

Information for patients and carers

Rosemere Cancer Centre Appointments Information leaflet

Decorative blue wavy lines at the bottom of the page, consisting of three overlapping bands of different shades of blue.

In this leaflet you will find information required for your appointments, such as travel, coffee shop facilities, support available to you and or your family. A map of the hospital grounds to help navigate your way around is available upon request. There is also a page for you to use to make a note of any questions or worries you may have.

Appointment Times

When your treatment appointments are being scheduled our appointment's team will consider any special needs you may have, if they have been made aware of them. They will always try and provide the appointment times that are most convenient, however due to capacity issues this may not always be possible.

If you do have a specific time frame that you required, please do not hesitate to contact our Appointments Office **as soon as possible** on 01772 522931.

If at any time during your treatment you need to change an appointment time, please ask to speak to a member of your treatment team.

Coffee Shop

For patients comfort the Rosemere Coffee Shop, within the department, is open from 8.30 am and closes at 4.00pm.

You can purchase tea coffee, hot chocolate, toast, and other small snack items. When the Coffee shop is not open there are refreshment facilities available at the front of the Hospital, card and cash are accepted at these establishments.

This coffee shop is run by our wonderful Rosemere Foundation Volunteers- if you would like to volunteer to support us, please contact:

Rosemere@lthtr.nhs.uk.

Support Available to You and Your Family

We have various support options available to you whilst you are undertaking your journey with us here at Rosemere.

The Macmillan Support Team are available with a wider range of information on all aspects of Living with Cancer. They can provide opportunities for you to discuss any worries or concerns you may have. You may have questions about treatment side effects finances, benefits, and other cancer related issues, which our team can help you with.

Macmillan also have a Holistic Needs Team who may offer you an appointment, at the beginning of your treatment, they will then spend as much time as you need to go through your worries or concerns and help you decide upon the most appropriate support package for you. This can be in the department or via the phone at a time convenient for yourself.



How to Contact Macmillan

Rosemere Cancer Information and Support Centre
Royal Preston Hospital
Sharoe Green Lane
Preston. PR2 9HT

01772 523709

Opening Hours for Drop-in:

Monday – Friday, 9am – 4pm

Macmillan Infospace
Main Outpatient Entrance
Royal Preston Hospital
Sharoe Green Lane
Preston. PR2 9HT

01772 523709

Macmillan Infospace
Assessment & Treatment Centre Entrance
Chorley & South Ribble District Hospital
Euxton Lane
Chorley, PR7 1PP

01257 247067

email cancerinfocentre@lthtr.nhs.uk

Patient Transport Service

The Radiotherapy Department can arrange transport only if you have a Medical/Clinical condition or a transport issue which may prevent you getting to your appointment by other safe means.

If you need to use the Patient Transport Service, you should be aware of the following: -

Escorts and Mobility

Only if you have a physical or mental incapacity may you be entitled to take an escort. You should mention this to the person you call to book the transport with. Only one escort can travel with you on your journey. Please inform us of any mobility issues, such as need for a wheelchair etc. Please ensure you provide at least 48 hrs Notice of any transport bookings you require.

The Journey to and from Hospital

If using Hospital Transport, you must be ready 2 hours before your appointment time. This is only a time frame not a precise collection time. Once you have finished your appointment please inform reception, as soon as possible. They will notify transport that you are ready and waiting for collection. Please note there may be up to a 90 mins wait for a vehicle to take you home.

There are several sign-posted car parks for patients located around the hospital site. If you have made your 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 machine. Parking is free for any patients who have more than 3 appointments at the hospital in a month.

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

Please note if you are using the Patient Transport Service the choice of appointment times is very limited.

You will also be brought in for your appointments 30 minutes earlier than your allocated appointment time.

Please do not panic if your transport is running late- You will still be seen.

Contact details

Should you require further advice or information please contact Should you require further advice or information please contact:

Rosemere Reception 01772 522923
Transport Bookings 01772 522295
Appointments Office 01772 522931

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

www.patient.co.uk

There are Disabled toilets available throughout the Rosemere Department for your convenience.

Wheelchairs are also available at the Rosemere entrance. If one is not available, please ask the reception staff for guidance on this.

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.

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Division: Surgery

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