

Welcome to the Haematology Unit

This leaflet has been written to provide information for patients with sickle Cell & Thalassaemia conditions about the Haematology service and how to contact staff.

Our Service

Our Haematology service covers the inpatient ward, day case unit and outpatient clinics, we provide a twenty four hour service and our contact numbers are:

Emergency Triage Number
07920 587036

Clinical Haematology Unit
01902 694241 (24 hours a day)

Day Case Unit
01902 695232 / 5045 (0900-1700 hours every day)

Our Team

We have a large team who provide care and support for patients with haemoglobinopathies (sickle cell and thalassaemia). Useful names and contacts are:

Consultant in Haemoglobinopathies
01902 695271

Haematology Clinical Nurse Specialist
01902 695276

If you feel unwell

If you are unwell or need advice you should to contact the day case unit within normal working hours or the emergency triage number out of hours (opening times are listed above). You will be asked some questions over the telephone and you may need to attend the hospital for assessment.

Within working hours, this will be the Day Case Unit located on the 3rd floor of the Heart and Lung Centre, Zone B, Location B12. Out of hours or at weekends, this will be on the Emergency Unit (A and E) in the main hospital.

If you need to be admitted we will aim to admit you to the Haematology Unit.

If there are no available beds, sometimes you may be admitted to Deanesly Ward or another ward in the hospital. We will try and move you to the Haematology Unit as soon as possible. The Haematology Doctors and Sickle Cell Clinical Nurse specialist will review you during your stay.

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

Visiting Times are:

2.30pm - 4.00pm 7.00pm - 8.00pm Daily

Phlebotomy Service

If you need to have a blood test, this will be done in the out patients department in the Heart and Lung Centre.

Out Patient Treatment

If you need to have any treatment as an outpatient for example a blood transfusion, this will usually be done on the Haematology Day Unit. Our opening hours are from 8.00am to 6.00pm.

Out Patient Appointments

If you need to change a clinic appointment, you can do this by calling the appointments line on 01902 694444.

Community Services

We have a separate information leaflet for community services available for haemoglobinopathies. Please ask a member of staff.

Making a complaint / giving us feedback

We strive to provide a patient centred holistic approach to care. In order to review and improve our services we greatly value your feedback. There are many ways you can do this. You can contact one of the Haematology Clinical Nurse Specialists on the telephone numbers listed on this leaflet, by letter or face to face. All information will be treated as confidential. We also have frequent contacts with the community services and feedback may be passed on via this route.

If any issues cannot be resolved and you wish to make a formal complaint, this may be done via PALS. Ask staff for information leaflet.

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。