

Acute Oncology Service (AOS)

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at rduh.pals@nhs.net.

What is Acute Oncology Service?

Acute Oncology Service (AOS) focuses on the management of existing patients who have complications with their cancer diagnosis and treatment, and the management of patients with a new acute cancer diagnosis.

What the AOS offers

Information and advice to patients and carers when a patient has:

- Complications from Systemic Anti-Cancer Treatments (SACT) which includes chemotherapy and immunotherapy
- Complications from radiotherapy
- Complications from a known cancer
- A newly diagnosed cancer
- A Cancer of Unknown Primary (CUP)
- A suspected or confirmed Metastatic Spinal Cord Compression

Aims of the AOS

- To provide advice on managing side effects
- To reduce the number of investigations
- To avoid admissions
- To provide advice and support for clinical staff caring for cancer patients
- To ensure rapid referral to other specialties as required
- To make regular ward visits and reduce length of stay if admitted to hospital
- To ensure treatment is provided in a patient's preferred place of care

Where the service is provided

The Acute Oncology Service (AOS) is based in the Seamoor Unit, Level 1, North Devon District Hospital

Tel: 01271 334478

Opening hours: 7 days a week including bank holidays, 8am – 6pm

For overnight calls, please contact:

Out of Hours Service – 01271 322577 and ask for Bleep 500

The Seamoor Unit is a new building which can be reached from within the hospital or has its own separate access with automatic doors to the outside. As you come into the hospital grounds, the Seamoor Unit is sign-posted to the right just before the A&E entrance. Follow the road down and it is on the left. There is a drop-off area but no parking spaces, so patients and visitors must park at the main visitor car park.

If you feel unwell and/or you are experiencing any of the symptoms on your **yellow Systemic Anti-cancer Treatment Alert (SACT) card** or **immunotherapy alert card**, please call us. You will either be put straight through to the nurses or your telephone number will be taken and a brief description of the reason for telephoning. The nurses will return your call when they are free. The problem may be resolved by the nurses over the telephone but you may be asked to come into the Unit, or to go straight to A&E if it is more urgent.

Facilities available

The Acute Oncology Specialist Nurses have their own triage room and access to two other rooms to treat and observe unwell patients.

AOS team

Our team consists of:

- Acute Oncology Nurse Consultant
- Acute Oncology Specialist Nurses
- Acute Oncology Consultant
- Acute Oncology Administrator/Auditor

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email rduh.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk or freephone 0800 122 3135.

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