

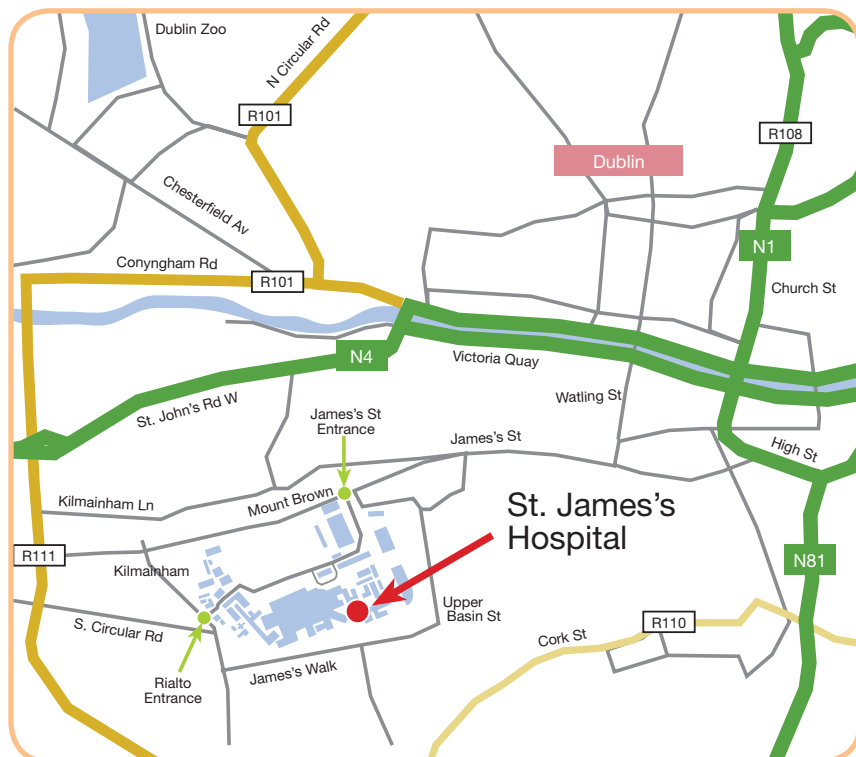
St. Luke's Radiation Oncology Centre
at St. James's Hospital

A Guide for
Patients Attending

If you are coming to the St. Luke's Radiation Oncology Centre at St. James's Hospital (SLROC SJH) for the first time, you are likely to have many questions. This booklet is intended to give you some basic information that we hope will make your visit easier.

Location of St. James's Hospital

St. James's Hospital is located in the south side of Dublin, 2.5 km from the city centre, close to Christchurch, the Guinness Storehouse and Heuston station.



Location of the St. Luke's Radiation Oncology Centre at St. James's Hospital

St. Luke's Radiation Oncology Centre can be accessed via a link corridor at Hospital 1 & 2 or via a link corridor from the main Hospital Concourse—follow signs for Route 2.



Transport

Bus Routes

The following bus routes serve the St. James's Hospital area:

- **123:** From Walkinstown to Griffith Avenue, via St. James's Hospital campus
- **78A:** From Aston Quay to Liffey Valley Shopping Centre via James's Street
- **13:** From Harristown to Grange Castle via Ballymun Shopping Centre, Drumcondra Dart Station Naas Road, and James's Street
- **17:** From Blackrock Dart Station to Rialto
- **68:** From Newcastle to Hawkins Street via Rialto
- **68A:** From Bulfin Road to City Centre via Rialto
- **122:** From Drimnagh to Ashington via Rialto

Please see www.dublinbus.ie for more information.

Taxi

The staff at reception of the SLROC SJH can call a taxi for you.

Luas

The Red Line between Tallaght/Saggart and Connolly has a "James's" stop at the James's Street entrance to the Hospital. This is also very near the St. Luke's Radiation Oncology Centre. This line also serves Heuston and Connolly Stations. For more information visit www.luas.ie



Train Services

Heuston Station is located in close proximity to St. James's Hospital, servicing the following routes: Cork, Tralee, Limerick, Waterford, Ballina/Westport, Galway and intermediary stations. For more information visit www.irishrail.ie

Traffic Restrictions

St James's Hospital has introduced a traffic management strategy to reduce the volumes of through traffic to the site for Safety and Security reasons.

