

Guy's and St Thomas'  
NHS Foundation Trust



# Welcome

to the Cancer Centre at Guy's

# Language and communication support

If you need an interpreter, or need information about the care you are receiving in the language or format of your choice, please call 020 7188 8815, fax 020 7188 5953 or email [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

Si vous avez besoin d'un interprète ou souhaitez obtenir des informations sur vos soins dans la langue ou le format de votre choix, veuillez appeler le 020 7188 8815, envoyer une télécopie au 020 7188 5953 ou envoyer un e-mail à l'adresse suivante [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

Se precisar de um intérprete ou de obter informação sobre os cuidados que está a receber, no idioma ou formato da sua preferência, contacte-nos através do telefone 020 7188 8815, fax 020 7188 5953 ou através do email [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

Si necesita un intérprete o información sobre el tratamiento que está recibiendo, en el idioma o en la forma que elija, llame al n° 020 7188 8815, envíe un fax al n° 020 7188 5953 o envíe un correo electrónico a [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

Bir tercüman gerekiyorsa ya da size sağlanmakta olan sağlık bakımı hakkında istediğiniz dilde veya biçimde bilgi almak istiyorsanız: Lütfen 020 7188 8815'i arayınız, 020 7188 5953'e faks gönderiniz ya da [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk) adresine eposta gönderiniz.

Nếu quý vị cần một thông dịch viên, hoặc cần thông tin về việc chăm sóc mà quý vị đang nhận được bằng ngôn ngữ hay định dạng mà quý vị lựa chọn, vui lòng gọi 020 7188 8815, gửi fax đến số 020 7188 5953 hoặc gửi email đến [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

若你需要口譯員或以自己所選的語言或格式獲取有關所獲治療的資訊，請致電 020 7188 8815，或發傳真至 020 7188 5953 或發電郵至 [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

Haddii aad u baahan tahay turjubaan, ama aad u baahan tahay macluumaad ku saabsan daryeelka oo aad ku heshid luqad ama qaabka aad jeceshahay, Fadlan soo wac 0207188 8815, fax 020 7188 5953 ama limayl [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

Nëse keni nevojë për një informacion të përkthyesit, apo nevojë në lidhje me kujdesin që ju merrni në gjuhën ose format e zgjedhjes suaj, ju lutemi telefononi ne numrin 020 7188 8815, ose faks 020 7188 5953 ose me email, [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

إذا كنت تحتاج إلى مترجم فوري، أو عند الحاجة إلى معلومات عن الرعاية التي تتلقاها باللغة أو بالتنسيق الذي تختاره، يرجى الاتصال على رقم 020 7188 8815، فاكس 020 7188 5953، أو مراسلتنا بالبريد الإلكتروني على [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)



**BSL**

Information is also available in British Sign Language (BSL), audio, Braille and Easy Read.

## Contents

Welcome to the Cancer Centre	4
Getting here	6
Finding your way around	8
When you arrive	9
<b>Welcome Village</b>	<b>11</b>
<b>Radiotherapy Village</b>	<b>14</b>
<b>Outpatients Village</b>	<b>15</b>
<b>Chemotherapy Village</b>	<b>16</b>
<b>Innovation Hub</b>	<b>17</b>
Before you go home	18
After you go home	18
For more information	19
Getting involved	20
Key contact numbers	23
Map of Cancer Centre	25

# Welcome

Welcome to the Cancer Centre at Guy's. Patients and staff worked closely with architects and healthcare planners to design a very special building that combines a caring environment with the best possible treatment.

The Cancer Centre brings together radiotherapy, chemotherapy, many outpatient clinics, support services for people affected by cancer, and research. Bringing services together has reduced the need for patients to travel to different locations and aims to improve the patient experience.

Bringing treatment and research together will also make it easier for patients to take part in clinical trials, when appropriate, which will help us to improve cancer care.

Not all patients coming to the Cancer Centre are being treated for cancer. For some patients, it is the best place for them to receive specialist treatment. For example, the Dermatology Surgery and Laser Unit provides surgery and laser treatment for skin cancer and other skin conditions.

The centre is divided into individual 'villages' dedicated to different elements of your cancer care.

In the Welcome Village, the Dimpleby Cancer Care team will provide support for you and your loved ones. In the Outpatients Village you will meet doctors and other members of the team involved in your care. In the Chemotherapy Village and the Radiotherapy Village you will receive your cancer treatment. And in the Innovation Hub we





will offer many patients the opportunity to participate in groundbreaking cancer research.

