

Following this explanation, you will be asked to complete a consent form. You retain the right to refuse treatment at any time.

You will be given information leaflets on your proposed treatment and it is important that you read this information so that you are fully informed and involved in your care and understand the treatment plan proposed. Please ask any questions if you are unsure about anything.

### Your personal information

As a patient of The Clatterbridge Cancer Centre NHS Foundation Trust, you will be asked for information to help us with your ongoing care. We will retain this information in our medical records. This information remains confidential. You have the right to access your health records and should you wish to access this information, please write to our Clerical Manager, Clatterbridge Cancer Centre - Wirral, Clatterbridge Health Park, Clatterbridge Rd, Wirral, Merseyside CH63 4JY. There is a fee of £10 for a photocopy of your medical records.

Please inform the hospital at the earliest opportunity if you change your personal information, i.e. address, GP, telephone numbers.

### Copying clinic letters

You will find information on how to receive copies of your clinical letters along with an 'opt-in' consent form attached to your appointment letter. If you would like to receive copies of your clinic letters, please complete the form and return it to your consultant's secretary.

### When you leave

Please return to the outpatient department reception desk before you leave the hospital so that the reception staff can re-book appointments if required. The reception staff will try to arrange a date and time that is convenient for you.

### Prescriptions

You may be prescribed medications during your consultation and will be given a prescription. You can take this to your local pharmacy in the community. Unfortunately, there is no pharmacy available for outpatients at this hospital.

Sometimes, the doctor will ask your GP, by means of a clinic letter to prescribe you some medications. Please do not go to your GP straight after seeing the consultant to chase up this medication, unless you have been instructed to start the medications immediately, as the GP will not be aware of this instruction until the clinic letter is faxed or sent to them.

### Clatterbridge Cancer Centre Hotline 0800 169 5555

If you are unwell during or up to 8 weeks following your cancer treatment please call the Clatterbridge Cancer Centre Hotline.

Your call will be answered by a dedicated nurse advisor. This line is available 24 hours a day, 7 days a week.

### Clatterbridge Private Clinic

We have a dedicated private patient clinic on our Wirral site. You can access private treatment if you have medical insurance or if you wish to pay for your treatment, please contact Clatterbridge Private Clinic on **0151 556 5391** or visit **[www.clatterbridgeprivate.co.uk](http://www.clatterbridgeprivate.co.uk)**

The above information is not exhaustive and if you have any further questions about your treatment or any aspect of your care, please contact your respective consultant's secretary.

If they are unable to address your concerns, they will signpost you to the Consultant, the specialist nurses or the Triage Service. We want to help you during your treatment journey and will do everything we can to assist you.

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The Clatterbridge  
Cancer Centre  
NHS Foundation Trust

# Clatterbridge Cancer Centre at The Countess of Chester Hospital

General information

A guide for patients and carers



A clinic appointment has been made for you at the **The Countess of Chester Hospital NHS Foundation Trust**.

This information sheet details important information regarding your appointment and some general information about being a patient of The Clatterbridge Cancer Centre NHS Foundation Trust.

## Finding us

### The address you will need is:

Countess of Chester Health Park, Liverpool Road, Chester CH2 1UL.  
Main switchboard: 01244 365000

### Please see your appointment letter for your specific clinic location.

If you have access to a computer, please look at the hospital site website: [www.coch.nhs.uk](http://www.coch.nhs.uk) which contains useful information about the hospital including directions and maps.

## Car parking

There is a fee for parking, please check the Hospital's website for current charges. The car park is located at the front of the hospital.

## Refreshments

There is a shop and café located in the main foyer of the hospital.

## No smoking

Smoking is not permitted on our site – either inside or outside hospital buildings and car parks. We respectfully request that all patients, visitors and staff refrain from smoking whilst on the hospital site. This includes e-cigarettes.

## Cancelling your appointment

If for any reason you are not able to keep your clinic appointment, please tell us as soon as possible by calling the number on the attached letter or the number you were given during the telephone call you received, so that your appointment can be allocated to another patient.

## Things to bring with you

- Your appointment letter
- Any medicines or tablets that you are taking (if possible please bring these in their original containers)
- Your prescription exemption certificate (since April 2009, all prescriptions are free for anyone with a cancer diagnosis)
- A list of any questions you want to ask

## When you arrive

If you are unsure where the outpatient department is located within the hospital, please ask at the main reception or ask any member of staff.

## At the outpatient department

When you arrive, please book in with the receptionist. Please help us by arriving for your appointment on time. It is helpful if you remember to bring your appointment letter with you so that the receptionist can locate your information quickly. The receptionist may ask you a number of questions to make sure that our records are up to date, including:

- Your address, including the full postcode
- Your daytime and evening phone numbers
- Your GP's name and address
- Your next of kin's name and address
- Your NHS number

After reporting to the outpatient department reception, you will be asked to take a seat in the waiting area. As there may be limited seating and space here, we do request that you only bring one relative or friend with you. Exceptions are made for patients with young children.

A nurse will let you know when the doctor is ready to see you. The nurse may also carry out some provisional tests, such as testing your urine or measuring your blood pressure. All staff, including doctors, nurses and clerical staff working at the hospital can be identified by their security badges.

## Waiting times

During your appointment, please be flexible in your expectations about the time it may take. You are usually allotted half an hour for a new patient appointment, but it may take longer if you are required to have various tests and x-rays. Sometimes appointments are delayed. This is usually for a good reason, but staff should always inform you why a delay has occurred. Please note that arriving early for your appointment does not mean that you will be seen earlier.

## Who will see you?

You will be seen by a Consultant or a member of their team. Please don't worry if you are not seen by the Consultant personally and are seen instead by a Registrar. Registrars are fully qualified and registered doctors who are experienced in their specialty.

## Consenting to treatment

We want to ensure that you fully understand your diagnosis, the treatment options available and the procedures/treatments that you have been recommended to undergo. Before you undergo any treatment, the doctor will explain what he/she is recommending and will answer any questions you may have. This explanation will also involve any benefit of treatment and also side effects and risks of treatment.

