

**Your guide to The Rapid
Diagnostic & Assessment Centre
(RDAC) at The Royal Marsden**

London and Surrey

LABOR OMNIA VINCIT

Patient Information

What you can expect from the Royal Marsden

We will, to our best ability:

- offer care that supports your physical, emotional, spiritual and cultural needs
- provide a clean, comfortable and safe environment, making sure that everyone, including those with special needs, can use the hospital
- introduce ourselves and others when we meet you, and deal with you, your family, carer and friends with courtesy and helpfulness
- listen fully to everything you are saying and answer your questions to the best of our ability. If we don't explain things clearly, please ask us again, until we make everything clear to you
- communicate openly and honestly with you, your family, carer and friends. We will explain things in a way you understand, respecting your right to privacy
- offer you as much information as you want. This includes information about the hospital's services as well as about your diagnosis, its treatments and the support you can get
- tell you why, if an appointment for treatment, investigation or consultation starts late, is cancelled or altered
- respect confidentiality and only pass on personal information about you if there is a genuine need to do so
- listen to your views and comments, and those of your family and friends. We will use them to help improve cancer services
- give you the name and contact details of who you can get in touch with if you need any information or advice
- make sure that we arrange support and care that may be needed when you leave hospital.

If you would like more information about any of these expectations, please contact the Head of Quality Assurance at:

The Royal Marsden NHS Foundation Trust
Fulham Road,
London SW3 6JJ

Tel: 020 7808 2702

Language Line

A telephone interpreting service is available in this hospital. If English is not your first language, please ask our staff to contact this service for you.

इस हॉस्पिटल में एक टेलिफोन इंटरप्रीटिंग सर्विस (टेलिफोन के माध्यम से भाषा-अनुवाद की सेवा) उपलब्ध है। यदि आपकी मातृ-भाषा अंग्रेजी नहीं है, तो कृपया हमारे स्टाफ (कर्मचारी) को आपके लिए इस सेवा से संपर्क करने को कहें। (Hindi)

આ હોસ્પિટલમાં ટેલિફોન ઉપર ઇન્ટરપ્રિટીંગ (અર્થઘટન) સેવા મળી રહે છે. જો અંગ્રેજી તમારી પહેલી ભાષા ન હોય તો, મહેરબાની કરીને તમારા માટે આ સેવાનો સંપર્ક સાધવા સારુ અમારા સ્ટાફને વિનંતી કરો. (Gujarati)

এই হাসপাতালে টেলিফোন ইন্টারপ্ৰিটিং সার্ভিস-এর (টেলিফোনের মাধ্যমে ভাষা-অনুবাদ করার সেবা) ব্যবস্থা আছে। যদি আপনার মাতৃভাষা ইংরেজী না হয়ে থাকে, তাহলে অনুগ্রহ করে আপনার জন্য এই সার্ভিসের সঙ্গে যোগাযোগ করতে আমাদের স্টাফদের বলুন। (Bengali)

ਇਸ ਹਸਪਤਾਲ ਵਿਚ ਉਲੰਬੇ ਦੀ ਸੇਵਾ ਉਪਲਬਧ ਹੈ। ਜੇ ਅੰਗ੍ਰੇਜ਼ੀ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਤਾਂ ਵਿਰਥਾ ਵਰਕੇ ਸਟਾਫ (ਆਧਿਕਾਰੀ) ਨੂੰ ਪੁਛੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਇਸ ਸੇਵਾ ਨਾਲ ਸੰਪਰਕ ਵਰਨ। (Punjabi)

Há um serviço de interpretação por telefone disponível neste hospital. Se inglês não é a sua primeira língua é favor pedir ao nosso pessoal para contactar este serviço para você. (Portuguese)

En este hospital, disponemos de un servicio telefónico de interpretación. Si el inglés no es su lengua materna, pida a nuestro personal que contacte con este servicio para usted. (Spanish)

In questo ospedale è disponibile un servizio di interpretariato telefonico. Si l'inglese non è la Vostra prima lingua, siete pregati di rivolgervi al nostro personale che provvederà a mettervi in contatto con il servizio. (Italian)

L'hôpital met à votre disposition un service d'interprétariat par téléphone. Si l'anglais n'est pas votre langue maternelle, veuillez l'indiquer à l'un de nos employés et nous vous fournirons un/e interprète. (French)

Υπαρχει μια τηλεφωνικη υπηρεσια για διερμηνεες σε αυτο το νοσοκομειο. Εαν τα Αγγλικά σας δεν είναι η πρώτη γλώσσα που μιλάτε σας παρακαλώ ρωτάτε ένα από το προσωπικό μας να ερθουν σε επαφή μαζί τους για σας. (Greek)

F'dan l-isptar tista' tingeda b'sevizz ta'interpretu telefoniku. Jekk l-Ingiliz mhix il-lingwa tieghek, jekk joghbok kellem lil xi membru tal-istaff ghal dan is servizz. (Maltese)

