

Triage service at the C4 Georgina Unit

Acute Oncology Service Patient Information Leaflet

Welcome to the C4 Georgina Unit triage service

Getting a cancer diagnosis and having cancer treatment may make you feel anxious and afraid. We are here to help support you through your treatment, and if you become or feel unwell.

It is essential that you ring the C4 Georgina Unit triage service if you have any concerns or feel unwell during your treatment – we are here to help and advise you.

Why may I become ill during chemotherapy?

If you are having chemotherapy, you will be less able to fight infections. This is because most chemotherapy drugs temporarily reduce the number of white cells in your blood which affects your immune system.

How do I know if I have an infection?

The following list highlights some signs of infection that you need to look out for:

- Fever, or temperature greater than 37.5°C or below 35°C
- Shivering attacks, uncontrollable shivering, chills or shakes
- Sore throat or a sore mouth
- Persistent diarrhoea
- Persistent vomiting or nausea
- Constipation
- Bruising or any other bleeding for no apparent reason, for example, nose bleeds
- A rash
- A cough or any shortness of breath
- Discomfort or burning when passing urine
- Any pain, blisters, soreness, redness or any other concerns around the site where your chemotherapy was given

If you are receiving chemotherapy or you are a haematology patient, and develop any of the symptoms above or feel unwell in any other way, please ring one of the following helplines for advice:

9am to 5pm, Monday to Friday

Georgina Unit C4 triage service on 01384 244028

Out of hours, weekends or Bank Holidays

Ward C4/Georgina Ward on 01384 244251 or 01384 244235

We take all of your calls and concerns seriously. Remember we are here to help take care of you.

Do not wait!

Please remember – if you think you have an infection or you feel unwell, it is very important that you contact us immediately as you may need urgent antibiotics or other treatment.

The sooner we know, the sooner we can treat you.

Taking your temperature

It is very useful for you to have your own thermometer to check your temperature and to take with you when you go out. You can buy one from a pharmacy. It is important that you monitor your temperature three times a day (morning, lunchtime and evening) **and** if you feel unwell. If you ring the helpline, you will be asked what your temperature is.

Why must I ring the helpline before I come to the Georgina Unit?

You must call the helpline before you come to the Georgina Unit in order that we can tell you the best department to go to so you can be seen and treated without delay. The helplines are as follows:

9am to 5pm, Monday to Friday

Georgina Unit C4 triage service on 01384 244028

Out of hours, weekends or Bank Holidays

Ward C4/Georgina Ward on 01384 244251 or 01384 244235

If you are asked to come into the hospital when you ring, please bring any medication you are taking at home as this will help the doctors looking after you when you arrive.

Please carry this leaflet and your alert card with you at all times while you are having treatment. Show your alert card if you go to the Emergency Department (ED/A&E) or the Emergency Assessment Unit (EAU).

Russells Hall Hospital switchboard number: 01384 456111

This leaflet can be downloaded or printed from:

<http://dudleygroup.nhs.uk/services-and-wards/oncology/>

If you have any feedback on this patient information leaflet,
please email dgft.patient.information@nhs.net

This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta brosură poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru va rugăm sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سمعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ برائے مہربانی فون نمبر 08000730510 پر رابطہ کریں۔