

Welcome to St James's Institute of Oncology

A patient's guide



St James's Institute of Oncology
Beckett Street, Leeds, LS9 7TF
Tel: (0113) 243 3144
www.leedsteachinghospitals.com

Introduction

Our aim is to provide high standards of care for all our patients and visitors. We hope you find this information leaflet useful and that it helps to guide you to other information which may assist you with your visit.

The St James's Institute of Oncology is situated in the Bexley Wing on the St James's University Hospital site and forms part of the Leeds Teaching Hospitals NHS Trust.

We offer a full range of specialist healthcare provision, including cancer care, haematology and some surgical treatments. As a teaching hospital, each department may have students working within their clinical teams. If you would prefer not to have students help with your care, please speak to a member of staff on your arrival.

What you can expect from us

We will endeavour to:

- Provide care which will support your physical, spiritual and cultural needs in an open and non-discriminatory way.
- We will treat individuals with dignity and respect at all times.
- We will respect your confidentiality, only passing on personal information about you if there is a genuine need to do so.
- We will endeavour to provide equal access to our services. If English is not your first language, please ask our staff to arrange an interpreter.

Reducing the risk of infection

Leeds Teaching Hospitals NHS Trust takes environment cleanliness and hand hygiene very seriously. We like to think we are vigilant but remember - it's **'OK to ask'** a member of staff to clean their hands before they care for you. No-one will be offended, we welcome your help in keeping you safe. We encourage patients and visitors to report any problems about cleanliness to ward or department staff, or to the Patient Advice Liaison Service (PALS).

Public transport

The main bus stops for Bexley Wing are located on Beckett Street which runs next to the hospital site. Access to all floors can be made from this entrance (Level -2) with lifts and stairs to all areas. Reception staff will be happy to assist you.

MetroLine (Buses & Trains): 0113 245 7676, www.wymetro.com

First Leeds (Buses): 0113 2451601

Rail Services: 0845 748 4950

National Express Coach Services: 0870 5808080

Road directions: www.multimap.com

Travel costs and reimbursements

If you have to travel to hospital for treatment you may be able to claim a refund of train or bus fares, petrol costs, and unavoidable parking charges. Please speak to one of our information advisors in the Information, Care & Support Rooms situated on Level -2, Radiotherapy floor or Level 1 Oncology Outpatients. Tel: (0113) 206 7603

Toilets

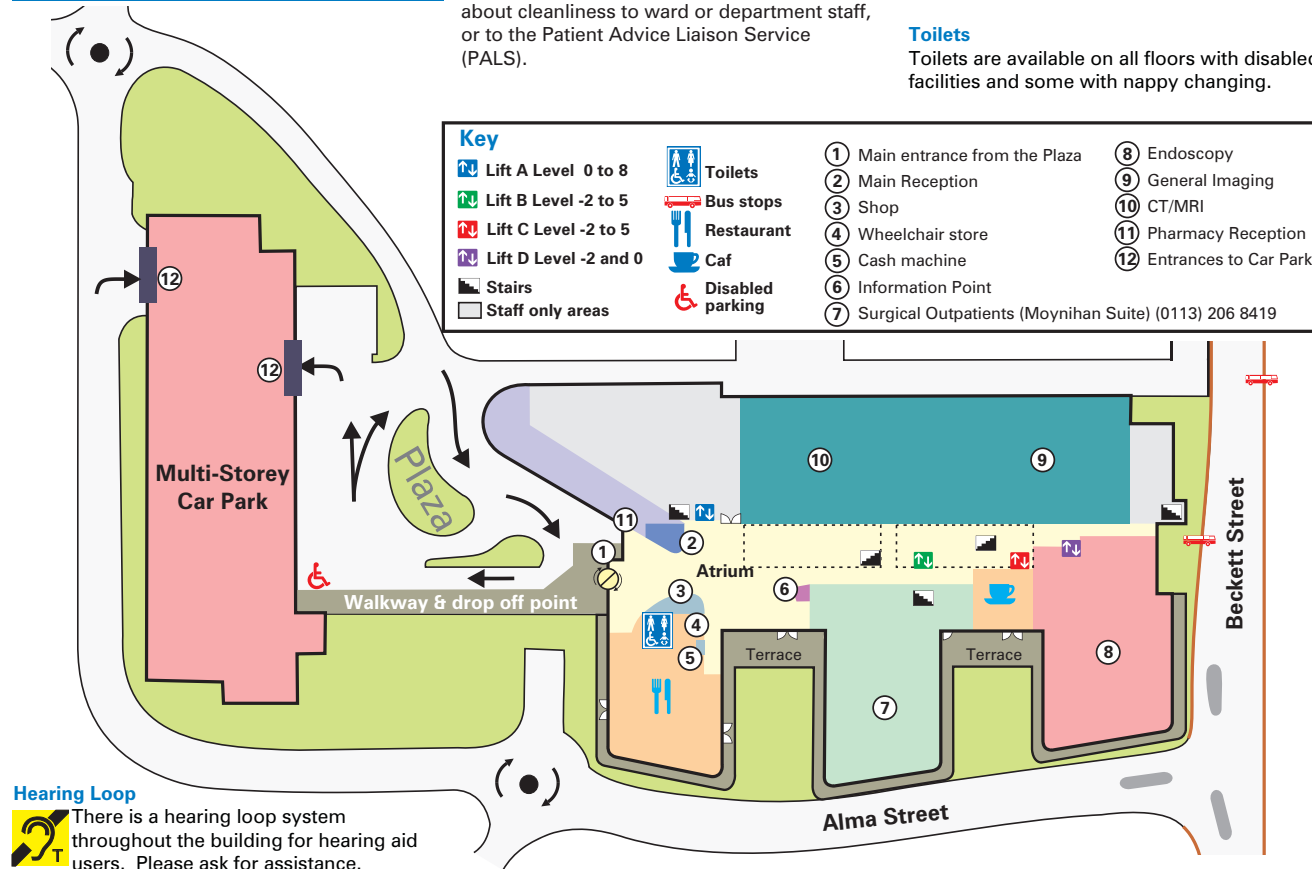
Toilets are available on all floors with disabled facilities and some with nappy changing.