Bu hastahanede, bir telefonla çeviri servisi bulunmaktadır. Eğer İngilizceniz yeterli değilse, sizin için bu servisle ilişkiye geçmelerini, görevlilerden isteyiniz. (Turkish)

إن خدمة للترجمة بواسطة الهاتف متوفرة في هذا المستشفى. إذا كانت اللغة الإنكليزية ليست لغتك الأم، فالرجاء الطلب من أحد موظفينا بإصالك بهذه الخدمة. (Arabic)

اس ہسپتال میں ٹیلی فون پر مترجمانی کی سروس دستیاب ہے۔ اگر انگریزی آپ کی پہلی زبان نہیں ہے تو ازراہ کرم ایسے اس سروس سے رابطہ کروانے کے لئے ہمارے لئے بوجھے۔ (Urdu)

در این بیمارستان خدمات ترجمه تلفنی ارائه می شود. اگر انگلیسی زبان اول شما نیست، لطفاً از کارکنان ما بخواهید تا ارتباط شما را با قسمت ترجمه تلفنی برقرار کنند. (Farsi)

Contents

Introduction	5
Where is the hospital and how do I get there ?	5
Chelsea, London directions	6
Sutton, Surrey directions	8
Before your visit	11
Help us to help you	11
What facilities are available for disabled patients and their visitors	11
Medicines	12
Allergies and intolerances	12
Infection Control	12
How will I identify different members of staff?	13
Research/clinical trials	14
Money and valuables	14
Arriving at the Rapid Diagnostic and Assessment Unit	14
What happens in the RDAC	15
Consent	17
Hospital facilities	18
General Information	18
Smoking	19
Mobile telephones	19
Friends of the Royal Marsden	19
Financial help with fares	19
Confidentiality and medical information about you	21
Copying letters to patients	22
Sharing information with family and friends	23

Access to clinical records	23
Freedom of information	24
The Royal Marsden Help Centre for PALS and	
Patient Information	25
Patient Advice and Liaison Service (PALS)	25
Using your experience to make a difference	26
Making a formal complaint	26
How to contact us	28
Notes and questions	29

Introduction

The Royal Marsden, together with the institute of Cancer Research, is Europe's largest comprehensive cancer centre. The Royal Marsden provides diagnostic, outpatient, daycare and inpatient facilities. More than 30,000 patients from across the UK and abroad are treated at the hospital every year.

This booklet provides you with some basic information about The Rapid diagnostic and Assessment Centre at The Royal Marsden, the services and facilities we offer and some general information about the health service.

The information in this booklet is correct at the time of going to print. We hope you find the information helpful and would welcome your comments so that the next edition can be improved further.

If you have any comments please contact:

Email: qualityassurance@rmh.nhs.uk

or

Freephone: 0800 783 7176 (please note your call cannot be redirected within the hospital from this number)

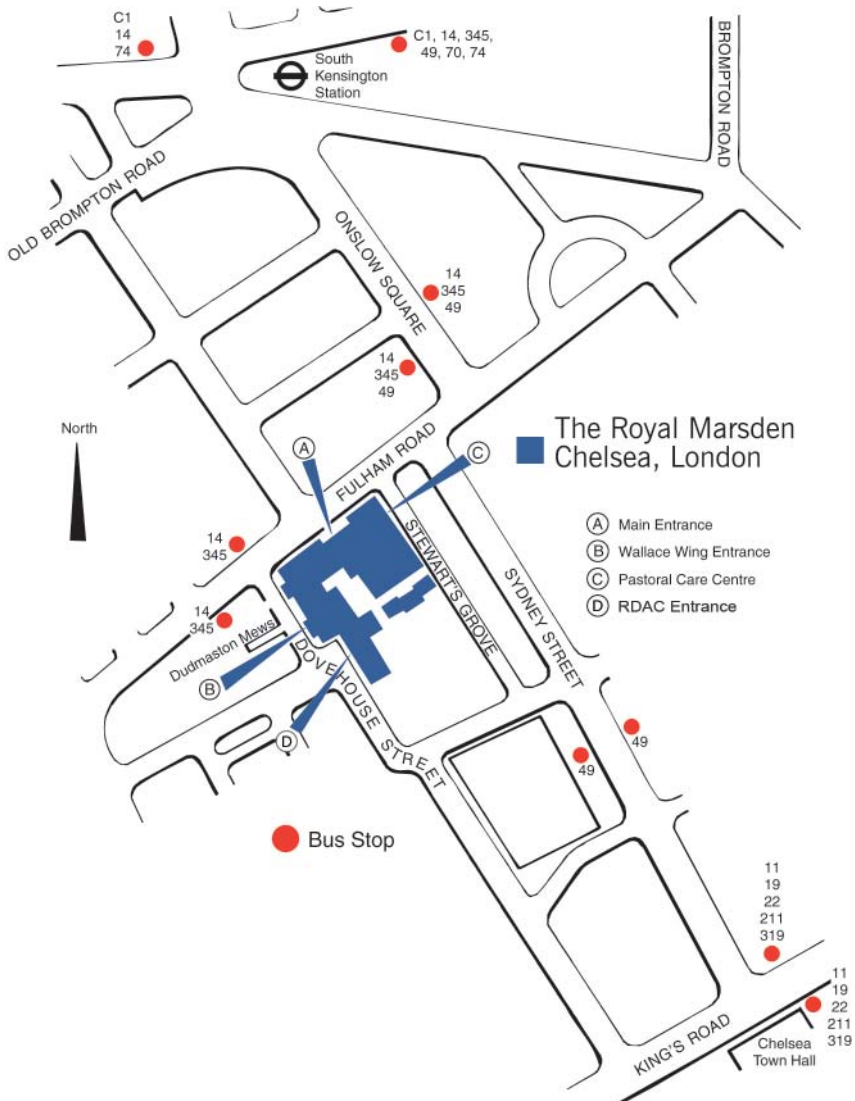
Where is the hospital and how do I get there?