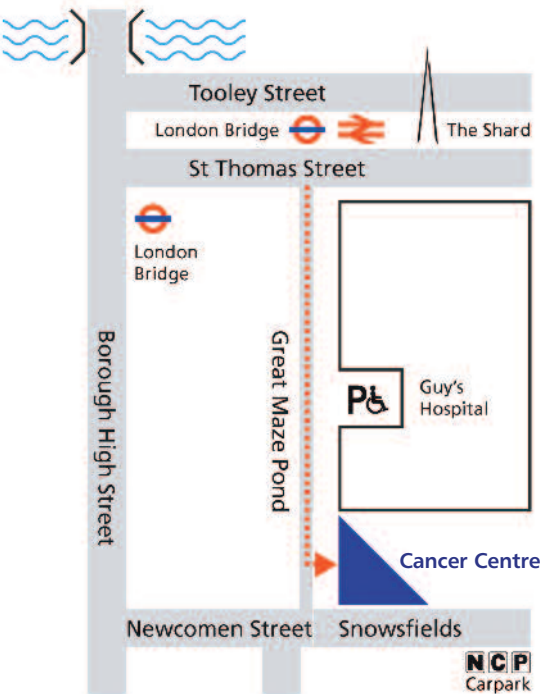
We want your experience in the new Cancer Centre at Guy's to be exceptional. Our staff and volunteers are here to support you.

We will keep developing our services so they continue to meet your needs – please tell the staff treating you what we are doing well and what we could do better.

**Dr Majid Kazmi**, Clinical Director

**Mairead Griffin**, Director of Nursing

**Diana Crawshaw**, Chair of the Patient Reference Group



## Getting here

If you are feeling unwell on the day of your appointment, please contact us using the details provided on your appointment letter before coming to the Cancer Centre.

### Public transport

The Cancer Centre is well served by public transport. Guy's Hospital is signposted from both the underground and train stations at London Bridge. Follow the Guy's Hospital signs to Great Maze Pond then walk down the road, passing the main hospital entrance. The Cancer Centre is on your left.



## Parking

There is no parking at the Cancer Centre but you can be dropped off outside and there is an NCP car park nearby at Snowfields. There is limited disabled parking outside Guy's Hospital. You can access the car park from Snowfields. This is for patients who are blue badge holders and have an appointment on that day.

## Hospital transport

We offer hospital transport for patients with medical needs and with no other way of travelling to the hospital. If you think you need hospital transport, please call the hospital transport service on **020 7188 2888**. Staff will ask you to complete a short telephone assessment to determine whether you are eligible for hospital transport. If so, you will need to book transport for each hospital appointment by calling the number above.

## Reclaiming travel costs

If you are entitled to claim back your fare for attending your appointment, please ask for a travel claim form when you arrive at your appointment. The form will need to be signed by the staff member you are seeing, and you will need to take it to the cashiers' office, together with proof of the benefits you are receiving. The cashiers' office is on the ground floor of Tower Wing in Guy's Hospital. It is open:

Monday to Thursday: 9.30am–2pm and 2.30–4.30pm

Friday: 9.30am–2pm and 2.30–4.15pm

The cashiers' office can also be contacted on **020 7188 2343**.

For further information on claiming back fares, contact:

**Dimbleby Cancer Care** in the Welcome Village,  
or visit [www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk)

# Finding your way around

The Cancer Centre at Guy's is divided into individual 'villages', not traditional floors. Villages cover two or three levels of the building. See the map at the back of this booklet for further information.

Village	Levels
Innovation Hub (Research)	I
Chemotherapy Village	C and C1
Outpatient Village	O and O1
Radiotherapy Village	R, R1 and R2
Welcome Village	W and W1

Use the main lifts from the ground floor to access each village. Use the village lifts and stairs to go between the levels of each village.

## Opening times

The Cancer Centre is open Monday to Friday from 8am-8pm. Some patients may be offered appointments on Saturdays.

## Bringing a friend or relative with you

Please feel free to bring a friend or relative with you to the Cancer Centre. They can attend your appointment with you or make use of the facilities in the Welcome Village.

## Refreshments

The café in the Welcome Village on the ground floor is open Monday to Friday from 8am-8pm.

Please do not eat or drink before your appointment if you have been asked not to do so, as this may result in us having to cancel your appointment. If you are not sure whether you can eat or drink, please call and check, or ask on the day of your appointment.



## Hearing loops

There is access to hearing loops within the Cancer Centre.