This means access is restricted via the Rialto Gate, i.e. access only for staff with Valid Permits, Emergency Vehicles and Dublin Bus.

James's Street entrance to the Hospital will now be the main public access point.

There are traffic restrictions at the James's Street entrance at peak traffic times but this will not affect genuine visitors to the Hospital as intercoms which are monitored via the Hospital's Security Control Room are in operation.

There will be no restrictions to Emergency Vehicles or Dublin Bus at any time.

Private Vehicles wishing to gain access to the Hospital's Emergency Department should use the intercom located at the access barrier.

Driving & Car Parking

There are a limited number of parking spaces available at the Hospital and we encourage the use of public transport where possible.

There is an **underground public car park** for patients and visitors with 367 spaces. It is located off Junction 2 (see map on page 2). There is direct access to the main Hospital Concourse and Reception from the car park via the lift or stairs. Access to the SLROC SJH is via the Route 2 link corridor from the main Hospital concourse. Limited additional surface parking is also available and located at Junction 2.

There are **two parking payment machines**: one is located inside the main entrance to the Concourse and the second is in the underground car park next to the lifts. You may also pay at the office near the exit of the underground car park.

There are a number of **disabled parking spaces** available in the underground car park and also at Junction 3 and at other locations around the hospital. You must display a Disabled Driver sticker.

Car parking at St. James's is managed by an external provider. In the interest of safety and to ensure the flow of traffic around the Hospital all vehicles parked unofficially are clamped and a release fee applies. Car park staff are available on site to assist if required.



SLROC SJH and Main Hospital Facilities

SLROC SJH Facilities

Vending Machines

Please note that there are two vending machines available to patients and relatives at the SLROC SJH - tea, coffee, hot chocolate, cold drinks, crisps and bars are available.

Patient Hygiene Information

The St. Luke's Radiation Oncology Network is committed to providing a safe, healthy, clean environment and continually strives to improve the quality of our hygiene services.

St. James's Main Hospital Facilities

Restaurants/Coffee Shop

A restaurant and sandwich bar are located on the first floor of the Concourse.

Restaurant opening times:

Monday to Friday, 8.00 am to 4.00 pm

Sandwich Bar opening times:

Monday to Friday, 10.00 am to 8.00 pm

Saturday & Sunday, 12.00 pm to 5.00 pm

Coffee Shop and Juice Bar

There is a coffee shop and a juice bar located on the ground floor of the Concourse.

Coffee Shop Opening Hours:

Monday to Friday, 7.30 am to 8.00 pm

Saturday & Sunday, 9.30 am to 7.30 pm

Juice Bar Opening Hours:

Monday to Friday, 10.00 am to 8.30 pm.

Banking and Cash Machines

There is a Bank of Ireland branch located on the first floor of the main hospital Concourse. **The opening hours** are Monday to Friday, 10:00 am to 4:00 pm.

There are two ATM machines on site; one is located inside the main entrance of the Concourse and one is located inside the convenience store.

Pharmacy

There is a pharmacy shop located on the first floor in the Concourse. Medical Card prescriptions are available at this pharmacy. This is an independent community pharmacy and is not managed by St. James's Hospital.

Opening Times:

Monday to Friday, 8.30 am to 8.00 pm

Saturday, 10.00 am to 6.00 pm

Sunday, 11.00 am to 6.00 pm

Shopping

There is a convenience store located on the ground floor in the main hospital Concourse which stocks snacks, drinks, books, newspapers, magazines, cards, gifts and toiletries.

Opening Times: Monday to Sunday, 7.00 am to 10.00 pm

There is a gift shop also located on the ground floor of the Concourse. Opening times may vary.



Travel 2 Care Scheme

The National Cancer Control Programme (NCCP) understands that some patients referred for treatment and care to St. Luke's Radiation Oncology Centre at St. James's Hospital may need help towards meeting some of their travel costs.

The NCCP funds a scheme entitled Travel2Care, which is administered by the Irish Cancer Society. The aim of the scheme is to help patients with some travel costs if they have a genuine financial difficulty in meeting the costs of travelling for appointments to the St. Luke's Radiation Oncology Centre at St. James's Hospital and are living over 30km away.

