



**St Oswald's
Hospice**

Lymphoedema Service at Cleadow Park

Patient Information

**St Oswald's Hospice
Lymphoedema Service**

Quality time for everyone

Contents

- 3 Welcome to the Lymphoedema Service**
- 4-5 Your first appointment**
- 6-7 Important Information**
 - Health and safety
 - Infection control
 - Protecting your personal information
- 8-9 Telling it like it is**
 - Comments, suggestions and complaints
- 10 Extra information and support**
- 11 How to find us**

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 4.30pm. 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.

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

Welcome to the Lymphoedema Service at **Cleadon Park Primary Care Centre.**

This service is provided by St Oswald's Hospice on behalf of NHS South Tyneside Clinical Commissioning Group.

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

About St Oswald's Lymphoedema Service

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 Cleadon Outreach Clinics form part of this service and provide an opportunity for patients with complex Lymphoedema to access these valuable services closer to home. 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.

I'm extremely grateful to the Hospice for the treatment, support and advice that I receive. Having such an amazing support network is fantastic.



Your first appointment

Prior to your first appointment, you might have a few questions about what to expect. Hopefully this booklet will answer them but if you have any questions please contact the service at our main site at Gosforth on **0191 246 9050**.

Who's who

At your appointment you will be seen by one of our Lymphoedema Practitioners.

Lymphoedema Practitioners are trained healthcare professionals with additional training in Lymphoedema. They assess and treat patients with complex Lymphoedema.

What to wear

Please ensure you wear loose clothing to your appointment. You may be required to undress during your appointment depending on your treatment, so please wear suitable underwear. Also, depending on the area you require treatment you may also not be able to wear certain footwear when leaving the Clinic.

Bringing someone with you

During your appointments, we want to make sure you feel as comfortable as possible. Because of this, we'd like to remind you that you are welcome to bring a friend or family member with you to any of your appointments. Please also note that there may be particular occasions when we need to examine the area affected, and if you would like someone present during the examination please make your lymphoedema practitioner aware.

Your appointment will take place at Cleadon Park Primary Care Centre. Please report to the main reception desk when you arrive. You may be directed to the waiting area for clinic on the 1st Floor.

Your initial visit to the Lymphoedema clinic will take approximately 90 minutes. 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). On occasions we may request your permission to photograph your affected limb(s). These will be saved on your electronic patient records with your consent.

We will then be able to advise on the different treatment options for lymphoedema, for example: **skin care, lymphatic drainage, exercise and movement, and compression garments/bandaging systems.**

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.

Sharing information

Sometimes we may need to share information with other healthcare professionals at St Oswald's, and also those external to the Hospice. In this instance, we will always ask you if we have your consent to do so and whether you would like to be sent a copy of this information.

Cancelling your appointment

If you are unable to attend an appointment please contact the Outpatients Department at St Oswald's Hospice on **0191 246 9050** as soon as possible, giving at least 48 hours notice so that your appointment can be allocated to another patient. Due to high demand for our services, if you fail to attend two appointments without advance warning you will be discharged from our care.

Please note we try to avoid cancelling or changing appointments, however there are occasions when this is unavoidable.

"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."



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 our clinic at Cleadon Park Primary Care Centre, however small or insignificant you feel it might be, please speak to your practitioner who will follow this up for you.

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 the viruses spreading. If you would like any of these leaflets, please speak to your practitioner.

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. To ensure we wash our hands as thoroughly as possible, there is a step-by-step guide next to every sink.

Please note that if you have experienced any symptoms of diarrhoea and vomiting within 48 hours of your appointment we ask that you stay at home and re-arrange.

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

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 2018. A full copy of our Privacy Policy is available on our **website** or you can ask for a paper copy. We keep confidential personal and health information about you in both paper and electronic format and may share relevant information, with your consent, with other healthcare professionals involved in your care.

Please update us as soon as your contact details change. Please also let us know if there are other people you are happy for us to talk to you on your behalf such as a partner or other relative. We do not routinely share your information with the fundraising part of the hospice and therefore the fundraising team may not know that you are a patient as well as a supporter.

You have a number of rights under the Data Protection Act including access to the data we hold about you. If you would like access to your health records or have any concerns or queries about how we use and manage your information then please contact the data protection officer at **dataprotectionofficer@stoswaldsuk.org**

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.

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.

