need help to get to a service, ask a member of your clinic or ward staff to call the faith representatives, or you can call direct on **0161 446 3097**.

Supportive care team

Supportive care doctors and nurses specialise in treating any problems caused by cancer or cancer treatments. This includes managing any pain or symptoms, as well as psychological and practical support. Please ask your doctor or nurse if you would like to be referred to this service.

Maggie's centre

The centre provides a full programme of practical and emotional support, including psychological support, benefits and employment advice, nutrition and head care workshops, relaxation and stress

management.

Contact Maggie's on **0161 641 4848** or email **manchester@maggiescentres.org** The Maggie's centre is located a short walking distance from the hospital at 15 Kinnaird Road, Manchester M20 4QL.

Smoking cessation and alcohol advice

Smoking cessation support is available to patients and their carers at our twice weekly clinics. Outpatients, patients attending day care or inpatients can also contact the smoking cessation and alcohol advice team directly by phoning **0161 446 8236** or **0161 918 7175**.

Complementary therapy

Complementary therapies are free to both Christie patients and carers and are given alongside conventional medical treatments. By choosing a therapy to suit personal needs, many people with cancer feel they regain

some personal control over managing their health. For further information contact the complementary therapy service on **0161 446 8236**.

Art classes

Activities such as art classes are organised at the hospital. The classes are free and all materials are provided. Check with the art room (department 12) for times of classes.

Wig fitting service

If you are an NHS patient and your treatment causes you hair loss, you are entitled to a free wig. You can see a specialist wig fitter at The Christie before your treatment begins. You can obtain your free voucher from the information centre located in department 3. The information centres at Oldham and Salford also issue wig vouchers. Please ask staff for a copy of the leaflet 'The Wig Fitting Service'.

Patient advice and liaison service (PALS)

PALS provides a confidential listening, advice, information and support service for any patient, relative or carer who has a problem using Christie services. PALS gives on-the-spot assistance and aims to resolve any concerns as quickly as possible.

If you have any worries about the care or services at The Christie or if you need any advice or information, please speak to the staff involved or your consultant. They will make every effort to answer your queries. If, after this, you remain dissatisfied or you need further help, then please contact PALS.

The PALS service is available 10am–4pm, Monday to Thursday and 10am–3pm on Friday.

Call **0161 446 8217** (24-hour answerphone) or email pals@christie.nhs.uk. Alternatively, if you want to speak with someone face to face, you can call into the information centre.

Have your say

We are keen to improve the quality of our service. You can help us by letting us know what you think about The Christie – what you like and what could be improved.

- Talk to PALS
- Fill in a comment form (available from Oak Road reception, outpatients or Christie website www.christie.nhs.uk).

Complaints

If you wish to make a complaint you can do this through the PALS service. You can also write to either the Chief Executive or our

complaints manager at:
The Christie NHS Foundation Trust,
Wilmslow Road, Manchester M20 4BX.

Independent Complaints Advocates (ICA) can give independent advice and support to anyone raising a complaint relating to NHS Services. This is specific to your local area and contact details for these organisations can be obtained through the PALS team on request.

If you need information in a different format, such as easy read, large print, BSL, braille, email, SMS text or other communication support, please tell your ward or clinic nurse.

Cancer information centres

There is a cancer information centre at each of our hospital sites. The centres offer a free confidential service for anyone affected by cancer on any cancer treatments and related issues to patients, family and their friends.

The centres stock a wide range of booklets as well as Christie information which are free to patients, their families and carers.

See the back cover for opening times and contact numbers.

For up to date information, visit The Christie website www.christie.nhs.uk

The Christie charity

The Christie charity raises money for a range of projects and initiatives focusing on four main areas – research, care and treatment, education and extra patient services. All of which are above and beyond what the NHS provide, enabling us to give our patients the best care and treatment possible.

There are many ways in which you can support or donate to The Christie. Please see the website www.christies.org for more details.

The Christie
Charitable Fund



Registered charity no. 1049751

Tel: **0161 446 3988**

email: appeals@christies.org

Notes

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Welcome to The Christie. If English is not your first language and you would like someone to interpret for you, please tick the box on the registration form or phone **0161 446 8319**.

歡迎來到克利斯蒂。如果您的母語不是英語，並希望得到翻譯員的服務，請在登記表中的方格內打鉤，或致電：**0161 446 8319**

Cantonese

欢迎来到克利斯蒂。如果您的母语不是英语，并希望得到翻译员的服务，请在登记表中的方格内打钩，或致电：**0161 446 8319**

Mandarin

ਕ੍ਰਿਸਟੀ ਵਿਚ ਤੁਹਾਡਾ ਸੁਆਗਤ ਹੈ। ਜੇ ਅੰਗ੍ਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਕੋਈ ਤੁਹਾਡੇ ਲਈ ਤਰਜਮਾ ਕਰੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਰਜਿਸਟ੍ਰੇਸ਼ਨ ਫਾਰਮ ਤੇ ਖਾਨੇ ਵਿਚ ਨਿਸ਼ਾਨ ਲਗਾਉ ਜਾਂ ਇਸ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ - **0161 446 8319**

Punjabi

کرسٹی میں خوش آمدید۔ اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ چاہتے ہیں کہ کوئی شخص آپ کے لئے ترجمہ کرے تو براہ مہربانی رجسٹریشن فارم میں سے ہونے والے ڈبے پر نشان لگائیے یا **0161 446 8319** پر ٹیلیفون کیجئے۔

Urdu

Witaj w The Christie. Jeśli angielski nie jest Twoim ojczystym językiem i chcesz aby Ci przetłumaczono, zaznacz w polu kwadratowym formularza lub zadzwoń pod numer **0161 446 8319**

Polish

We try to ensure that all our information given to patients is accurate, balanced and based on the most up-to-date scientific evidence.

If you would like to have details about the sources used please contact patient.information@christie.nhs.uk

Contact The Christie Hotline for
urgent support and specialist advice
The Christie Hotline: 0161 446 3658
Open 24 hours a day, 7 days a week

Visit the Cancer Information Centre

The Christie at Withington **0161 446 8100**

The Christie at Oldham **0161 918 7745**

The Christie at Salford **0161 918 7804**

Open Monday to Friday, 10am – 4pm.

Opening times can vary, please ring to check
before making a special journey.

The Christie NHS Foundation Trust

Wilmslow Road
Manchester M20 4BX

0161 446 3000
www.christie.nhs.uk

The Christie Patient Information Service
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