

Acute Oncology Service

This leaflet explains more about the Acute Oncology Service. If you have any further questions, please speak to a doctor or nurse caring for you.

What is Acute Oncology?

Acute Oncology refers to the management of the unexpected care needs of the patient with **cancer**, including emergency situations and the acutely unwell patient.

Who is this service for?

This service is available to any St George's hospital patient who has cancer and is currently receiving chemotherapy or radiotherapy.

If you have had Chemotherapy or other anti-cancer treatment and have any of the below symptoms you should URGENTLY call on the number below.

- Shortness of breath
- A fever (above 38 degrees)
- Shivering episodes
- Flu-like symptoms
- Gum / nose bleeds or unusual bruising
- Mouth ulcers that reduce the amount you can eat or drink
- Nausea that is not controlled with your anti-sickness medication
- Vomiting (on more than one occasion)
- A rash
- Diarrhoea
- A swollen limb
- You feel very unwell

This list is not exhaustive, if you have any other new symptoms please call.

What do I need to do?

You can contact us via switchboard: **020 8672 1255**

Between 9am and 5pm Monday to Friday ask the operator for bleep: **8226**

Out of hours for emergency advice you can contact the switchboard: **020 8672 1255**

For Oncology patients: ask for oncology out of hours service

For Haematology patients: ask for haematology out of hours service.

If you have received chemotherapy in the Trevor Howell Day Unit then you should have been given a card like the one below. Please ask your nurse for one if you have not.

Acute Oncology Alert Card St George's University Hospitals **NHS**
NHS Foundation Trust

This Patient is on Systemic Anti-Cancer Treatment

Information for patients

You **MUST** seek medical advice **URGENTLY** if you:

- FEEL GENERALLY UNWELL

OR if you develop:

- shortness of breath or breathing difficulties
- temperature over 37.5°C or under 36°C
- shivering episodes
- gum / nose bleeds or unusual bruising
- mouth ulcers that stop you eating or drinking
- persistent nausea or vomiting
- come into contact with either shingles or chicken pox
- four or more bowel movements in 24hrs or diarrhoea
- rash

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Information for health care professionals

- This patient is at risk of neutropenic sepsis
- Febrile neutropenic patients require **URGENT** inpatient treatment with IV antibiotics according to local clinical guidelines and fluid replacements
- Even if afebrile, unwell neutropenic patients should be admitted and treated as above
- Take full blood count and cultures

For further advice please call:

Office Hours: (Monday-Friday 9am-5pm)
020 8672 1255 bleep: **8226**
At other times: **0208 672 1255**
For Oncology patients: ask for Oncology out of hours service
For Haematology patients: ask for Haematology out of hours service

Ref: 103351

Does it cost anything?

The service itself is free; the only costs you may incur will be the cost of the phone call itself (the number is not a high cost number) and any travel costs if we advise you to come to the hospital for assessment on that day.

Useful sources of information

The Macmillan information centre on the ground floor of Grosvenor wing is open most days and patients are welcome to drop in for a chat of more information. Additionally Macmillan can be contacted free of charge on 0800 808 0000 (Mon-Fri, 8am-9pm) or on <https://www.macmillan.org.uk/>

Contact us

Please use the numbers above to contact us.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough Wing (near the lift foyer).

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.



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