



Royal Berkshire
NHS Foundation Trust

Welcome to the Berkshire Cancer Centre Outpatient Clinic

Information for patients

Tel: 0118 322 7888

Welcome to the Berkshire Cancer Centre (BCC) Outpatient Clinic

Patients are referred to the BCC Outpatients Clinic for an appointment with a member of the Oncology (cancer) Team. We are open from:

9.00am – 5.00pm on Mondays, Wednesdays and Thursdays.

9.30am – 5.00pm on Tuesdays.

9.00am – 4.00pm on Fridays.

We are closed weekends and bank holidays.

How to find us and where to park

The BCC is in North Block at the Royal Berkshire Hospital, which is about a 15-minute walk from Reading town centre.

Enter the BCC through the dedicated entrance in the London Road car park (north west corner) or the drop-off point in Redlands Road, and follow signs to the Berkshire Cancer Centre Clinic. This is sometimes also called the Oncology Outpatient Department.

Disabled parking is available next to the West Drive buildings, accessible from Redlands Road.

Our car park is in very high demand and it can be difficult to find a space. If possible, travel to your appointment or visit the hospital by public transport, or arrange to be dropped off and collected later, to help avoid congestion or any delay to your appointment. If you do have to drive, please allow extra time to find a parking space on site. Alternatively, on-street pay and display parking is available in surrounding roads and the Queens Road NCP car park near the town centre, which is just a short walk away.

You can travel by bus from Reading town centre, near the railway station. Use Station Road **bus stop SA**; all buses from that stop come to the Royal Berkshire Hospital. There is a bus stop outside the main entrance of the hospital, you can then walk through the hospital to get to the BCC Clinic, or you can walk via London Road from the bus stop.

What happens when you arrive?

When you arrive at the department, you will be greeted by a member of staff who will ask you some details to ensure you have come to the right place and to make sure your details on file are correct. You will then be asked to sit in the waiting room until your appointment time.

Please do not arrive until 5 minutes before your appointment time.

We aim to ensure all patients are seen within 20 minutes of their allocated appointment time. If for any reason there are any delays, we will keep you updated.

Before you are called into the consultation room, you may be asked if we can measure your height and your weight. It is useful for us to know your measurements when we first meet you and to monitor them regularly. This is for several reasons, such as if you are offered treatment. Measurements are required to be able to give you the right dose. It also allows us to monitor whether your condition and/or treatments are causing you to lose or gain weight and help us give you the right information to help keep you as well as possible at this time. If you are bringing a friend or relative, please limit this to one person as this helps everyone maintain social distancing and helps us to keep all patients and staff safe.

More about us

The BCC Outpatient Clinic usually provides appointments for patients with a diagnosis of cancer but occasionally also sees patients with other conditions. We carry out a range of appointments in the department and you may see a variety of different health care professionals during your visit.

Our teams

Our team includes doctors, specialist nurses, a specialist hair advisor, health care assistants, a clinic admin manager an admin assistant and Macmillan Information Centre staff and volunteers. We also work very closely with other health care professionals, such as dietitians and radiographers (X-ray professionals), to ensure we can provide the best service to meet the needs of our patients.

We work closely with the chemotherapy and radiotherapy teams to co-ordinate treatments; we also provide a range of additional services, such as a hair advisory clinic (for those undergoing treatment that may cause hair to thin or fall out) and a breast prosthesis service (prosthesis service is for those requiring a breast prosthesis to be fitted after breast surgery). We work alongside the complementary therapies charity, My Cancer My Choices, to offer therapies like acupuncture, reflexology and tai chi, to support those living with cancer in Berkshire. These therapies take place at Bracknell, Charvil and Thatcham near West Berkshire Community Hospital.

The Macmillan Information Centre

Patients and their families can use the Macmillan Cancer Information and Support Centre within the Berkshire Cancer Centre. Macmillan also support community based projects that provide support for patients and information. This is available in a range of languages and formats to suit your needs. You can contact our Macmillan Information Centre team at the Berkshire Cancer Centre on 0118 322 8700.

If you need further tests

If you need further tests after your appointment, we will inform you about next steps and how these tests will be arranged. If you require a blood test on the same day, we can do this for you in the BCC Clinic. Please speak to a member of staff, who will be happy to help you.

How to contact us

Telephone: 0118 322 7888. This is an answerphone so please leave a message with your name and contact number and a member of the team will get back to you. Messages are checked at least twice daily.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

RBFT BCC. Reviewed: November 2022. Next review due: November 2024.