The Royal Marsden is on two sites, one in Chelsea, London and one in Sutton, Surrey. You will find details of how to get to the hospital on the following pages. Please check the letter sent to you with this booklet to make sure you come to the correct site. If you're not sure, don't hesitate to telephone the Central Referrals Office at the hospital (see page 28 for contact details).

The hospital is undertaking a programme of refurbishment on both sites. We would like to apologise in advance for any inconvenience this may cause.

The Royal Marsden, Chelsea, London

Address: The Royal Marsden NHS Foundation Trust
Fulham Road
London SW3 6JJ



Public transport

Please refer to the map on the opposite page for road names and the position of bus stops and the Underground station.

Travel by underground

The nearest Underground station is South Kensington, about seven minutes walk through Onslow Square to Fulham Road. The Piccadilly, District and Circle Lines serve South Kensington station.

Travel by bus

Several buses run past the hospital or stop nearby. Some of the bus stops are marked on the map, but bus numbers may vary due to changes in routes.

Currently, bus numbers 11, 14, 19, 22, 49, 70, 74, 211, 319, 345 and C1 run to King's Road, Fulham Road and South Kensington station.

If you require further information on public transport please contact one of the following:

London Travel Information: 020 7222 1234 or www.tfl.gov.uk

National Rail: 08457 484950 or www.nationalrail.co.uk/

Parking

The hospital is in a residents' parking zone, making parking nearby difficult. There are a few metered bays. However these can be rather expensive. There are some disabled bays in Dudmaston Mews. Unfortunately there are no parking facilities for patients at the hospital. You will find it more convenient to travel by public transport, if at all possible, or take a taxi.

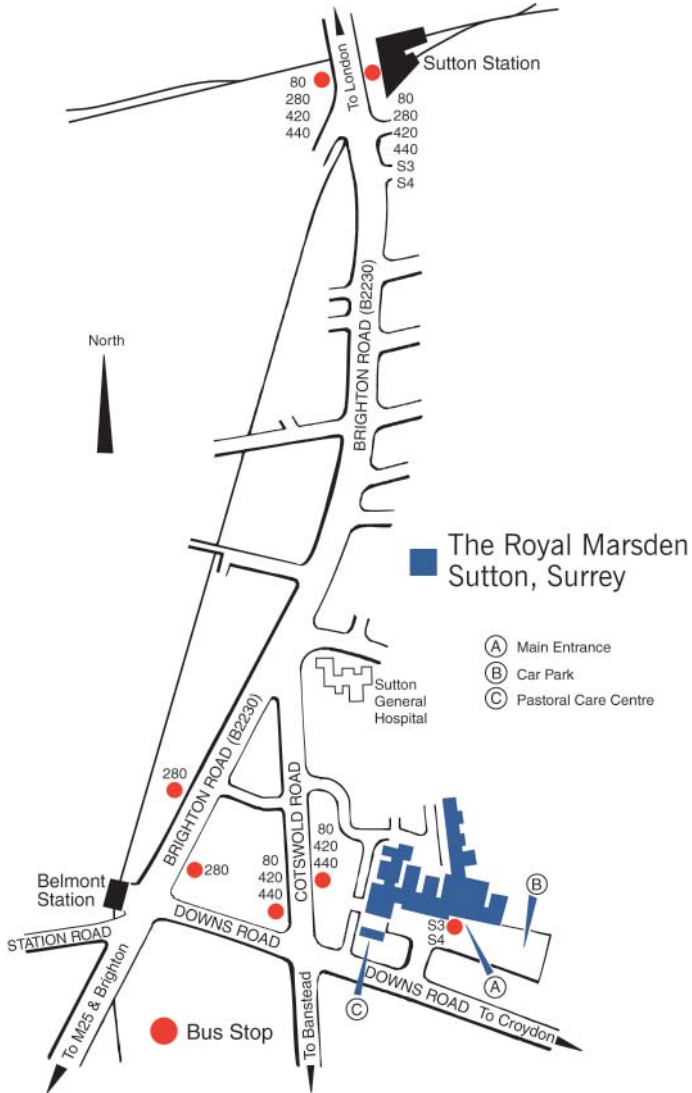
The Trust's London site is within the congestion charging zone. **If you have to drive to the hospital, you will have to pay the congestion charge** before you travel but you may be eligible for reimbursement. Claim forms are available from the cashier's office.