Arriving at the hospital

If you are coming by car follow the signs for St James's Hospital, Bexley Wing. You will be able to drop off in the Plaza outside the main entrance if necessary, or park in the designated multi-storey car-park or disabled spaces situated close by. The multi-storey car park has 1,300 spaces for patients, visitors and staff. You should enter via the lane indicated for visitors. The car park offers a 'Pay as you Leave' system. There are disabled parking spaces within the car park and all disabled parking is free. There is a pedestrian walkway from the car park leading to the main entrance off the Plaza.

There are two public entrances to the hospital. The main entrance is situated on Level 0 and leads to a large open-planned foyer, known as the Atrium. The reception desk is on the left as you come through the main door. The main reception will be open from 7.00am - 9.00pm Monday-Friday and 8.00am - 8.00pm Saturday and Sunday. The second entrance is via Beckett Street which will bring you in at Level -2. This entrance will be open from 8.00am - 8.00pm Monday - Friday and 10.00am - 8.00pm Saturday and Sunday. Staff here will be happy to direct you to where you wish to go.

Level 0 (Ground Floor)



Hearing Loop

There is a hearing loop system throughout the building for hearing aid users. Please ask for assistance.

Facilities available in the atrium

Refreshments

There is a restaurant and caf available. Both dining areas have access to outside terraces which are open from 8.00am - 8.00pm in the summertime and daylight hours in the winter. The gardens are accessible from Level -2. There will also be vending machines for snacks and drinks available on most floors.

Wheelchairs

There is a wheelchair store for use by patients and relatives. They operate by using a one pound coin (as a shopping trolley). If you require other assistance please ask a member of staff at the reception desk.

Shop

There is a shop selling magazines, snacks, sweets, flowers and cards. There is also an ATM machine for cash withdrawals.

Telephones

There are public telephones located throughout the hospital, look out for the symbol. Please take notice of the signs telling you of areas where you cannot use your mobile phone. Please follow these instructions as mobile phones can interfere with medical equipment.

Consent

Your doctor or healthcare professional must explain the benefits and risks of the treatments or examinations that they are recommending for you. They must also explain any available alternatives and also the risks and benefits if you choose to do nothing for the time being. You may also be given a patient information leaflet about the treatment or examination that has been planned for you. If you don't understand or if you want more information, please ask a member of staff.

For some procedures you will be asked to sign a consent form, which is a written record that you have agreed to the planned treatment. Risks and benefits associated with the treatment will be written on the consent form before you sign it. You will be given a copy of this document as a reminder of your consultation.

What if I change my mind?

You have the right to change your mind at any time even after you have signed a consent form. Please talk to your healthcare professional if you have any concerns or worries.