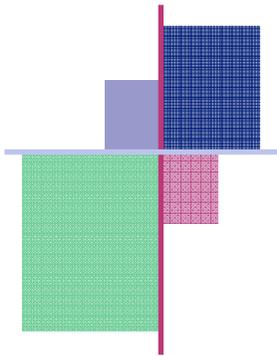


If you would like to know more about our work,  
please visit our website:

[www.stoswaldsuk.org](http://www.stoswaldsuk.org)

Find us on:



This leaflet can be made available in a range of formats on request.  
Please ask a member of our team if you require a different format.  
Thank you.

We are a registered charity and rely on voluntary donations and  
legacies to enable us to care for patients and families.

St Oswald's Hospice, Regent Avenue, Gosforth, Newcastle upon Tyne NE3 1EE

Lymphoedema Service Tel: 0191 246 9050

Fax: 0191 246 9052

Main Reception: 0191 285 0063

E-mail: [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)

Registered Charity No. 503386



# St Oswald's Hospice

## Shiremoor Lymphoedema Service

### Patient Information



## Thank you

Thank you for taking the time to read this information. If you have any questions please ask a member of the team.

There is a series of leaflets produced in-house and by the Lymphoedema Support Network available. Please ask your Keyworker for further details.

There is also a Patient Information Hub within the Adult Services section of our website. This includes downloadable copies of all St Oswald's produced leaflets.

Please visit [www.stoswaldsuk.org/adults/](http://www.stoswaldsuk.org/adults/)

### St Oswald's philosophy

St Oswald's Hospice is a charity that values the life of each person, and is committed to excellence in Palliative Care.

We

- Value each patient as an individual
- Put quality of life first
- Provide care without discrimination
- Facilitate integrated care
- Provide appropriate support for carers
- Value those working for the Hospice
- Are committed to a quality service
- Work with effective management
- Provide a major resource in palliative care

### Statement of purpose

St Oswald's Statement of Purpose for adult services, as provided to the Care Quality Commission states:

**Aims:** To provide specialist palliative care to patients from Newcastle, North Tyneside, Northumberland and Gateshead.

**Objectives:** To provide 24-hour care, 7 days a week Inpatient services supported by a team of skilled and appropriately trained staff and volunteers.

To provide holistic, multi-disciplinary care which meets physical, emotional, spiritual and social needs.

To provide end of life care for patients and to offer immediate bereavement support to relatives and carers.

To enable the safe discharge of patients to their own homes, once their inpatient stay is completed or safe transition to another health care provider.

If you would like a copy of our Statement of Purpose, please ask a member of the nursing team.

Page 3	Hello and welcome to St Oswald's
Page 4	Your first appointment
Page 5	Who's who Contact us
Page 6 - 7	How to find us
Page 8 - 9	The important stuff: Health and safety Infection control Protecting your personal information - Data protection
Page 10	What other people say about us
Page 11 - 12	Telling it like it is: Comments, suggestions and complaints
Page 13	A bit more about us: St Oswald's philosophy Statement of purpose
Page 14	Thank you

This leaflet is available in a range of formats. Please ask a member of staff if you require a different format. Thank you.

## Hello and...

### ...welcome to St Oswald's Hospice Lymphoedema Service Outreach Clinic at the Shiremoor Resource Centre.

We've put this booklet together to let you know what goes on at the outreach clinic, who you might meet and other important information.

#### About St Oswald's Lymphoedema Service and the Shiremoor Outreach Clinics

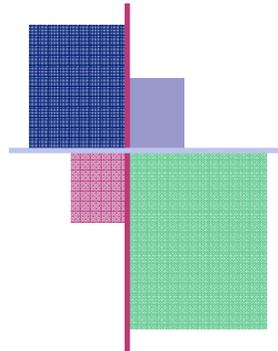
St Oswald's Lymphoedema Service is recognised as a centre of excellence and it is the largest specialist Lymphoedema service provider in the North East.

