NHS
Calderdale and Huddersfield
NHS Foundation Trust

The Oncology and Haematology 24 Hour Helpline
Telephone No: 01422 222999

For Acute Oncology and Haematology Emergency Services Only





The Oncology and Haematology 24 hour Emergency Helpline is for problems related to your treatment or your cancer.

Chemotherapy and other treatments related to your cancer are known to have unpleasant side effects. Some of which include pain, nausea, vomiting, tiredness, constipation, diarrhoea, sore mouth, loss of appetite, feeling generally unwell, infection, sore hands and feet.

It is IMPORTANT to recognise these symptoms early and it is vital to contact us on the helpline which is a 24 hour service - 7 days a week.

compassionate care

Nursing Professionals

The 24 emergency helpline is run by Acute Oncology/Haematology Specialist Nurses and Doctors.

What the service provides

The aim of the helpline is to provide appropriate and timely access to specialist advice and treatment when experiencing urgent problems.

When ringing the HELPLINE

When ringing the helpline, if possible please can you have all personal details such as your hospital number to hand as you will be asked a variety of questions, some of these questions may not seem relevant but are important for us to triage effectively. This will help the nurse to assist you in a timely manner.

If the phone goes to voice-mail please leave your name and contact number and the nurse will ring you back, this will be on the same day. However, if it is an emergency please ring 999.

Where the unit is based

The Emergency Helpline is a 24 hour service which is based at Huddersfield Royal Infirmary (HRI). This can be confusing due to Calderdale number provided but the unit is based at HRI not CRH.

Attending the unit

The nurse may ask you to attend the unit and to be assessed for further investigation. Please bring an over night bag and any medications you are taking, just in case you need to be admitted.

Emergency Advice

Please ring the helpline before attending A&E unless your are calling with:

chest pain, severe shortness of breath, excessive bleeding
or collapse please call 999 urgently

If your temperature is 37.5ºC or ABOVE or BELOW 36ºC
please ring the helpline for URGENT review.

For Non-Emergency enquiries eg: transport, appointments and information regarding your diagnosis, please contact your key worker (specialist nurse) or the chemotherapy outpatients department, who will be able to assist you.

The helpline is not a drop in service and you must ring to be telephone triaged and you will be given an appointment.

For Non Acute Oncology and Haematology:

Useful Numbers:

Calderdale Royal Hospital
Switch Board Telephone No: 01422 357171

Huddersfield Royal Infirmary
Switch Board Telephone No: 01484 342000

Greenlea Unit HRI Telephone No: 01484 342155

Macmillan Unit CRH Telephone No: 01422 222668

Haematology Helpline Telephone No: 01484 342683

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If you have any comments about this leaflet or the service you have received you can contact :

Acute Oncology Team
Huddersfield Royal Hospital
Telephone No: 01484 343601

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obrat'te se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو
براۓ میہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم المذكور أعلاه"

CHFT