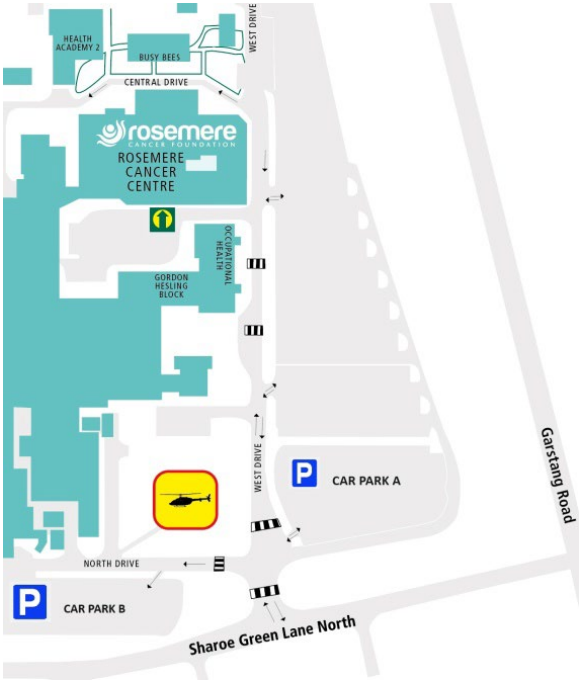
Lancashire Teaching Hospitals
NHS Foundation Trust

Information for patients and carers

Rosemere Cancer Centre
General Information

The Radiotherapy Department is located in Rosemere Cancer Centre, which is on the same side of the hospital as the helipad, opposite staff car park M.



Car parks A and B are often the best choice for patients attending for Radiotherapy. These are on your left or right-hand side as you drive into the main entrance.

Most patients are fine to drive themselves to and from treatment. However, hospital transport is also available for patients who are unable to make their own way. Please contact the department to find out more about the transport service.

The department can be found from the main entrance of the hospital by following the blue corridor to the lifts/stairs. If you go down in the lift/stairs to the lower ground floor and turn right, you will arrive at the department.

The department is usually open from 07:45 - 19:00 hours Monday - Friday with appointment times ranging from 08:00 to 18:15 hours. This can be extended if a machine is undergoing servicing or maintenance. There are multiple toilet facilities throughout the department including accessibility toilets.

There are different waiting areas in the department. After checking in at reception, you will be directed to take a seat near the machine where you will have your treatment.

If the machines are delayed staff will keep you updated through the TV screens located in the department. While you wait, there are multiple water fountains as well as the Rosemere coffee shop, which is run by volunteers and offers a range of snacks and drinks. The Rosemere coffee shop is usually open 08:30 - 16:00 hours.

Appointment Delays

We aim to see all patients at their scheduled appointment time wherever possible. However, as Rosemere is a busy department caring for up to 200 patients each day, delays can occasionally occur. While most appointments are scheduled for 15 minutes, some patients may require additional time to ensure they receive the care and attention they need. We appreciate your patience and understanding if your appointment is delayed. We have TV screens around the department displaying any current delays, as pictured below.



Macmillan Cancer Information

The Macmillan Cancer Information Centre is situated within the Rosemere Centre. They are open Monday to Friday between 9:00 and 16:00 hours; and offer a range of services including but not limited to:

- Weekly benefits clinic (bookings recommended) where they can help with completing forms and look at entitlement to making a claim.
- Comprehensive list of services and support groups in your area.
- Array of information books that you may find helpful.

The friendly Macmillan team always welcomes drop-in visits for an informal chat, or you can make an appointment for a time that suits you. You can contact our Macmillan team on **01772 523709**.

Car Parking

There are several sign-posted car parks for patients located around the hospital site. If you have made your own way to your appointment by car, please inform reception when you first arrive. They will ask for your registration number or point you in the direction of the nearest pay machine. Parking is free for patients who have more than three appointments with us.

If you have financial worries regarding travel, our Macmillan team may be able to help.