The Travel2Care scheme is being implemented on a phased basis, consistent with the transfer of cancer services to the designated cancer centres and satellite centre.

Travel2Care may help towards some of the costs of public transport such as trains, buses or other private transport costs such as petrol and parking. Patients can put the funding received towards the transportation they are using to get to St. Luke's Radiation Oncology Centre at St. James's Hospital.

To avail of assistance through this scheme, an application must be made by a healthcare professional in the Centre. For more information please contact:

Travel 2 care

Irish Cancer Society

Dublin 4

Ph: 01-231 6619

E-mail: travel2care@irishcancer.ie





What is radiotherapy and why is it given?


Radiotherapy uses carefully measured doses of radiation to treat many conditions, most of which are cancers. This can be done in a variety of ways, depending on the nature of your condition. The most commonly used method is called external beam radiotherapy and is delivered by highly sophisticated machines that very carefully direct radiation in to your body; these are called Linear Accelerators. It is also possible to deliver radiotherapy using specially designed tubes that are inserted into your body. This is known as internal radiotherapy or brachytherapy.

How does radiotherapy work?

Although radiotherapy affects both cancer and normal cells, it has a greater effect on cancer cells. Treatment aimed at cure will give the highest possible dose of radiation to the cancer area (within safe limits) in an attempt to kill all the cancer cells. Sometimes smaller doses are used, where the aim is to reduce the size of a tumour and/or relieve symptoms. This is called palliative radiotherapy.

How is it given?

Radiotherapy is given to the same part of the body each day and each treatment takes a few minutes. It does not hurt. The machine does not touch you and it is very much like having an ordinary x-ray. When receiving radiotherapy you are usually lying on your back. Any variation from this will be explained to you by your medical team.



The treatment is given Monday to Friday and each treatment takes about 20 minutes. You should allow an hour or so for each appointment.

Occasionally you may miss a treatment(s) due to a public holiday or a machine service. This will be taken into consideration by your medical team. We would strongly encourage you not to miss any additional treatments unless these have been discussed and agreed by your medical team.

What are the benefits of radiotherapy?

The purpose of radiotherapy is to destroy the cancer cells while causing as little damage as possible to normal cells. It can be used to treat many kinds of cancer in almost any part of the body.

Radiotherapy is broadly divided into two main categories: radical or palliative. Your doctor will explain which category applies to you.

Radical radiotherapy involves delivering high doses of radiation and a course of treatment generally lasts 1-7 weeks. It aims to cure the cancer (or control it for a prolonged period). It may be the only treatment you require but more frequently it is given in addition to surgery, chemotherapy or hormonal therapy.

Palliative radiotherapy can be very helpful at reducing some of the symptoms of a cancer when cure is not possible. It is usually given over no more than a few days.



What are the side-effects of radiotherapy?

Radiotherapy can damage or destroy normal cells and cause treatment side effects. Most of these are temporary and will be discussed in more detail by your medical team.

The side effects of radiotherapy can be broadly split into two categories, early and late.

Early side effects occur during, or within the first few weeks of finishing a course of radiotherapy. These are usually temporary.


Late side effects are those which can develop months or even years after the end of radiotherapy. The risk of these is small and, whilst they are rarely severe, they may be permanent.

Consent to Treatment

Only when you are happy with all the information will you be asked to sign a consent form. This is a written record that you have agreed to the planned course of radiotherapy.

Multidisciplinary Team

Over the course of your time at the radiotherapy centre you will meet various members of the medical team – Consultant Radiation Oncologist, Specialist Registrars, Radiation Oncology Nurses/Clinical Nurse Specialists, Radiation Therapists/ Specialists (these are specialists who operate the machines and give you your radiotherapy). You will not meet the planning and physics staff but they are part of the team that plan your radiotherapy treatment.



If you require it, you may also be referred to other members of the team such as the medical Social Worker, Dietician, Physiotherapist, Speech & Language Therapist and Psycho-oncologist.

All members of the multidisciplinary team are available to give you help and advice about any aspect of your treatment and you don't need to be embarrassed to ask them anything you are concerned or anxious about.

Appointment Times

When you attend for your CT appointment your Radiation Therapist will endeavour to book your appointment times close to your preferred time.

