

Oncology / Haematology Emergency Telephone Helpline

Oncology and Clinical Haematology

Introduction - Who is this leaflet for?

This short leaflet has been written for patients, relatives and carers to get the most from using the Oncology & Haematology Emergency Telephone Helpline, telephone number **07920 587036**. The telephone helpline is available 24 hours per day, 7 days a week.

It can be used by patients, carers or relatives where patients require help and advice if they are feeling unwell or worried about their cancer or haematology illness and, or, treatments they are receiving.

A nurse answering your call will ask you a series of pre-prepared questions so please be patient with him or her. The questions are designed to get the most out of the conversation and help decide how to deal with your call.

There is only one telephone line available so if your call goes to answer phone this means the nurse is on another call.

The telephone line can get busy especially during the early part of the day. If the phone is not answered you will hear an answer phone message. You will be asked to leave:

- Your name
- Contact number
- A brief message of why you are calling.

It will also ask you to call back if your call has not been answered within 30 minutes.

Should you be experiencing life threatening symptoms such as new or increasing chest pain, you are finding it difficult to breathe or are ringing for a patient who has lost consciousness PLEASE dial 999 and ask for an emergency ambulance. Do not waste valuable time ringing this helpline.

As stated, the Helpline can be busy and we strive to respond to calls quickly. As a result of this, we are unable to take routine calls via this telephone line.

Sadly, we cannot accept calls such as:-

- To chase or book ambulances
- To change or book outpatient appointments
- To redirect calls or send messages to other departments or members of the team
- To give out results and other clinical information.

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.

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 ਅਸਾਨ 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。