Fares

For information on help with fares please refer to page 19.

The Royal Marsden, Sutton, Surrey

Address: The Royal Marsden NHS Foundation Trust
Downs Road
Sutton
Surrey, SM2 5PT



Public transport

Please refer to the map on the opposite page for road names, and the position of bus stops and stations.

Travel by train

The nearest train stations are:

- *Sutton Station*

Served by trains running from London Victoria, London Bridge, London Blackfriars, London Kings Cross (First Capital Connect), Clapham Junction and Horsham, Sussex. For connecting services from the South Coast, change at Horsham and from West London, change at Wimbledon. Catch a bus or taxi from Sutton station to the hospital. The journey takes 5-10 minutes. It's about 11/2 miles and is an uphill walk.

- *Belmont Station*

On the London Victoria to Epsom Downs line, Belmont station is a quarter of a mile from the hospital. Trains run every hour and more frequently during peak travel times. There is no Sunday service. The walk from Belmont station is also uphill.

Travel by bus

Both London Transport and local bus routes run close to the hospital or terminate nearby. You should ask for the Downs Road stop, which is marked on the map along with others in the area. Bus numbers may vary due to changes in routes.

Currently, bus numbers 80, 280, 420 and S1 run along Brighton Road, Downs Road and Cotswold Road. They connect with Morden Underground station (Northern Line), Sutton BR station, Tooting BR station, Redhill and Banstead.

Bus numbers S3 and S4 stop in the hospital grounds. They run every 30 minutes (peak hours only, no Sunday service) and both pass through Sutton town centre and stop at the railway station. The S3 bus terminates at Worcester Park station and the S4 at Roundshaw.

For further information please contact one of the following:
London Travel Information: 020 7222 1234 or www.tfl.gov.uk
National Rail: 08457 484950 or www.nationalrail.co.uk/
Traveline public transport information: 0870 608 2608 or
www.traveline.org.uk

Travel by car

When travelling from outside London, leave the M25 at junction 8 and join the A217 to Sutton. Follow this road for about eight miles until you reach the roundabout with a signpost for the B2230 to Sutton. Then see the map (page 8).

Parking

The local authority plan has introduced a controlled parking zone in the area around the Surrey hospital, making on-street parking impossible. Car parking space available for patients and visitors at the hospital is limited. This is a result of ongoing building works. There are a number of spaces at the front of the hospital for disabled drivers. This includes bays dedicated to wheelchair users and spaces for the Children's Unit.

All other drivers at Sutton need to use the main car park, which has a barrier-controlled entrance and exit system. There are further disabled spaces beyond the barrier. The main car park operates on a 'pay on foot' basis on leaving the hospital. You will find the pay machines outside the main entrance doors. The machines currently take most coins, notes and credit/debit cards, and give change. For more information on parking charges, please contact Facilities on 020 8661 3395/3396/3399. Please consider alternative means of transport, if at all possible, such as the S3 and S4 buses or taxis.

Please note that the continuing refurbishment of the site means that the arrangement of parking spaces is subject to change.

Fares

For information on help with fares please refer to page 19.

Before your visit

You may find it useful to consider the following information before you attend for your RDAC appointment.

Help us to help you

While we try hard to make sure that our services run smoothly, there are ways in which you can help us achieve this. Remember that your appointment may take up to four hours. If you can't keep an appointment, please phone the RDAC you are due to attend as soon as possible. Please tell them if you also have transport booked.

Please let registration or another member of staff know if you change your name, address, telephone number, family doctor or contact person (next of kin).

We welcome your support in helping us to provide effective services in a safe and supportive environment that is free of prejudice, harassment and violence that meets the needs of all who pass through our doors. The Royal Marsden prides itself in being socially and culturally inclusive and sensitive to the needs of the patients and carers it serves. All staff who provide care do so in an atmosphere of respect, non-judgement and empowerment.

What facilities are available for disabled patients and visitors?

Both sites of the hospital are accessible to patients or visitors with disabilities. Access for wheelchair users is through the main entrance at Sutton and the RDAC entrance at Chelsea. All areas of both hospitals are accessible to wheelchair users using a combination of ramps and lifts. Accessible toilets are provided on both sites of the Trust.