The Lymphoedema Service at St Oswald's aims to offer a service to individuals with Lymphoedema, whatever the cause. We help patients to understand their condition and offer advice on how they can adapt everyday activities in order to successfully control their Lymphoedema.

The Shiremoor Outreach Clinics form part of this service and provide an opportunity for patients with uncomplicated or controlled Lymphoedema to access these valuable services closer to home.

We treat patients with non-palliative care needs.

Please remember, we want you to feel as comfortable as possible during your visits so if you have any questions or comments after reading this information, please let us know.



A formal written complaint should be made to our Chief Executive. We have a formal complaints policy which will be followed in the case of all written complaints. A copy of the policy is available from a member of the nursing team.

## Telling it like it is

### Contacts

To make a formal complaint, please contact:

The Chief Executive  
St Oswald's Hospice  
Regent Avenue  
Gosforth  
Newcastle upon Tyne  
NE3 1EE

Tel - 0191 285 0063

Email - [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)

### Or alternatively:

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

National Contact Centre Tel - 0300 061 6161

Email - [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Website - [www.cqc.org.uk](http://www.cqc.org.uk)

## Telling it like it is

### Comments and suggestions

We are committed to providing quality services and are constantly seeking ways to improve the care offered to you, your family, carer and friends. Any suggestions or comments as to how we could improve our services are very welcome.

Please complete a suggestion slip with your comments and suggestions (available from your Keyworker). All comments and suggestions are given consideration and if possible the suggested improvements will be made. We acknowledge all identifiable suggestions.

### Your opinion matters

From time to time we carry out patient surveys and gather feedback. This is to make sure we are providing relevant and quality services for you and to comply with Care Quality Commission standards.

If you are asked for feedback, although it is not compulsory to take part, we would be very grateful if you could take the time to give us your honest feedback and comments.

### Complaints

Sometimes when you try to complain to an organisation, it feels as though you're talking to a brick wall. But at St Oswald's, we always welcome your feedback. We hope that you will not have cause for complaint but if you're unhappy with something, then please make sure you let a member of staff know. We'll always do our best to solve any problems or issues that you might have.

Complaints about the service must be reported using the St Oswald's reporting system and complaints about the Shiremoor Resource Centre, the facilities or PCT equipment should be raised via the reception team at Shiremoor.

## Your first appointment

**Due to fire regulations, we ask that all visitors check in at the main reception desk on arrival.** Your appointment will take place at the Shiremoor Resource Centre.

Your initial visit to the Lymphoedema clinic will take approximately 60 minutes, and you will be seen by one of our Lymphoedema Keyworkers (trained nurses). During this time we will obtain a full history from you to ensure that you receive the appropriate treatment. You will also receive information about your swelling and risk reduction/prevention advice.

Measurements will be taken of the affected limb(s), and we will then be able to advise on the four elements that make up the treatment of Lymphoedema; **skin care, lymphatic drainage, exercise and compression garments.**

### During your appointment

Our clinical team will make an assessment and plan a programme of treatment for you at your appointments. We're happy for relatives, carers or friends to be present if you wish.

All information shared with the clinical team will be treated in the strictest confidence (see 'Data Protection' on page 9). Other professionals, outside of the Hospice, who have previously been involved in your care or may be in the future, are considered to be part of the clinical team caring for you. When planning your care the clinical team will work with you, your family and carers and your community support (if you have any), to ensure you receive the support you need.

## Who's who

The Lymphoedema Service is managed by the Lymphoedema Leadership Team. This is made up of:

- Kath Clark, Day Services Manager
- Dr Andrew Hughes, Consultant in Palliative Medicine
- Jill Lisle, Lymphoedema Practice Development Lead
- Jill Nandy, Lymphoedema Service Team Leader

At your appointment you will be seen by one of our Lymphoedema Keyworkers:

### Lymphoedema Keyworkers

Lymphoedema Keyworkers are trained healthcare professionals with additional training in Lymphoedema. They assess and treat patients with mild to moderate and uncomplicated Lymphoedema. They also look after complicated patients whose Lymphoedema is stable.

