

Ambulatory Oncology Care Unit (AOCU)

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

What is AOCU?

What it is

- A day case area for patients requiring urgent assessment/monitoring/treatment for cancer treatment/disease related problems.
- Open 9am-5pm (last admission 3pm), Monday to Friday excluding public holidays
- Specifically for patients currently receiving treatment at St George's Hospital or within 6 weeks of treatment.
- Staffed by Oncology Nurse Practitioners with medical back up as required.

What it is not

- A drop-in.
- An overnight stay area. But if you need to stay in hospital you'll be admitted from AOCU to a ward.
- An assessment unit for non-cancer/non-treatment related conditions e.g. falls, acute chest pain, bleeding OR unstable unwell patients. These patients will continue to attend local Emergency Departments.

Who can use this service?

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

What if I am not feeling well?

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.

1. Mouth ulcers that reduce the amount you can eat or drink
2. Nausea that is not controlled with your anti-sickness medication
3. Vomiting (on more than one occasion)
4. A rash
5. A swollen limb
6. Worsening of pre-existing breathlessness
7. Gum / nose bleeds or unusual bruising
8. Pain that is not controlled with your pain medication
9. Constipation, cough or problems passing urine
10. Sudden shortness of breath
11. A fever (above 38 degrees)
12. Shivering episodes



- 13. Flu-like symptoms
- 14. Diarrhoea
- 15. You feel very unwell.

Note: **For numbers 10-13, you will likely be instructed to attend A & E.**

What do I need to do?

You can contact us on **07831147653** between 9am and 5pm Monday to Friday.

Note: If the phone is not answered, please leave a message with your name, hospital number and problem.

For out of hours emergency advice you can contact the switchboard on **020 8672 1255**
Oncology patients should ask for oncology out of hours service
Haematology patients should ask for haematology out of hours service.

If you have received chemotherapy in the Trevor Howell Day Unit then you should have been given an Acute Oncology alert card. Please ask your nurse for one if you have not.

What happens if I need to be seen?

If you need to be seen, you may be asked to attend the Oncology Ambulatory Care Unit, A&E or your GP.

Where do I need to go?

AOCU is located in Gordon Smith ward on the 3rd floor of Lanesborough wing of St George's Hospital. You will be asked to come to the unit for assessment or treatment from 9am to 3pm. If you call after 3pm, you might be asked to go to A&E or come to AOCU the following morning.

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.

What will happen when I come to AOCU?

When you come to AOCU you will be seen and assessed by the team, and might have investigations done (for example blood test, X-ray, etc). Depending on the results of the assessment or investigation you might stay for the day for treatment and/or monitoring.

If needed you might stay in hospital and be admitted from AOCU.

Who are the AOCU team?

The main members of the team are:

Dalisay Domingo-Navallo, AOCU Advanced Nurse Practitioner
Jessica Emilianou, AOCU Clinical Nurse Specialist
Amelia Mannerings, AOCU Coordinator
Nicola Macfarlane, AOS Lead Nurse
Louise Breeze, AOS Clinical Nurse Specialist
Dr Mehran Afshar, AOS Consultant Oncologist
Dr Stefania Redana, AOCU Consultant Oncologist

Dr Fiona McCarthy, AOCU Consultant Oncologist

Useful sources of information

The Macmillan information centre is on the ground floor of Grosvenor wing. It 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 (Monday to Friday, 8am to 9pm) or on <https://www.macmillan.org.uk/>

Contact us

For queries relating to appointments, please call between 9am and 5pm Monday to Friday.

Outpatient appointments: 020 8725 4370

Chemotherapy appointments: 020 8725 0519

Scan appointments. Please call the relevant scanning department directly or call your Clinical Nurse Specialist for advice.

CT scanning: 020 8725 4189

MRI scanning: 020 8725 2933

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.

Tel: 111