## Toilets

Public and accessible toilets can be found on each floor of the building. These are well signposted. All staff will be able to direct you to the closest facility.



## When you arrive

You will arrive in the Welcome Village on the ground floor where you can check in for your appointment. The Welcome Village provides a comfortable space to relax and wait.

**If you are feeling unwell when you arrive, or while you are waiting, please speak to one of our staff.**

### Checking in

All patients should use the electronic check-in screens in the main entrance so we know that you have arrived, unless you have been advised otherwise.

**Please bring your appointment card or letter with you on the day of your visit.**

Your letter will tell you which village you will be visiting. The letter or card may include a barcode which you can scan at the check-in screen, otherwise you can check in by using your date of birth and postcode.

At the self check-in, you'll be able to confirm your address, GP address and mobile telephone number, or tell us of any changes that we need to make to your personal information.

The check-in system will display your name on large wall mounted screens in the waiting areas that will tell you when you need to go to your appointment. If you do not want your name to be displayed, please follow the instructions.

Staff and volunteers will be available to help you if you have any problems.

Once you have checked in, you can make use of the facilities in the Welcome Village. Waiting spaces and facilities are limited in the other villages so please remain in the Welcome Village until you are called for your appointment, unless you have been advised otherwise.

When you need to go for your appointment your name will appear on the display screens located around the waiting area, including the café. As soon as your name appears, please make your way as soon as possible to the village you are attending.

### **WiFi access**

You can access WiFi while you are waiting via [WiFiSPARK](#)

You will be asked to register as a guest.

### **Blood tests**

The check-in screen will tell you if you need to have a blood test before your appointment, and may ask you to go to the blood test area in the Welcome Village.

Your name will appear on the screen when it is your turn for a blood test. After your blood test please return to the main waiting area in the Welcome Village. Your name will appear on the screen when it is time for your next appointment and will tell you which village to go to.

# Welcome Village

## Levels W and W1

**Dimbleby  
Cancer  
Care**

### **Dimbleby Cancer Care**

The Trust has a long-standing relationship with Dimbleby Cancer Care charity. The service provides many important information and support services for our patients and their relatives and friends.

There is an information area which is staffed by specialist nurses who provide advice, information and support. A range of leaflets are available to take home or you can access the internet while you are in the Cancer Centre.

### **You can also arrange appointments for the following:**

- Psychological support for patients, carers and family
- Complementary therapies, also for patients, carers and family, including massage, clinical aromatherapy, reflexology, reiki and acupuncture. Relaxation and stress management courses are also available.
- Welfare benefits advice offered in partnership with Southwark Citizens Advice Bureau
- Support groups
- 'Look good, feel better' workshops.

### **Fitting Room**

The Fitting Room offers a modern, welcoming environment in which to discuss, try on and be fitted for wigs, hairpieces, headwear and mastectomy products, including prostheses, lingerie and swimwear. The service also provides wig care products, skin care products, make-up advice, and other services to support you.

## Levels W and W1 (continued)

### Living Room

The Living Room provides a quiet space where you can sit, read or reflect. As well as access to a courtyard garden, there is a modern art installation with headphones which enable you to listen to sounds from across the world.

### The Gordon Survivorship Centre

More people than ever are living with, and beyond, their cancer diagnosis. However, the psychological and physical impact that cancer and its treatment may have on your life does not suddenly stop when the treatment is over.

The Gordon Survivorship Centre offers additional information, advice and support from the point of diagnosis, through your treatment, and beyond. This will be tailored to individual needs to help with the physical, mental, emotional and social impact of cancer. The Centre will also provide 'end of treatment plans' and work closely with community services to ensure a seamless transition from care in the Cancer Centre at Guy's to services closer to home.

### Therapy services

We have a dedicated team providing therapy, supportive care and rehabilitation services including:

- **Dietetics**
- **Support for Lymphoedema**
- **Occupational therapy**
- **Physiotherapy**
- **Speech and language therapy.**

If you have an appointment with these teams, you will be asked to go to level W1.

Individual and group sessions are provided, as well as physical activity sessions in our large rehabilitation gym.



# Radiotherapy Village

## Levels R, R1 and R2

When you arrive in the Radiotherapy Village, a receptionist will greet you and help you to register your arrival. You will be shown where to wait.

Our radiotherapy machines at Guy's are state-of-the-art linear accelerators (linacs). The Cancer Centre is the first in Europe to have radiotherapy machines installed above ground level to provide a lighter, more relaxing environment – they are usually located below ground.

