

Information for cancer patients regarding

COVID19



Information for cancer patients regarding COVID-19 for Pennine Acute Hospitals Patients

Due to the increasing number of cases of the COVID-19 virus across the UK, we have reduced the number of people coming into our hospitals. However, we understand you may be concerned as to how this affects you if you have a cancer diagnosis and what to do if you need advice and support.

As you will be aware, COVID-19 is a fast changing situation and it is our duty to respond appropriately. Our teams are working hard to provide information and support to you and your family during this difficult time. To manage this, and to reduce your risk of catching the virus, some appointments and procedures may be delayed. There will be a reduction in the amount of face-to-face appointments and where possible, appointments will be conducted over the telephone. Patients who have already experienced this have been appreciative and have found it effective in the majority of cases. If it becomes clear that a face to face assessment is required, this will be arranged rapidly.

Please be assured that if we need to cancel or move your appointment, treatment or procedure we will contact you as soon as possible to let you know.

Contacting us

We understand that this is a worrying time for you and your families. If you would like to talk to someone or have any concerns, we are here to help.

If you are feeling unwell with symptoms **not** linked to COVID-19, or have clinical concerns about your cancer, please contact our Macmillan **Acute Oncology Service** on **0161 627 8134** from 8.30am to 4.30pm seven days a week. Outside these hours there is an answer-machine facility and we will get back to you as soon as possible if you leave your name, contact number and a brief message.

Alternatively, if you need a listening ear or would like to talk to someone about practical, emotional or financial concerns, please call the **Macmillan Information & Support Service** on **0161 604 5244**. This service is open Monday – Friday 9am to 4pm. Outside these hours there is an answer-machine facility and we will get back to you as soon as possible if you leave your name, contact number and a brief message.

If you have concerns regarding your appointments, investigations or treatment, you can contact **your clinical nurse specialist team**. If you are not sure who to contact, use the above numbers who will redirect your call as appropriate.

The National Macmillan helpline is open Monday – Friday from 9am to 5pm and can be contacted on **0808 808 00 00**.

For patients receiving chemotherapy

If you feel you may have symptoms of COVID-19, such as a new continuous cough or a high temperature (37.8 degrees centigrade or higher), or have been tested positive for COVID-19, please contact the **Chemotherapy Hotline**. If you are a haematology patient and having your treatment at Pennine, call the **Ward F11 Hotline at The Royal Oldham Hospital** on **0161 656 1166**. All other chemotherapy patients, please call **The Christie Hotline** on **0161 446 3658**. These hotlines are open 24 hours a day.

All other cancer patients with COVID-19 symptoms

If you have any symptoms of COVID-19, or have been tested positive for COVID-19, please contact 111 online or by telephone for further advice in the first instance. If you have any upcoming appointments please telephone **Cancer Services Booking Clerks** on **0161 656 1988**.

All services will respond as quickly as possible but, due to current staffing challenges, please understand this may not be immediately. All lines have voicemail facility and these will be picked up during normal working hours.

Please do not come to hospital unless it is absolutely necessary.

We thank you for your on-going support.