Hearing loops are provided at the reception desk at the entrance of the hospital at Sutton and the RDAC reception desk at Chelsea to help hearing-impaired patients. Staff at reception desks in the Trust will be pleased to answer any queries you may have or provide any assistance you require.

Medicines

Please make a note of any tablets or medicines, either prescribed or over the counter (including complementary therapies and supplements) you are currently taking or bring them with you. If you hold a special card, such as a steroid card, please bring this too. You should show all these to the nurse or doctor in the RDAC.

Allergies and intolerances

Please tell your doctor and nurse if you have any allergies or intolerances, for example, to medicines, food or latex. We want to know what sort of reaction you have had and what helped the reaction. We also want to know if you have had a new allergic reaction since your last hospital visit. This will help us keep your allergy record up to date.

Infection control

The Royal Marsden takes infection prevention and control very seriously.

Infection prevention and control is the responsibility of all staff, however this is led by the Infection Prevention and Control Team, headed by the Director of Infection Prevention and Control.

All staff receive Infection Prevention and Control training and are encouraged to practice good hand hygiene and other infection control practices. We monitor our patients for MRSA – in line with Government guidelines.

What you can do to reduce infection:

- Practice good personal hygiene
- Feel free to ask staff if they have cleaned their hands. This may be either by hand-washing or by using the hand gel.
- Inform a member of staff
 - * if you are feeling unwell or have recently been unwell.

- * if you have had recent contact with a communicable disease, for example chicken pox.
- * If you have an unexplained rash or a sore throat.

If you have any questions about infection control or would like more information, please contact:

Infection Control Team
Tel: 020 8661 3917 / 3932

How will I identify different members of hospital staff?

You will meet many different staff while you are at the hospital. All staff wear identity badges with their name and photograph. If you are not sure of the name of the person you need to speak to, please ask.

If at any time you cannot find the information you want, then please ask a member of staff or contact The Royal Marsden Help Centre (see page 25 for further information).

Students

The Royal Marsden is a postgraduate teaching hospital. This means we train qualified doctors and nurses in specialist diagnostic techniques. However, student nurses and other therapists may also spend a period of their training at The Royal Marsden and many doctors also come from abroad to train here. Therefore, other people who may be involved in your current or future care may be present during your consultation with the doctor.

You have the right to choose whether or not you take part in the teaching of medical or other staff. If you don't wish to, you should tell your doctor or nurse. Your request will be respected and understood. Whatever you decide, it won't affect the treatment and care you receive at the hospital.

Research/clinical trials

Many specialist centres take part in clinical trials or research studies. You may be asked if you would like to take part in a clinical trial. If a clinical trial is appropriate in your case, the doctors and nurses will discuss it with you. The booklet, *Clinical Trials*, provides more detailed information. This is available in information racks throughout the hospital. For further information please contact The Royal Marsden Help Centre (page 25).

Money and valuables

Please do not bring valuables or large amounts of money with you. **The Royal Marsden NHS Foundation Trust will not accept responsibility for loss or damage to personal property of any kind. This includes money and laptop computers, in whatever way the loss or damage may occur.**

Arriving at the Rapid Diagnostic and Assessment Centre

When you arrive for your first visit to the Centre, you will need to register.

Please report to the Registration desk 30 minutes before your appointment time.

In Chelsea, London, this is at the main reception in the RDAC on the ground floor. In Sutton, Surrey the desk is to your left when you come in the main entrance.

Here you will be registered with your consultant. Some personal details will be taken for our records. Please tell us if you would like these to be taken in a private place. If you wish to know how we use information about you, please go to 'Confidentiality and medical information' on page 21.

You will have been sent a form with your appointment letter. **This**

form must be completed and returned to the hospital before your first attendance. Details of your family doctor's name, address and postcode are particularly important.

When you have registered, you will be directed to the appropriate area to wait for your appointment.

What happens in the RDAC?

If you are unsure where to go, please ask a member of staff for help. After reporting to the reception desk, you will be guided through your visit.

You may need to have several tests during your visit to the RDAC. These may include x-rays, mammogram, ultrasound and biopsy (removal of a small piece of tissue). If this is the case, you will be directed to the relevant area and will need to report back to the RDAC reception desk on your return.

When you return from your tests you will be invited to take a seat in the RDAC waiting area. Patients in this area may be waiting for different clinics. When it is getting close to your time to be seen, a nurse or health care assistant will call your name and take you to the appropriate clinic room.

Waiting times

We continually monitor our waiting times as required by the *Your guide to the NHS*. We try to ensure that patients are seen by a member of their clinical team as soon as any test results are available. If you feel you have been kept waiting without an explanation, please ask a member of staff.

Consultation

A nurse or healthcare assistant will call you when it is your turn to see the a member of your clinical team. You may be weighed before being shown a clinic room. You may also be asked to undress before the examination. If you're not sure how much or how little

clothing to remove, please ask the nurse or healthcare assistant. Clean examination gowns are provided.

