



**St Oswald's  
Hospice**

**Lymphoedema Service at  
Shiremoor  
Patient Information**

**St Oswald's Hospice  
Lymphoedema Service**

*Quality time for everyone*

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## 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. 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.

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 St Oswald's Hospice Lymphoedema Service Outreach at **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

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.

**"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 at St Oswald's, 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 lymphoedema 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 clinician aware.

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. 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.


## 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

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## Health and safety

We are committed to ensuring the health and safety and welfare of everyone who uses St Oswald's Hospice services, 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 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 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](mailto: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.

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.

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](mailto:enquiries@stoswaldsuk.org)**

Or alternatively:

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

**0300 061 6161**  
**[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**  
**[www.cqc.org.uk](http://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](mailto: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 Shiremoor Outreach Clinics take place at:

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



©googlemaps

### 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.

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](http://www.stoswaldsuk.org/adults)**

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

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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](mailto:enquiries@stoswaldsuk.org)**  
**[www.stoswaldsuk.org](http://www.stoswaldsuk.org)**

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