

Oncology

Acute Oncology Service

This leaflet tells you about the Acute Oncology Service and how to contact us.

What is Acute Oncology?

We provide telephone advice to patients who develop symptoms from their cancer or associated treatment.

Any query is dealt with by an experienced oncology / haematology nurse.

Based on a telephone assessment, we may:

- Advise you on how to manage your symptoms at home
- Arrange for you to be assessed as an outpatient by the acute oncology team
- Ask you to see your GP or another community healthcare provider
- Ask you to attend A&E for urgent attention

How do I contact the Acute Oncology Service?

Call 024 7696 4105

Advice is available 24 hours a day, 7 days a week.

If there is no answer at the time of your call, please leave a message. We will get back to you as soon as we can.



Patient Information

If you are experiencing any of the following symptoms, dial 999 or attend A&E:

- Chest pain
- Severe difficulty in breathing
- Uncontrolled bleeding
- You have a temperature higher than 38° and have had chemotherapy in the last 6 weeks

If you are having chemotherapy or immunotherapy, you'll be provided with an **alert card(s)**. Always carry this with you. The Acute Oncology Nurses contact details are also on the backs of these cards.

If you are admitted to hospital at any point during your treatment, please present the alert card to the team looking after you.

The Trust has access to interpreting and translation services. If you need this Information in another language or format, please contact us on 024 7696 5523 and we will do our best to meet your needs.

The Trust operates a smoke-free policy.

Did we get it right?

We would like you to tell us what you think about our services. This helps us make further improvements and recognise members of staff who provide a good service.

Have your say. Scan the QR code or visit:

www.uhcw.nhs.uk/feedback



Document History	
Department:	Oncology
Contact:	25523
Updated:	September 2023
Review:	September 2026
Version:	1
Reference:	HIC/LFT/2814/23