You will be under the care of a consultant, who will be in charge of your case. You will see him/her or a member of his/her team at each appointment. If you need to return to the the RDAC, you may not see the same doctor at each visit. If you wish to see a particular doctor please ask a member of staff.

Your visit to the clinic is a good time to discuss things fully with your doctor. It can be difficult to remember all the questions you want to ask and, the information you are given. You may find the following suggestions helpful:

- Write down the questions you want to ask, so that you will not forget them when you are actually with the doctor
- Take a relative or friend with you when you are seeing the doctor or any health professional
- Decide on one or two important questions and leave others until later
- Make a note (or ask the person with you to make a note) of answers to your questions
- Ask if there is any written information to back up what you have been told
- Repeat back what you think you've heard, to check you've got it right.

After your examination the doctor or nurse will always be willing to answer any questions. If a diagnosis of cancer is confirmed, your doctor may advise a course of treatment to be given here at The Royal Marsden or at your local hospital. There are many treatments available and sometimes, but not always, these can be given as an outpatient. Appointment times which suit both you and the hospital will be arranged, wherever possible. You may be offered a key worker who acts as a point of contact at the hospital for you and your family throughout.

If cancer is **not** diagnosed, your doctor will discuss with you the next course of action.

Please ask your doctor or nurse if you haven't understood what has been said.

Consent

The doctors, nurses or therapists at The Royal Marsden will ask you to agree to any form of examination, treatment or care. It is important that you feel you have been given enough information before you agree to particular aspects of treatment or procedures. You are always free to say no, or to ask for more information.

There are different ways in which you can give your consent. This could be simply offering up your arm when a nurse asks to take your blood pressure. By offering your arm you are giving implied consent without actually saying anything. Sometimes you will give your spoken consent. In certain circumstances, you will also be asked to sign a consent form and given a copy. The health professional must explain the risks and benefits of the procedure or examination, any available alternative procedures and the risks and benefits if you choose to do nothing for the time being.

You may also be given some written information about the test or procedure that has been planned for you. It is important that you understand the information you have been given – ask questions if you don't understand or if you want more information. If the person asking for your consent isn't able to answer your questions, ask them to find out or arrange for someone else to talk to you about your concerns.

It is important to remember that once you have made a decision about a test or procedure, you can change your mind at any time, even after you have signed a consent form.

We will also ask for your consent to store some of the tissue samples collected by The Royal Marsden that are left over, in a tissue bank for future research. (For further information please refer

to the leaflet, *Using and storing tissue samples for research in the future.*)

If you agree to take part in a research project or clinical trial, you will also be given written information and asked to sign a consent form. Again, you can withdraw your consent at any time.

You are the only person who can give consent; no one else can do this for you.

The Department of Health has produced some leaflets to answer your questions about what you have a right to expect and what to do. For more information you can ask in The Royal Marsden Help Centre.

Hospital facilities

Refreshments

Refreshments are on sale in The Mulberry Tree restaurant (Chelsea) and Chatters restaurant and coffee bar (Sutton). The Friends of The Royal Marsden also sell drinks and snack meals in the main out-patient areas.

Chilled drinking water is available free in the RDAC in both Chelsea and Sutton.

Shops

In Chelsea there is a small shop. It is on the ground floor close to the main entrance. In Sutton the shop is to the left of the main entrance. Both shops sell sweets, soft drinks, stationery, toiletries and magazines.

General information

The following section includes some general information that may be useful at any time while you are under the care of The Royal Marsden.

Smoking

We are a smoke-free hospital which includes our grounds. No smoking will be allowed on our premises, in our vehicles or at entrances.

Mobile telephones

Please do not use mobile phones in the RDACs as they may interfere with medical equipment. (Our staff use a cordless phone system which does not interfere with medical equipment.) Please switch off your mobile telephone during your consultation and be respectful and courteous when using your telephone at all other times while you are at the hospital.

Friends of The Royal Marsden

The Friends of The Royal Marsden is a voluntary organisation which exists to help you. The Friends raise money to provide activities, equipment, and extra comforts for patients. The Friends also provide services such as the cafeteria and mobile shop. For further information on the work of the Friends, please refer to the Friends of The Royal Marsden leaflet.

Financial help with fares

If you have any financial difficulties, you may be able to claim some help. The Welfare Rights Adviser can advise you. Copies of the 'Hospital Travel Cost Scheme' guide for patients and 'NHS Patient Congestion Zone Charge Reimbursement Guide' are available from the hospital Cashiers office in London and Sutton. All claims for reimbursement of patient fares should be made within three months of incurring the costs.

Fares for travel to and from hospital are paid as follows:

If you are on Income Support, Income-based Job Seekers Allowance, Working Tax Credit, Child Tax Credit (income less than £15 051), Pension Credit (Guarantee Credit) or War Disablement Pension, you may be entitled to be reimbursed for

your return journey to the hospital. From October 2008 if you are receiving Income Based Employment and Support Allowance you may also be eligible. You can claim for public transport fares or if you drive, the return mileage, parking expenses and any congestion zone charges payable.