Feedback boxes are available at Cleadon Park Primary Care Centre. Please complete the appropriate slip with your comments and suggestions. 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 Cleadon Park Primary Care Centre, the facilities or equipment, should be raised via the reception team at the Surgery.

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

Contact Information

To make a formal complaint, please contact:

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

0191 285 0063
enquiries@stoswaldsuk.org

Or alternatively:

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

0300 061 6161
enquiries@cqc.org.uk
www.cqc.org.uk



“ 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. ”

A bit more about us

Lymphoedema Service aims

What are we here for?

- To help people with lymphoedema to live a normal life
- To help people with lymphoedema to live an independent life
- To help people live with lymphoedema as part of who they are

What do we do?

- We put the lymphoedema patient at the centre of what we do
- We follow a holistic approach, ensuring we address not just a patient's physical symptoms, but their psychological and emotional needs too
- We understand, we listen, we support, we educate, we collaborate, and we care.

Extra information and support

Northern Lymphoedema Support Group (NLSG)

The NLSG hold their meetings at St Oswald's. If you'd like to come along or find out more please contact Julie on **01434394855** or Carol on **0191 236 2600**.

Lymph-notes

St Oswald's dedicated newsletter for patients lymphoedema. It's available to download from our website, pick up in the clinic and via email. If you would like to be added to our mailing list to receive a copy email patientfeedback@stoswaldsuk.org

Facebook

Groups include 'Lymphoedema is part of who I am' and the 'Lymphoedema Support Network'. We also have our own St Oswald's Hospice Facebook page so please 'like' us.

Twitter

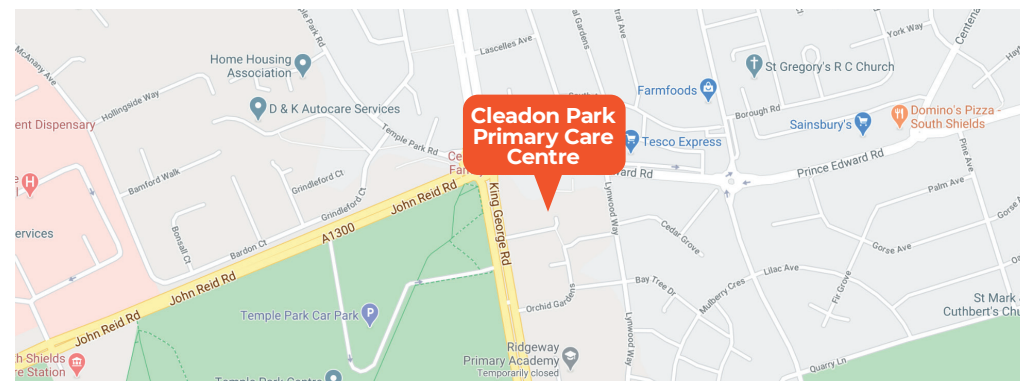
You can follow the Lymphoedema Support Network at [@lymphsupport](https://twitter.com/lymphsupport) or St Oswald's [@stoswaldsuk](https://twitter.com/stoswaldsuk).



How to find us

The Cleadon Outreach Clinic take place at:

**Cleadon Park Primary Care Centre,
10 Prince Edward Rd,
South Shields
NE34 8PS**



©googlemaps

By metro:

The nearest Metro stop is Chichester, which is a half an hour walk from the centre. Stagecoach bus number 7 and E6 run from Chichester metro to outside the care centre.

By bus:

Buses stop directly outside the centre on Prince Edward Road and King George Road. The following buses are accessible from these bus stops:- 1, 2, 3, 7, 8, 10, 11, 12, 12A, 516, 960, E6, S525, S556, S808, S812, X34.

By Car:

The Centre is located at The Nook, South Shields, on Prince Edward Road. Follow directions to South Tyneside District Hospital on John Reid Road. The Care Centre is located passed the Hospital at the bottom of John Reid Road. There are parking spaces on site which are free for two hours.

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 in clinic, which your practitioner will provide.

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.

Visit **www.stoswaldsuk.org/adults**

This leaflet is available in a range of formats.
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**

0191 285 0063 | enquiries@stoswaldsuk.org
www.stoswaldsuk.org

St Oswald's Hospice, Regent Avenue, Gosforth, Newcastle upon Tyne NE3 1EE. Reg Charity No. 503386