

Oncology Assessment Unit – Discharge leaflet

Reference Number: ULHT-LFT-3653 v1

Issued: August 2023

Review Date: August 2025



Our aim on the Oncology Assessment Unit (OAU) is to increase and improve the oncology and Haematology service provision for the hospital. We do this by delivering a safer service and ensuring the delivery of quality care combined with, faster clinical decision making ensuring patient care is maintained.

Advice

If you feel unwell at home or need advice between the hours of 8.00am to 6.00pm Monday to Friday please ring the OAU.

Any time outside of these hours please ring Waddington Unit on 01522 572255 directly for help and advice.

Feedback about our services

We really welcome any ideas and suggestions of how to improve our 'patient experience'. Your experience really matters to the staff on the Oncology Assessment Unit and we are always looking at ways to improve our care.

You can do this by using the following link

[Oncology Assessment Unit Survey \(surveymonkey.co.uk\)](https://surveymonkey.co.uk)

Or you can scan this QR code using your smartphone



Care Opinion

You can also provide your feedback by posting in the suggestion box (on the corridor) or online on 'Care Opinion.' Care opinion is an independent feedback service that aims to promote honest and meaningful conversations between patients and health services. It believes that telling your story can help make health services better.

Stories relating to United Lincolnshire Hospitals NHS Trust can be found at-

<https://www.careopinion.org.uk>

NHS Friends and Family Test

We value your feedback and want to make our services as efficient as possible for you. That's why we will be asking you the following simple question:

We would like you to think about your recent experience of our inpatient service at ULHT. Overall, how was your experience of our service?

This will be sent to you either by text or as an automated telephone survey within 48 hours of leaving our services which will ask you to rate your experience. We will use your feedback to assess the quality of our service so your response would be very much appreciated. However if you do not wish to take part you can simply reply STOP when you receive the message. Responses to the survey are FREE.

For more information on the Friends and Family Test, please visit www.nhs.uk/friendsandfamily, email patient.experience@ulh.nhs.uk or speak to a member of staff.

Twitter

To keep up to date with current projects and news on OAU please follow our ward twitter account: **OAU_LCH**

How to contact the Ward Manager

Please call 01522 572255 if you wish to speak to the Ward Manager

United Lincolnshire Hospitals NHS Trust has worked with AccessAble to create detailed Access Guides to facilities, wards and departments at our sites.

www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust

United Lincolnshire Hospitals NHS Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at patient.information@ulh.nhs.uk