



Telephone / Virtual Assessment Clinics

Velindre Cancer Centre is keen to minimise the amount of time you spend waiting in the hospital Outpatients Department. We still need to check that you are well enough to continue with your treatment so we will contact you by telephone or video call instead.

If you think that you may have Coronavirus, stay home contact the Treatment Helpline.

Blods

If you have been told that you need to have bloods done, you will still need to have your bloods done the **day before or day that you would normally have been in clinic** (i.e. a couple of days before your treatment). You will be booked in and given an appointment time.

YOU MUST KEEP TO THE BLOOD TEST APPOINTMENT TIME THAT YOU ARE ALLOCATED – AS WE DO NOT WANT PATIENTS WAITING IN A CROWDED ROOM.

If there is a queue, you can put your mobile number on the top left corner of the blood form and return to your car – and can be phoned when it is your turn.

You will need to have your bloods done **in Velindre Cancer Centre** as there is unlikely to be a phlebotomy Service in your local Hospital or at your GP service or via the District Nursing Service during the Corona Pandemic.

Whilst we appreciate it is inconvenient to come all the way to Velindre just for a blood sample, there really is no other alternative during this Corona Pandemic.

Blood form

If you already have a blood form bring that one with you. If you do not have a blood form and you are not due in clinic for a week, contact your Consultant's Secretary via Velindre switchboard (02920 615888) so that one can be posted to you. Please be aware that the post may take several days, so remember to request one in good time.

If you attend without a blood form, do not worry as we can issue you with a blood form when you arrive at Velindre.

Remember to collect your blood form for next time when you have your treatment.

- **If you do not have your bloods done you will be **unable** to go ahead with your treatment.**
- **We will be unable to check your bloods on the day of treatment.**

Telephone / Video Call

You will be contacted either on the day you would normally have been in clinic or the following day, to see how you are and, if you are on treatment, if you are OK to have your next treatment. This will be pre-arranged with you, either by phone or letter.

We will want to know:

- How you are feeling
- If you are on treatment, if you have had any side effects from your last treatment.

Try to be available to answer the phone / video call, however, do not worry if you miss the call as we will keep trying until we get hold of you.

Phone calls from Velindre Cancer Centre may come through as a *Withheld Number* so please ensure your phone can accept withheld numbers.

If you are due treatment and we haven't got hold of you by the **morning before your treatment is due**, please contact your Consultant's Medical Secretary.

Please ensure your answer phone has your name on the message as we may leave you a message. We will be unable to leave a message on an answerphone that has an automated message as we need to be certain we are leaving a message for the right person.

Toxicity Sheets if on Treatment

Toxicity Sheets are on the hospital internet under 'Toxicity Grading Sheet'.

Most patients experience some of these common toxicities during treatment and by grading them yourself it will help during the telephone/ video consultation.

If you do not have access to a toxicity sheet, do not worry, we can still carry out the telephone / video consultation without it.

To help with this telephone / video consultation, you can have a look at the Toxicity Sheet on the Velindre Cancer Centre Internet page to grade any toxicities you may have had:

<http://www.velindrecc.wales.nhs.uk/home>

Next Appointment

We will either give you your next appointment when we contact you by telephone / video call or we will post it to you.

If you have not heard about your next pre-treatment appointment **10 days after your telephone / video consultation**, you must contact your Consultant's Medical Secretary via switchboard on 02920 615888.