## Contact us

**To make, cancel or rearrange an appointment, please contact the Lymphoedema Service based at St Oswald's Outpatients on:**

**0191 246 9050.**

The St Oswald's Outpatient Suite reception is open Monday to Friday between 9.00am and 5.00pm.

The Shiremoor Outreach Clinics take place at Shiremoor Resource Centre every **Monday** and **Tuesday**, between 9.00am and 5.00pm.

If you have any concerns or queries please don't hesitate to get in touch on the above telephone number. Messages can be left on our voicemail if no one is available to take your call. We will always get back to you.

## Accessing your information

You have a legal right to apply for access to health information or other personal data held about you. If you'd like to access your health records or personal data held by St Oswald's, you must do so in writing using our request form and send it to Helen Eadington, our Corporate Services Director, at the address on the back of this leaflet. A formal process – outlined in our Information Governance Policy – is then followed. Under the Data Protection Act, requests for access to records should be met within 40 days. However, as per our policy, we aim to respond within 21 days where possible.

## What other people say about us

**Below are some quotes from patients. We thought you might like to hear from them what they think:**

*"I feel part of the family at St Oswald's. They question me. Reassure me. Give me encouragement to go to my consultant and put my mind at rest."*

*"St Oswald's and the clinic at the Shiremoor Centre have helped me to manage a lot of my symptoms myself. They've taught me about skincare, exercise, simple lymphatic drainage and compression garments. I'm extremely grateful to the Hospice for the treatment, support and advice that I receive. Having such an amazing support network is fantastic."*

*"If it wasn't for St Oswald's my whole lifestyle would be completely different, I wouldn't be able to work, drive or even do the little things for myself, like dry my hair or put on my makeup. To me, what St Oswald's provides is crucial, they offer so many different services to so many different people, and always with a smile!"*

## Important information

### Safe and sound

Due to fire regulations, it is important that all patients report to Reception on arrival. Please be reassured that Centre staff receive regular training on what to do should there be a fire.

For all of our security, CCTV is used in the reception areas of the building and also outside.

### Data protection

St Oswald's safeguards your personal information in line with the Data Protection Act 1998. As well as adhering to our Information Governance Policy & Procedure, our staff and volunteers must also follow our Confidentiality Policy and Information Management & Security Policy. In doing so, we ensure that we can keep your personal information safe and secure.

We keep information about you in both paper and electronic format. This includes information from your health records and other personal information.

There may be occasions where we need to share your details with colleagues in other health care settings, like your GP or Community Nurse, as part of our collective commitment to your care. Whilst it's vital that those concerned with your care have access to the information that they need, it's also important that you and your carers can trust that personal information will be kept confidential and that your privacy is respected.

If you'd like to obtain a copy of any of our data protection policies, have a query about how we protect your personal data, or would like a copy of the personal data that we hold on you, please speak to your nurse.