Please bring the following documents with you to the hospital cashiers (on the ground floor). They will calculate how much you will be entitled to claim for your journey.

- The relevant receipts (including those for parking expenses)
- Evidence of receiving benefit (the award letter given as proof of your entitlement, valid for 12 months from the date on the letter)
- A patient attendance form. You will need an attendance form for each visit to the hospital. They can be obtained from the RDAC
- We cannot reimburse taxi fares unless your doctor states there is a specific medical need. Your hospital doctor will need to complete a taxi authorisation form which you can obtain from the cashiers office.
- A taxi form is only valid for one visit.

If you are not on Income Support but your income is low, ask for form HC1 from your local Department of Social Security (DSS), Post Office, hospital Social Services department or hospital cashiers office. This may take some weeks to process. To claim back payments of three months or less, you will need to fill in form HC5. When you have received your certificate bring it as evidence to the cashiers and you will receive help with fares. The certificate lasts for between six months and one year after which time you will need to reapply.

If you get help with your fares and need an escort to come to the hospital with you, you may be able to claim their fares as well. You will need to obtain a form from the cashiers office. This needs to be completed and signed by your hospital doctor to say that an escort is necessary and why. A completed form is valid for three months.

Confidentiality and medical information about you

We ask you for information about yourself so that you can receive proper care and treatment. The information will be kept on a computer or paper record (or both). It forms part of your clinical record and will be kept in case we need to see you again.

Some of the information that you give us has to be shared with other people for us to treat you efficiently, for us to manage our services and improve health and social care for the future. We only ever use or pass on information about you if people have a genuine need to know. Wherever we can, we remove details which identify you personally.

The Royal Marsden is committed to Data Protection and we take great care to ensure that your data is looked after properly. We aim to comply with current legislation, NHS and other guidance, and professional codes of conduct. All the staff working at the Trust have a legal duty to keep information about you confidential.

Your information may be used for:

- Giving you health care and treatment
- Looking after the health of the general public
- Managing and planning the work of the hospital and the wider NHS
- Training and educating staff
- Medical or health services research
- Assuring and improving the quality of care and treatment.
- Ethnic monitoring.

We may need to share information about you with other people involved in your care, such as your GP, dentist, health visitor, community nurse or social worker.

Information may also be used for Research Projects that have been approved by the Local Research Ethics Committee. We will ask for

your consent if we need to use information that clearly identifies you. For instance, some research may consider information about named persons and the findings could contribute to their future care.

Sometimes NHS organisations are required to pass on information by law, for example, to assist the Police with the prevention and detection of serious crime. However, there have rarely been requests made to The Royal Marsden Hospital.

Some data is collected by central services such as the NHS-Wide Clearing Service, Primary Care Trusts, the Cancer Registry and the Department of Health. This is to help with managing and planning the NHS. The NHS Connecting for Health and the Health and Social Care Information Centre strictly controls further uses of this information. Information held centrally is not used to make any decisions about the treatment or care that you receive from your hospital or GP.

Anyone who receives information from us is also under a legal duty to keep it confidential.

If at any time you would like to know more about how we use your information, you can telephone 020 7808 2102.

Copying letters to patients

You can choose to receive a copy of letters written by one health professional to another about you. These letters include communications between different health professionals, for instance, those from and to GPs, hospital doctors, nurses, therapists and other health professionals. Different types of letters include:

- Letters from NHS health professionals to other agencies such as social services or housing, employers or insurance companies).
- Letters to GPs and other community-based health professionals following an inpatient stay in hospital or an

outpatient consultation or course of treatment.

We believe that sharing these letters will help improve communication between you and your health professionals. This should help to provide a better understanding of your consultation.

You do not have to receive a copy of letters if you decide that you already have the information or for other reasons, you prefer not to have a copy. Further information can be found in the leaflet *Copying letters to patients*. This is available in all outpatient clinics.

Sharing information with family and friends

It is important that we know, with which family members or friends we may share information about you. You can choose one of these as your next-of-kin. When you first attend the hospital and register, we will ask you the name and contact details of your next-of-kin. This person does not need to be related to you but should be able to reflect your wishes at all times, even if you were unable to do so yourself.

Access to clinical records

You can choose to receive a copy of letters written by one health professional to another about you (see page 22 Copying letters to patients). You have the right to see clinical records made about you. This may include data held on computer and manual systems. You can ask staff in The Royal Marsden Help Centre to arrange this for you. We will arrange this within 40 days of your request.

If you would like to view or receive copies of your clinical records you will need to write to:

Access to Health Records Officer
The Royal Marsden NHS Foundation Trust
Downs Road, Sutton,
Surrey, SM2 5PT

Or telephone 020 8642 6011 and ask switchboard to put you through. You must tell us clearly who you are, how you can be contacted and what it is you wish to have copies of (you may want to see your complete record or only things related to your recent care).