The treatment suite offers a quiet environment, and staff will offer you the opportunity to listen to music to help you relax if you wish.

Most radiotherapy planning and treatment takes place in the Cancer Centre at Guy's, but if you are having brachytherapy or tomotherapy you will be asked to attend St Thomas' Hospital for your treatment.

If it is more convenient, it may be possible to have your treatment at our new Cancer Centre at Queen Mary's Hospital in Sidcup instead. This will be discussed with you at your initial outpatient appointment before your radiotherapy treatment begins.



## Outpatients Village

### Levels O and O1



When you arrive in the Outpatients Village, please register your arrival using the self check-in screens once again if you are attending an outpatient appointment.

You may have an appointment with a member of your consultant-led team, a minor procedure or an imaging procedure, such as an MRI or CT scan or X-ray, to help your doctor understand more about your condition. You may also see a dietitian or a physiotherapist.

We recommend that you allow at least two hours for your outpatient appointment.

Our Dermatology Surgery and Laser Unit is also based in the Outpatients Village. It is part of our world famous St John's Institute of Dermatology. The unit provides surgery and laser treatment for skin cancer and other skin conditions.

After your appointment, please make your way back to the Welcome Village on the ground floor where you can arrange your next appointment at the Check-out Zone and use the support services and café if you wish.

# Chemotherapy Village

## Levels C, C1

When you arrive in the Chemotherapy Village, a receptionist will welcome you and ask you to take a seat. Your nurse will meet you in the waiting area and show you to the treatment suite when it is time for your appointment.

You will be invited to the Chemotherapy Village for your pre-chemotherapy consultation, chemotherapy treatment, appointments to review your treatment, or extracorporeal photopheresis.

Acute Oncology is also located in the Chemotherapy Village. If you suddenly become unwell during your treatment you may be assessed and treated here before being sent home or, if necessary, you may be admitted to hospital.

If you have been asked to attend Acute Oncology there is no need to check in at the Welcome Village on the ground floor, just head straight to the Chemotherapy Village.

If it is more convenient, it may be possible to have your treatment at our new Cancer Centre at Queen Mary's Hospital in Sidcup. This will be discussed with you at your initial outpatient appointment before your chemotherapy treatment begins.





## Innovation Hub Level I

The clinical care we provide is driven by groundbreaking research, which takes place throughout the Cancer Centre. To support this research we have a state-of-the-art research facility, including specialist laboratories, located in the Innovation Hub.

### Clinical trials

Working closely with research teams from King's College London we run up to 150 clinical trials at any one time. We are constantly looking to find ways to improve the treatments currently available, and some of these innovations will go on to become the cancer treatments of the future.

**Your clinical team will be able to provide you with more information about clinical trials.**

When you visit the Cancer Centre you may be asked to donate a little extra blood for research. Or, if you have a biopsy or surgery as part of treatment, you may be asked whether a small sample of tissue can be kept by the research team and stored in our cancer Biobank to help with future research.

Your support for these research activities is greatly valued. However, you are in no way obliged to do this, and your treatment will be unaffected by your decision.



# Before you go home

## Checking out

If you have had an appointment in the Outpatients Village, you will be asked to return to the Check-out Zone in the Welcome Village on the ground floor before you leave, where staff will arrange your next appointment.

## Pharmacy and medicines

There is a Lloyds Pharmacy within the Sainsbury's store on Great Maze Pond, between Guy's Hospital and London Bridge Station. You may be asked to visit the pharmacy to collect your medicines before you go home. If you have questions about your medicines, please ask to speak to a pharmacist in the Chemotherapy Village or in the Outpatients Village.

# After you go home

## Clinical Nurse Specialist helpline

You can arrange to speak to your key worker, usually a Clinical Nurse Specialist, by calling **020 7188 7188** from 8.30am–5.30pm Monday to Friday. To be connected to the right person you will need to tell the operator that you want to speak to the Clinical Nurse Specialist for the type of cancer that you are being treated for, for example, lung cancer or breast cancer. The Clinical Nurse Specialist will be able to answer any questions about your treatment.

## Acute Oncology

If you are experiencing any side effects from your treatment or are feeling unwell, please contact Acute Oncology by calling **020 7188 3754** at any time. From 8pm–8am, and at weekends, calls will be directed to the on-call doctor. A healthcare professional will advise you what to do.