Since we treat strictly in order of appointment times, please try to attend at the time given to you. If you are delayed (1hr+) or unable to attend on any given day, please inform your treatment unit (phone number on appointment card).


We aim to treat you within 20 minutes of your appointment. However, on occasion there may be a delay beyond this. You will be notified upon arrival if this is the case.

Once you start treatment, your appointment card will be filled in each Friday or you will be given a print out of your appointments for the next week and we will try to accommodate specific requirements regarding change of appointment time(s). Please let one of the Radiation Therapists on your Unit know by the Wednesday if you need to make any changes.



Questions to Ask Your Doctor

- What type of cancer do I have and what stage is it in?
- What are my treatment options?
- What is the purpose of radiation treatment for my type of cancer?
- What is the probability that radiation therapy will work for me? If it works, what are the chances that the cancer will come back?
- What are the chances that the cancer will spread if I do not have radiation therapy?
- How will the radiation therapy be given? Will it be external beam or internal (*brachytherapy*)?
- How many treatments will I require and how long will my course of treatment last?
- What side effects should I expect and how do I manage them?
- Will I also need other treatments, such as chemotherapy, surgery, or hormone therapy? If so, when will I receive them, and in what order?
- Is there a clinical trial for which I might be eligible? If there is, should I participate in it? What are the benefits and risks of doing so?
- Can I drive myself to and from the treatment facility? Do you recommend I bring a friend or family member?

- 
- When can I resume normal eating habits?
 - Will I need a special diet during or after my treatment?
 - Will I be able to continue my normal activities during treatment? If not, how soon after treatment will I be able to resume them?
 - Will radiation therapy affect my sex life or my ability to have children?
 - Can I smoke or drink alcohol during my course of treatment?
 - Is it safe to take vitamins or other self-prescribed medication during treatment?
 - How can I expect to feel during treatment and in the weeks following radiation therapy?
 - What are the reasons I should call you at night or on a weekend?
 - After my treatment is completed, how often will I need to return for checkups?
 - What are some of the support groups I can turn to during treatment?



Feedback and Complaints

In the HSE, we want to give you the best possible care and treatment. But there may be times when you think we could do better. Sometimes you may even want to tell us about something we have done well.

We want you to tell us if you have a comment, compliment or complaint about your health care. They allow us to continually improve our services.

How do I make a comment, compliment or complaint?

- Talk to a member of HSE staff, service manager or complaints officer.
- Email yoursay@hse.ie with your feedback.
- Send a letter or fax to any HSE location.
- Ring us: 1850 24 1850
- Use our website comments and compliments facility at www.hse.ie

What will happen next?

- In the case of a comment or a compliment we will send you a letter of acknowledgement if you gave us your contact details.
- We will pass on your comment or compliment to the relevant service or staff member. They will acknowledge your verbal complaint immediately or as soon as possible.
- A written complaint will be acknowledged by a complaints officer in writing within five working days.

How will my complaint be dealt with?

Depending on the nature and seriousness of your complaint:

- a staff member/service manager will attempt to resolve your complaint locally or
- a complaints officer will look into the issues raised in your complaint.

How long will it take the complaints officer to look into my complaint?

- The complaints officer will look into your complaint within 30 working days of the date when it was acknowledged.
- If it takes longer to look into all the issues raised in your complaint, the complaints officer will notify you within 30 working days and will give you an update on what is happening every 20 working days after that.
- If you are not satisfied with the outcome of the complaint/ investigation carried out by the Complaints Office, you may seek a review from the Director of Advocacy. To do this, put your request in writing and post to Director of Advocacy HSE, Oak House, Millennium Park, Naas, Co. Kildare.

More information on
Your Service Your Say
can be found at
www.hse.ie

your service
your say

Other HSE helpful contacts

National Information Line: 1850 24 1850

www.healthcomplaints.ie

Consumer Affairs:

045 880400



Notes

A series of 20 horizontal dotted lines for taking notes.



Notes

A series of 20 horizontal dotted lines for writing notes.



Notes

A series of horizontal dotted lines for writing notes.

St. Luke's Radiation Oncology Centre
at **St. James's Hospital**
Behind Hospital 1
St. James's Hospital
Dublin 8

Tel: 01 4206900
Email: SLROCSJHreception@slh.ie