



Royal Berkshire
NHS Foundation Trust

Welcome to the King Edward Ward Outpatient Chemotherapy Unit

Information for patients and relatives

King Edward Ward Outpatient Chemotherapy Unit
Opening Times: 8.30am – 4.30pm Monday to Friday
Level 3, North Block, Royal Berkshire Hospital
Tel: 0118 322 7464

You have been asked to attend our chemotherapy unit at the Berkshire Cancer Centre in the Royal Berkshire Hospital in Reading.

This leaflet aims to provide you with information regarding the unit to assist you in ensuring your visits with us run smoothly and efficiently.

What to do when you arrive

Please ensure that you let the receptionist know when you arrive. This allows us to record your arrival time and acknowledge your attendance. Also, please report any issues regarding the following if relevant to you and your specific treatment requirements:

- Transport issues.
- Emend (anti-sickness tablet taken one hour before treatment).
- Scalp cooling.
- Repeat blood test required.
- All day treatment.

Car parking

Parking permits are available for patients on treatment, please ask the receptionist. Please note, this does not guarantee you a parking space.

Visitors

Friends and family are welcome to come with you/visit but please keep visitor numbers to a minimum and ensure they are well and free from coughs and colds to ensure the wellbeing of other patients.

It is not a suitable environment for young children so please ensure that you (or your visitors) make childcare arrangement, if relevant.

Refreshments

- Teas/coffees etc are provided throughout the day.
- Salads/sandwiches for patients only are provided at lunchtime.
- You may bring your own refreshments.
- There is a WRVS shop available downstairs in the Berkshire Cancer Centre clinic area.

Mobile phones and Wi-Fi

You can use your mobile phones on the unit. Free Wi-Fi is available for patients and relatives using the RBFT_GUEST network.

Medication

Please take your usual medication on the day of treatment and bring any regular medication, such as painkillers and insulin, with you.

Blood tests

There may be occasions when we require a repeat blood test from you. We take routine and repeat blood tests depending on daily demand.

Do not go to the Pathology Department for a blood test before checking with our receptionist first. If you have had a blood test in the upper part of your arm and it is the only arm we are allowed to use, we will be unable to give you your chemotherapy that same day. It will mean you will have to return the next day, allowing time for the puncture site to heal.

Blood tests can take up to 90 minutes to be reported.

Reasons you may have to wait

Our priority is to treat each patient in a timely and safe manner. However, some days the unit is very busy and the demand for staff or equipment may result in you having to wait, either for a nurse to

administer your chemotherapy, a chair or scalp cooler to become available, or for the pharmacy department to supply your drugs. It may appear that some patients have been called in before you. Some chemotherapy regimes take longer to administer than others. We have to prioritise throughout the working day to ensure you all get treated within our working hours. On rare occasions, you may be asked to return the following day depending on how busy we are. Occasionally, if a patient is too ill to wait, they may be fast-tracked. We hope you will be understanding if your treatment is delayed because this has happened.

After seeing the doctor in clinic, it can take 1-2 hours for Pharmacy to carry out all safety checks before releasing your chemotherapy drugs to us.

Repeat blood tests will take up to 90 minutes to be reported. The doctor and pharmacy cannot release your chemotherapy without an up-to-date, satisfactory blood result.

You don't have to wait...

Leave your mobile number with our receptionist and we will call you when we are able to treat you.

Please don't hesitate to approach our receptionist and make enquiries if you feel you have been waiting a long period of time.

Our aim is to keep you free from anxiety while you are waiting to be treated.

This document can be made available in other languages and formats upon request.