Transport

If you are unable to get yourself to the hospital, transport is available. The transport service will bring you daily for treatment from your home address and will take you home afterwards.

You must be ready to be collected two hours before your appointment time and may have to wait up to two hours for your return journey.

Please note this service is mostly run by North-West Ambulance Services and volunteer drivers and is for patients who have no other way of getting to the hospital. Please do not use this service if you have any other reasonable means of attending your appointment.

Transport needs to be booked in advance – please let a member of staff know as soon as possible if you require hospital transport or call **(01772) 522295.**

Accommodation

Rosemere Cancer Centre provides treatment to patients over a large geographical area. For some patients, the distance to travel can be too much on a daily basis. Bowland House is on site self-catering accommodation which may be available to patients who meet the following criteria:

- If you have to travel more than 50 miles each way for treatment, or are travelling from South Cumbria

  AND

- Able to self-care (e.g. able to shop and cook independently).

Bowland House is assessed on a priority need basis and must be booked prior to starting treatment. Your partner, relative or friend can stay at Bowland House with you, but please note that only double beds are available.

Please let a member of staff know as soon as possible if you would like more information about Bowland House, or if you need to stay there.

Social Media and Patient filming

You are welcome to use social media and share feedback about your care, including any concerns or dissatisfaction. However, we ask that you respect everyone's privacy, dignity and confidentiality. You may take photos of yourself or your relatives for personal use, provided no other patients are visible. Filming or photographing staff or hospital areas, including clinical areas, requires prior permission from the individuals concerned and the relevant ward or department manager. Please do not share confidential information about other patients or post offensive, illegal or defamatory content online. We appreciate your cooperation in helping us maintain a safe, respectful and caring environment for everyone.

Further support

There are many organisations that provide information, support, and advice. These include local cancer care organisations and support groups – please contact your local Macmillan Cancer Information & Support Service to find out which are currently active in your area.

By joining a cancer support group, you can spend time with people who share or understand your experience. It is an opportunity for you to talk about your concerns and know that they will be met with acceptance and understanding.

Disabled access

All entrances to the Royal Preston Hospital are accessible to wheelchair users. Within the hospital there are lifts to all wards and treatment areas. Any enquiries with regard to access should be directed to the Volunteer Information Desk on 01772 716565 ext 3113. Rosemere cancer centre can also be found on Accessible.co.uk

https://www.accessable.co.uk/lancashire-teaching-hospitals-nhs-foundation-trust/royal-preston-hospital/access-guides/rosemere-cancer-centre

Smoking

We are a totally smoke free organisation. Smoking and the use of e-cigarettes are not permitted anywhere on any of our premises, either inside or outside the buildings.

Our staff will ask you about your smoking status when you come to hospital, as smoking can increase the risk of complications during treatment. You can ask for support, including nicotine replacement therapy, to help manage any symptoms of withdrawal.

You will also be offered a referral to the stop smoking service if you wish to stop smoking altogether. People who attend the stop smoking service are four times more likely to quit smoking successfully.

Contact details

If you are worried about side effects or need further advice, please contact the Radiotherapy Review Team:

Telephone: 01772 522905
Please leave a message on the answerphone and a member of the team will contact you.

Email: Radiotherapy.ReviewTeam@lthtr.nhs.uk
We aim to get back to you by the next working day.

Should you require further advice or information please contact: Radiotherapy Reception **(01772) 522900**
Appointments **(01772) 522752**

If you would like to watch a short radiotherapy information video, please scan the QR code.

Sources of further information

www.lancsteachinghospitals.nhs.uk
www.nhs.uk
www.accessable.co.uk
www.patient.co.uk
www.lancsteachinghospitals.nhs.uk/veteran-aware
https://bepartofresearch.nihr.ac.uk/

Follow us on social media @lancshospitals

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

Please ask a member of staff if you would like help in understanding this information. This information can be made available in large print, audio, Braille and in other languages.

Our patient information group review our leaflets regularly, if you feel you would like to feedback on this information or join our reading group please contact on email address: patientexperienceandinvolvem@LTHTR.nhs.uk

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