



York Teaching Hospital
NHS Foundation Trust

What to expect from your first visit to the Magnolia Centre

Information for patients, relatives and carers

① For more information, please contact:

The Magnolia Centre

Reception Team: 01904 726515

Oncology & Haematology Outpatient Department

The York Hospital

Wigginton Road

YO31 8HE

Caring with pride

Contents	Page
Introduction	4
How do I get to the Magnolia Centre?	4
Where should I park?	5
What should I do if I have a Blue Badge?	5
What can I expect at my first appointment with the consultant?	6
May I bring someone with me?	8
Will I have the opportunity to talk about any concerns I have?	9
Where else can I get support?	10
The Cancer Care Centre at York Hospital	11
The Cancer Information & Support service at Scarborough Hospital	12
Use this space to note down any questions you may have	13
Tell us what you think of this leaflet	14
Teaching, Training and Research	14
Patient Advice and Liaison Service (PALS)	14

Introduction

This booklet has been written to help answer the questions you may have about coming for your first appointment in the Magnolia Centre at York hospital.

How do I get to the Magnolia Centre?

You can get here using public transport or using your own transport. There are a few local buses that stop directly outside the hospital. The main reception in the hospital has information on public transport or you can look online too. The Magnolia Centre is located on the first floor of the building directly on your left as you come along the walkway from the multi-storey car park.

Where should I park?

You may park in the hospital multi-storey car park, which is open 24 hours a day. When you arrive at the hospital you will see the multi-storey car park is clearly signed. You will need to take a ticket and keep it with you as you may be entitled to a reduced rate or free parking. Please ask if you are unsure whether you are eligible. It is up to you to ask for your parking ticket to be validated at the nurses' station in the Magnolia Centre before you leave. Please ask for more information if you require it.

What should I do if I have a Blue Badge?

If you have a blue badge you may prefer to park at the main hospital entrance car park as this has allocated blue badge parking. Please ensure that your badge is visible as this car park is patrolled. If you do not display your blue badge you will be liable for the fine if a ticket is issued during your visit. You can also park on the multi-storey car park but you will need to present your blue badge at the car parking office to have your ticket validated.

What can I expect at my first appointment with the consultant?

When you arrive, we would like you to check in at the reception desk. Once you have checked in, one of the healthcare team will weigh and measure you. We like to do this before you see the doctor so that they may discuss any changes as part of your consultation.

At this appointment, you may see a consultant, one of the specialty doctors or a doctor in training. During the consultation, they will ask you quite a lot of questions, as there are some essential things that the doctor will need to discuss with you.

This may include the following questions;

- Your past medical history – details of any conditions you may have been treated for in the past.
- Your past surgical history - any operations you may have already had.
- Details of any medications you are currently taking (please bring a copy of your prescription with you).
- Details of any allergies you may have.

- Further family medical history.
- They may wish to find out a little more about your 'social situation' for example, where you work, what your housing is like and a little about your family.
- If you have any previous history of being treated for cancer.

We appreciate that this is a lot of information but it is essential for the doctor to find out as much as possible about you to be able to complete an assessment to plan your care.

The doctor may also like to do a physical examination; we will offer you a chaperone for this.

You may also need to have some other simple tests carried out by a nurse to check your heart and other conditions which may affect your treatment.

The doctor may discuss some treatment options with you and provide you with some written information as part of the consultation.

Further information and opportunities for discussion will be provided when you attend your pre-assessment appointment before your treatment begins.

May I bring someone with me?

Yes - you are very welcome to bring someone with you for your clinic appointments and treatment. They may stay with you or they may like to go to the Cancer Care Centre. The Cancer Care Centre is just below the Magnolia Centre. They have a beautiful garden and lounge area where you can relax with a drink.

Will I have the opportunity to talk about any concerns I have?

Your doctor will try to discuss any concerns you or your family have within your appointment time.

We understand that sometimes you may require additional time to discuss any concerns or worries you may have.

If you would like to talk about your worries, we will be happy to arrange a time for you to meet with your clinical nurse specialist or one of the chemotherapy nursing team.

Prior to starting any treatment for your cancer you will be given a 'pre-assessment' appointment with a chemotherapy nurse. They will discuss the treatment that your doctor has suggested. This is usually a one to two hour appointment and aims to address any questions you may have, as well as providing you with some essential information about what to expect during your treatment.

It can be helpful to write down any questions or concerns you may have and bring it with you to your appointment.

Where else can I get support?

You should have been given a contact number for your clinical nurse specialist (sometimes referred to as your key worker) whom you can call for support.

You can also contact the chemotherapy nursing team at the hospital on:

York Hospital: 01904 726516

The Cancer Care Centre at York Hospital

The centre offers support and information for anyone affected by a cancer diagnosis. You may call in for a drink if you arrive early for your appointment or need somewhere to wait before heading home.

They offer a number of services including; benefits advice, creative arts, complementary therapies and an information room. If you are affected by treatment related hair loss they have a range of headwear.

If you would simply like some time away from the clinical environment with a loved one, they are there for you and your family members too. The centre has Wi-Fi so you can keep in touch with those close to you whilst you are with us in the hospital.

They also have a beautiful and quiet, accessible garden where you and your companion can relax with a drink.

The Cancer Care Centre is open Monday to Friday, from 9am until 4.30pm, you can drop-in or call 01904 721166.

The Cancer Information & Support service at Scarborough Hospital

The Scarborough service offers a listening ear, information resources and a specialist Health Welfare referral service, provided by the Scarborough District Citizens' Advice Bureau.

The Cancer Information & Support Service at Scarborough is open Monday to Friday, from 9am until 4.30pm, you can drop-in or call 01723 342606.

Use this space to note down any questions you may have

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact: Elizabeth Walker, Lead Chemotherapy Nurse on 01904 72 6516. The Magnolia Centre, The York Hospital, Wigginton Road, YO31 8HE.

Teaching, Training and Research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email pals@york.nhs.uk.

An answer phone is available out of hours.

Please telephone or email if you
require this information in a different
language or format

如果你要求本資訊是以不同的語言
或版式提供，請致電或寫電郵

Jeżeli niniejsze informacje potrzebne
są w innym języku lub formie,
należy zadzwonić lub wysłać
wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da
formatta istiyorsanız lütfen telefon
ediniz ya da e-posta gönderiniz



01904 725566

email: access@york.nhs.uk



Braille



Audio e.g.
CD



Large print



Electronic

Owner	Elizabeth Walker, Lead Chemotherapy Nurse
Date first issued	June 2015
Review Date	April 2020
Version	2 (issued May 2018)
Approved by	Chemotherapy Development Group
Document Reference	PIL 884 v2

© 2018 York Teaching Hospital NHS Foundation Trust. All Rights reserved