## Other questions

If you have any questions about your medicines when you are at home, you can call our pharmacy medicines helpline for advice on **020 7188 8748** from 9am–5pm Monday to Friday.

If you have questions about your appointments you can find the contact number for the department you are visiting on your appointment letter. If you do not have this, please contact the relevant department or bookings team via the main switchboard on **020 7188 7188**.

## For more information

### Your comments matter

We are very keen to hear your comments so that we can improve our services and care. You can share your views or complaints with your key worker or any other member of staff in the Cancer Centre.

You may be asked to complete the Friends and Family Test which asks 'How likely are you to recommend our hospital to friends and family if they needed similar care or treatment?'

External organisations, such as the **Care Quality Commission**, also ask us to carry out patient surveys to monitor the quality of care we provide. You can also contact our Patient Advice and Liaison Service to make comments or raise concerns. You can email them [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk) or call **020 7188 8801**.

### Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch:

t: **020 7188 8815** e: [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

### NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day. t: **111**

### NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: [www.nhs.uk](http://www.nhs.uk)

# Getting involved

## Would you like to

- Say thank you for the care you have received?
- Have a say in how we develop and deliver services?
- Volunteer at our hospitals?



Here is how you can help:

## Support Guy's and St Thomas'

We are very grateful to the thousands of amazing individuals who have donated, run, cycled, climbed, abseiled, baked and danced to raise money for the wonderful Cancer Centre at Guy's.

Guy's and St Thomas' Charity has also provided £26.7 million towards the Cancer Centre to help ensure that patients receive the best possible care in a welcoming and comfortable space.

You can continue to support the work we do in the Cancer Centre, and across Guy's and St Thomas', by raising money in many different ways – take on a challenge or organise your own fundraising event.

For more information on how you can make a donation or take part in one of our events please contact the Fundraising Team.

e: [info@supportgstt.org.uk](mailto:info@supportgstt.org.uk)

t: **020 7848 4701**

w: [www.supportgstt.org.uk](http://www.supportgstt.org.uk)



### **Volunteer**

Volunteers are an important part of our Trust and help us to deliver a compassionate and caring experience for patients, carers and visitors.

w: [www.guysandstthomas.nhs.uk/volunteering](http://www.guysandstthomas.nhs.uk/volunteering)

t: **020 7188 1658**

### **Become a Friend of Guy's Hospital**

The Friends of Guy's Hospital is a charitable organisation that provides grants to support the work of our staff. For more information, call:

t: **020 7188 2465**

### **Get involved and have your say by becoming a member of the Trust**

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support.

Membership is free and it is up to you how much you get involved. To find out more, and to become a member:

t: **0800 731 0319** e: [members@gstt.nhs.uk](mailto:members@gstt.nhs.uk)

w: [www.guysandstthomas.nhs.uk/membership](http://www.guysandstthomas.nhs.uk/membership)

Open Here For Map....





## Innovation Hub

(King's College London Research)

- Staff Area  
(Patients may visit this area for talks and seminars on occasion)

## Chemotherapy Village

- C1 • Treatment Suite C  
• Photopheresis (ECP)
- C • Village Check-in  
• Treatment Suites A & B  
• Acute Oncology

## Outpatients Village

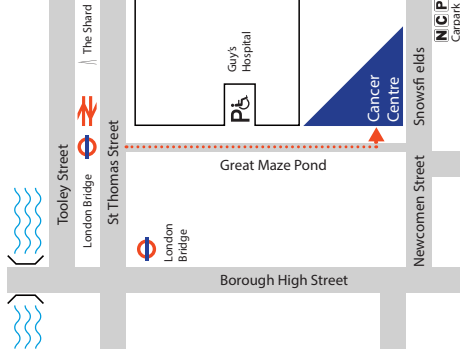
- O1 • X-Ray  
• Dermatology Surgery and Laser Unit

- O • Village Check-in  
• CT  
• MRI

## Radiotherapy Village



Cancer Centre  
at Guy's  
Great Maze Pond  
London  
SE1 9RT



How to use this map

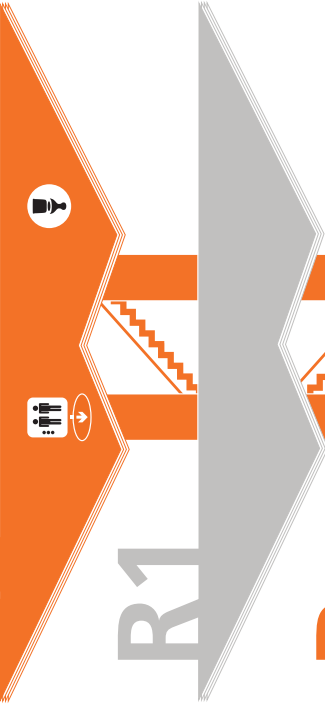
Welcome to our  
Cancer Centre.

