

# Osborne Treatment Centre (OTC)

Cancer Services

Produced: Apr 2024

Review: Apr 2027

Information for Patients

Leaflet number: 2021 Version: 1

## What is the Osborne Treatment Centre?

The Osborne Treatment Centre is a nurse led unit made to give treatment for our Haematology and Oncology patients. It is manned by our highly trained specialised nurses and supported by our admin team.

## Where is the Osborne Treatment Centre?

The Osborne Treatment Centre is located on Level 2, Osborne Building in the Leicester Royal Infirmary. You may need an Outpatient appointment before coming to us, this is located on Level 0 of the Osborne Building.

## What to expect when you come to the OTC?

The first thing a patient needs to do is to sign in with our admin staff at the reception desk next to Ward 41, once this has been done they will either tell you to wait outside or direct you into the treatment centre once there is an available chair. You will be required to wear a face mask whilst you are in the treatment centre unless you are exempt. Once your treatment has finished the patient must return to the reception desk where they signed in originally so that our admin staff can discharge and if necessary book a following appointment.

The Treatment Centre is very busy with a limited amount of space and therefore delays can be expected, we ask you to wait patiently outside in the waiting area until your name is called. Abuse of staff, either admin or nurses will not be tolerated In any circumstances.

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

## Friends and relatives

Due to our very limited amount of space and keeping in line with Infection Prevention Policy, we ask that all relatives and friends that come with the patient to wait outside of the unit. There is a large waiting area for you to sit further down the corridor near the lifts.

## We ask you to:

- Make sure to arrive on time for your appointment, however we understand you might be running late due to your Outpatients appointment running over.
- We ask you, when the treatment requires, for you to have your blood test done before your treatment in OTC.
- Contact us if you need to cancel or rearrange your appointment. If you are feeling unwell then please call the 24hr helpline at the bottom of the leaflet.
- Please treat all our staff with respect.
- Please do not attend OTC without a planned appointment.
- You may need to come back to the Treatment Centre the next day to finish your treatment.

## Service contact details:

For any queries please call **0116 258 5708**

## Our Opening hours are:

Monday to Saturday 9:00am to 17:00pm

We are closed on Sundays

**If you feel unwell or experience signs of infection, temperature, nausea or vomiting please ring the Oncology/Haematology Helpline number on 0808 178 2212.**

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل  
જો તમને અસ્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)