

Dear Patient,

We are continuously reviewing our practices during this time to ensure we are keeping you all safe. This may sometimes involve us changing the way we do things. We will keep you informed of these changes which may change regularly.

Now that the Trust is returning other services to normal, we are moving our day unit services currently in the Day Surgery area back to Trevor Howell Day unit. As of Tuesday the 2nd of June Trevor Howell Day Unit, 3rd floor Lanesborough Wing will be providing your treatment. In order to reduce risks to you we have arranged for the entrance of Lanesborough to be a dedicated entrance for oncology/haematology patients attending the 3rd floor of Lanesborough services. Due to the need for social distancing we will not have a waiting room. We hope to be setting up a telephone service in the next few weeks where we will be able to contact you when your chair is available. Please can you ensure you arrive at the appointment time that you have been given so we are able to ensure that we do not have people waiting in the corridors unnecessarily. If you arrive early or late to your appointment we will have to turn you away

As of Monday the 27th of April we have been using a triage system to screen all patients attending the day units in order to ensure patients do not have symptoms of Coronavirus. Please ensure you are adhering to social distancing and keep 2 metres apart from others wherever possible.

We have started a screening process for your safety during this time. After screening at the front door you will be given a mask which you must wear for the duration of your treatment. This is for everyone's protection. You will see staff wearing masks too; this is for everyone's protection. You can discard when you are finished in the bins provided. Please do not wear gloves in our units. Gloves are used by nursing and medical staff and are changed between patients and hands are decontaminated after each use. Wearing gloves does not allow you to practice good hand hygiene, therefore increasing the risk of spreading germs.

We intend to use this screening system for the foreseeable future, but will be asking patients to self- screen at home on the day you are attending your appointment.

Please do not attend the Day Units if you have any of the following symptoms-

- Cough
- Fever- Take temperature at home- anything above 38°c is abnormal
- Sore throat
- Difficulty breathing
- Flu-like symptoms
- Loss of taste and/or smell
- contact with a confirmed case and feeling unwell in any way

If you have any one or more of the symptoms above please contact for advice



For Oncology- 020 8725 0519 Monday- Friday 9-5pm. Then outside these hours AOS advice line- 07831147653 at all other times

For Haematology- 020 8725 0519 or 1680 Monday- Friday 9-5pm. Then outside these hours please call 02086721255 and ask for the on call Haematology Doctor- You will be advised what to do on the phone.

If you have any concerns, please speak to your nurse or ask for the Nurse in charge.

We understand that this is a worrying time for you all and want to remind you that we are here for you. Please ask us if you have concerns and we will do our best to address them.

Your CNS's are also still available to you. If you do not have their details please ask and we will get them for you.

We are all in this together. Thank you for your continued support.

Yours Sincerely

The Oncology and Haematology Day Units