A £10 administration charge will be made for providing copies of your notes and a fee of 25p per sheet for copies made up to a maximum cost of £50. When we receive your completed form and the fee we must respond to your request within 40 days.

You have the right to ask for your information to be changed or blocked if the information we are holding about you is incorrect. You may be contacted and asked to provide additional identification.

Freedom of information

The Freedom of Information Act (2000) creates a statutory (legal) right of access to information from a wide range of public authorities, to make the work of these public bodies as open and transparent as possible. The Act allows people to apply for access to documents, or copies of documents, as well as information itself. It recognises that, as a member of the public, you have the right to know how public services such as the NHS are organised and run, how much they cost and how you can make complaints if you need to.

Since 1 January 2005, the Trust has to respond to requests about the information it holds and is recorded in any form (for example, paper, electronic). The Trust will create a right of access to that information. It has also produced a Publication Scheme which is a complete guide to the information routinely published by us. The Publication Scheme is available on our website. For a paper copy of the Scheme or to obtain further information you can telephone 020 7808 2102. Requests for access to clinical records is not covered by the Freedom of Information Act.

The Royal Marsden Help Centre for PALS (see below) and Patient Information

The Centre offers, information, support and advice to people attending The Royal Marsden, their families and friends, and staff involved in their care. Centre staff work closely with other staff at The Royal Marsden and have links with local hospitals and community-based organisations. In Chelsea, the Centre is in the Wallace Wing entrance on the ground floor. In Sutton, the Centre is to the left of the main entrance.

You can call in during opening hours, which are displayed outside the Centres. Staff are available to guide you through the information and to offer you any advice and support you may need. They can also help you find self help and support groups near your home.

You can also contact the Centre by:

Freephone: 0800 783 7176 (please note that your call cannot be redirected within the hospital from this number)

Email: patientcentre@rmh.nhs.uk

Patient Advice and Liaison Service (PALS)

We like to know when we are doing things well but more importantly we need to be told when things go wrong, so that we can put them right. PALS can help with any issues or concerns that are raised and suggestions made may be incorporated into Trust policies.

Viewpoint is The Royal Marsden's scheme for the collection of general comments, suggestions and observations from patients, their families and friends. You can find wallmounted *Viewpoint* stations, with comment cards and post box throughout the hospital. Write your general comment on a card (there is one at the back of this guide) and put it in a *Viewpoint* post box. Or you can put it in an envelope and post it to the Quality Assurance Team at the address on the card. This team, which is independent of the clinical teams regularly empties the *Viewpoint* post boxes. Your feedback will be

treated anonymously and used to improve services for patients or highlight where the hospital is doing well.

You may prefer to raise your individual issue or concern in writing and receive a response. **Comments** cards are available in all patient areas. If you wish to make a comment about the individual service or care you have received in the hospital, ask to speak to the nurse in charge. If you are still unhappy then you may like to speak to a Patient Advisor in the Help Centre who will listen to your concerns and liaise on your behalf to try and resolve issues. They can also give you information and guidance on making a formal complaint (see below).

Using your experience to make a difference

There are ways in which you can work with us to make a difference to the care provided at The Royal Marsden. Perhaps you have ideas on how we could improve services or would like to comment on future developments. There are a number of opportunities for you to become involved. Your choice may depend on the amount of time you have, the areas you are interested in and how you want to take part. For example, you can contribute through email, by post or by telephone, as well as attending a meeting or joining a committee. Some projects will be short term while other projects may continue over a longer period of time.

If you would like more information about how you can become involved, please contact The Royal Marsden Help Centre on 0800 783 7176 (Freephone). One example is given below.

Making a formal complaint

Please be assured that making a complaint will not affect your future care and complaints can lead to direct improvements in patient care. We are committed to improving the services we provide and your complaint can be valuable in helping us to do this.

If you are unhappy with any aspect of the care you receive you may

wish to make a formal complaint. We follow the national NHS guidance on dealing with complaints. We have a dedicated Complaints Manager who will be happy to discuss any concerns you may have and she can be contacted on 020 7808 2102.

For further information please refer to the leaflet *How to make a complaint* which is available in all areas.

How to contact us

There may be times when you want to contact us. You will find the relevant contact details on your hospital appointment card or letter. You may have been given the name of a person to talk to, for example, a specialist nurse. If not, telephone the hospital and ask to speak to your consultant's secretary, who can arrange for you to talk with someone.

At the current time, we do not support the use of email to communicate clinical information. This is because of delays in responding to email messages, and concerns that privacy and confidentiality of the messages sent via email cannot be guaranteed.

Other useful contact numbers:

RDAC Administrator:	020 7808 2467/8 (London)
	020 8661 3828 (Surrey)
Central Referrals Office:	0800 731 2325

Notes and questions