The building is divided  
into individual Villages,  
not traditional floors. Use  
the Main Lifts to go to the



R2

- Orthovoltage
- PET Suite
- Radiotherapy Preparation



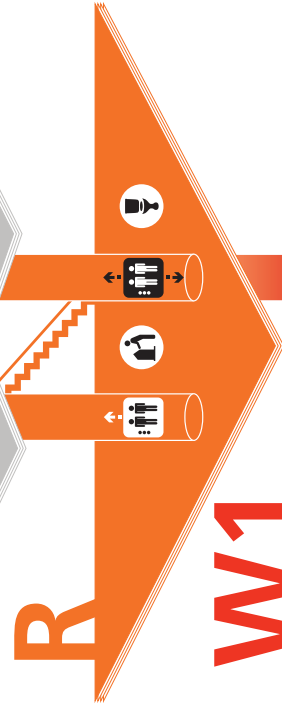
R1

- Radiotherapy Staff Area



R

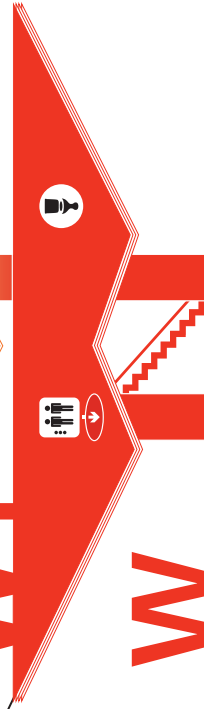
- Village Check-in
- Treatment Suite
- Patient Changing Rooms



### Welcome Village

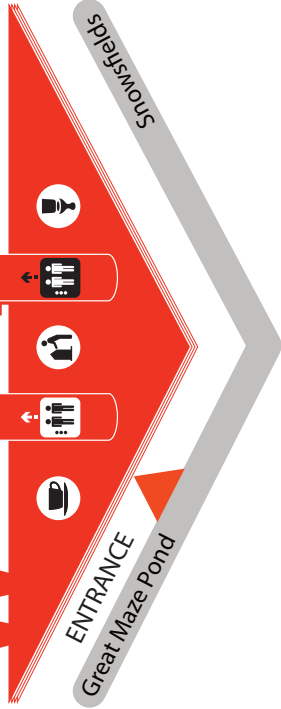
W1

- Therapy Services
- The Gordon Survivorship Centre
- Lymphoedema
- Rehabilitation Gym



W

- Self Check-in
- Café
- Dimbleby Cancer Care
- Fitting Room
- Living Room
- Blood Tests
- Check-out Zone



arrival level of each Village.  
Use the Village Lifts and Stairs to go between the levels of each Village.

On arrival, all patients should report to the main Self Check-in which is located in the Welcome Village on the ground floor.



**Main Lifts**  
(take to arrival level of each Village)



**Village Lifts**  
(take between levels of each Village)



**Check-in**



**Café**



**Toilets**  
(available on every level)



**Terraces**  
(open to all)

ENTRANCE  
Great Maze Pond

Snowfields

For more information about our hospitals and services:

- visit our website [www.guysandstthomas.nhs.uk/guyscancer](http://www.guysandstthomas.nhs.uk/guyscancer)
- find us on Facebook [www.facebook.com/GSTTnhs](http://www.facebook.com/GSTTnhs)
- follow us on Twitter [www.twitter.com/gsttnhs](http://www.twitter.com/gsttnhs)

---

## Guy's and St Thomas' NHS Foundation Trust

**Cancer Centre**

**Guy's Hospital**

Great Maze Pond

London SE1 9RT

Switchboard: **020 7188 7188**

---

## How you can help

Please visit these websites if you would like to support the work we do in the Cancer Centre and across Guy's and St Thomas'.

Fundraising: [www.supportgstt.org.uk](http://www.supportgstt.org.uk)

Volunteering: [www.guysandstthomas.nhs.uk/volunteering](http://www.guysandstthomas.nhs.uk/volunteering)

**Leaflet number: 4287/VER1**

Date published: August 2016

Review date: August 2019

© 2016 Guy's and St Thomas' NHS Foundation Trust