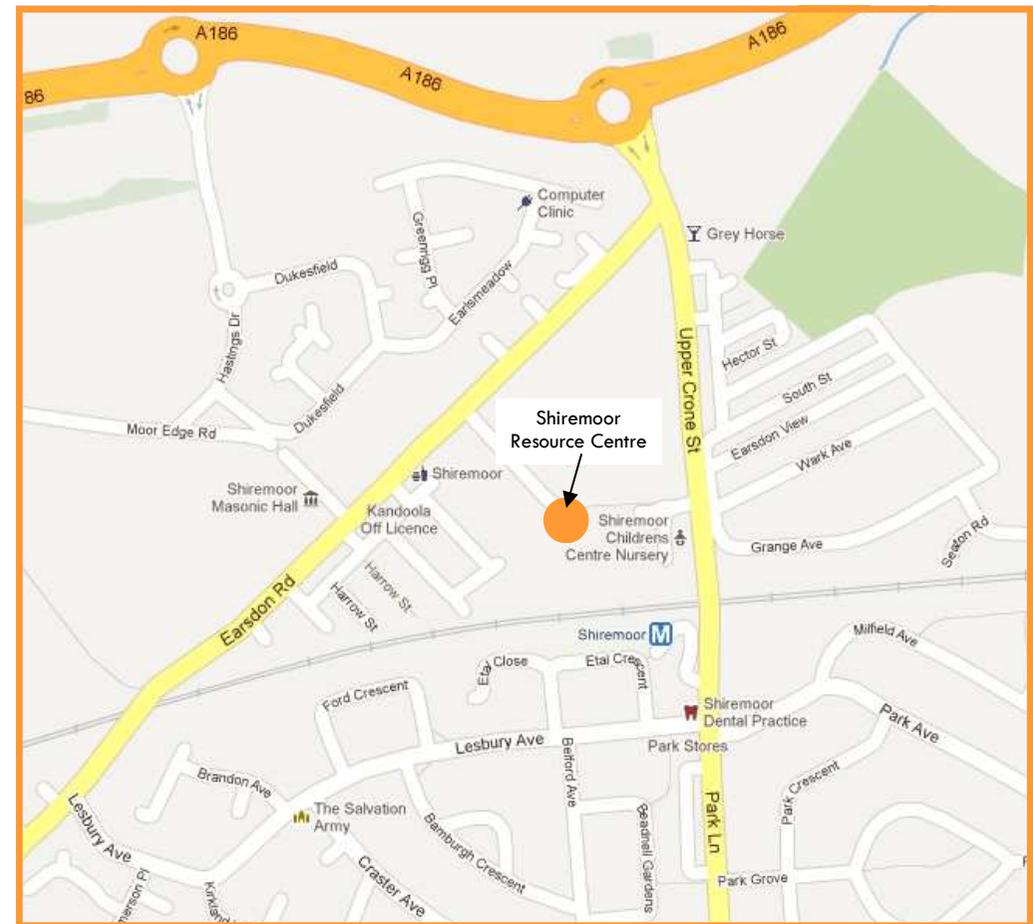
If you would rather we kept your personal information strictly private, again please let us know.

## How to find us

The Shiremoor Outreach Clinics take place at:

Shiremoor Resource Centre,  
Earsdon Road  
Shiremoor  
Tyne & Wear  
NE27 0HJ

### Map and Directions:



● = Shiremoor Resource Centre

### By Metro:

The centre is a short (approx. 5 mins) walk from **Shiremoor Metro Station**. From the station turn left on to Upper Crone Street. Take the first turning on your left and then first left.

### By Car:

The centre is on Earsdon Road just off the A186 between Earsdon and West Allotment.

**Free parking is available at the Shiremoor Resource Centre.**

## Important information

### Health and safety

We are committed to ensuring the health and safety and welfare of everyone who use our facilities, so far as is reasonably possible. We also fully accept our responsibility for other persons who may be affected by our activities.

If you have any concerns or identify anything you feel maybe a risk to anyone, please let us know as soon as you can.

Should you have an accident or experience a 'near miss' whilst at The Shiremoor Outreach Centre, however small or insignificant you feel it might be, please speak to your Keyworker who will follow this up for you.

Accidents and incidents relating to your care must be reported using the St Oswald's adverse event policy. Accidents and incidents relating to PCT equipment or facilities must be reported via main reception and an incident form (IR1) must be completed.

### Infection control

St Oswald's recognises the importance of infection control and uses standard precautions in tackling the spread of infection.

We have a number of information leaflets available which detail the most common infections, how to deal with them and help prevent he viruses spreading. If you would like any of these leaflets, please speak to your Keyworker.

One of the main ways we can all help to stop the spread of infection is by regular and thorough hand washing. Washing our hands can prevent over 45% of infections from spreading.

We would ask that all visitors use alcohol gel when they enter and leave the Centre. Many thanks.