

# Acute oncology service (AOS)

Information for patients

This leaflet provides information about the acute oncology service at the Royal Free Hospital.

The acute oncology team will work alongside your team to provide a better, more seamless service for you to ensure that specialists see you if you are admitted to hospital unexpectedly.

We are sometimes referred to as AOS and we work closely with therapists and symptom control specialists.

### **Members of the team**

The acute oncology service is made up of the following:

- consultant oncologists for AOS
- clinical nurse specialists (CNSs)
- junior doctors working within oncology.

### **What does the team do?**

The team advises and looks after your care if you become unwell and need to be admitted to hospital with complications from the cancer itself or from the treatment you have received, eg chemotherapy, radiotherapy and biological treatments.

### **Aims of the service**

We aim to:

- Provide professional support to staff and advice on the management of cancer related emergencies and complications of cancer treatments.

- Help improve the quality of care and co-ordinate tests and procedures required to help reduce the time you have to spend in hospital.
- Ensure tests required for safe discharge are carried out and checked.
- Help avoid unnecessary admissions to hospital.
- Arrange appropriate referrals to other medical specialists so you have a seamless experience.
- Provide support and advice to GPs and other healthcare professionals looking after cancer patients in the community.
- Co-ordinate the diagnosis and treatment of metastatic spinal cord compression.

### **Contact information**

The working hours for the acute oncology service are, Monday to Friday, 9am to 5pm You can contact our helpline for advice on urgent issues or new symptoms 24 hours a day. Call the main switchboard on 020 7794 0500 and ask for bleep 2237.

This bleep is held by the oncology nurses on the ward out of hours. If your query is not urgent, please call between 9am to 5pm.

If you need advice about your appointment date or time, please call either the secretary for your team or the out-patient booking department on 020 7830 2084.

If you are calling for advice about your medication which is not for your cancer, please call the medicines information department on 020 7830 2983, Monday to Friday, 11am to 5pm.

If you have any feedback on this leaflet or for a list of references for it, please email:

[rf.communications@nhs.net](mailto:rf.communications@nhs.net)

**This leaflet is also available in large print. If you need this leaflet in another format – for example Braille, a language other than English or audio – please ask a member of staff.**

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