

The Sickle Cell and Thalassaemia Centre at Midland Metropolitan University Hospital

Information and advice for patients

The Sickle Cell and Thalassaemia (SCAT) Centre at the Midland Metropolitan University Hospital (MMUH) provides services for those living with Sickle Cell Disease and Thalassaemia. The service aims to support you, your family and carers by offering you access to treatment, education and advice from specialist doctors and nurses.

Where is the Sickle Cell and Thalassaemia centre?

The SCAT centre is located on C3 3rd floor of the MMUH.

We also offer inpatient beds in the main hospital building; our main admitting ward is B6.

How can I contact the SCAT centre?

Sickle cell and Thalassaemia centre

C3, 3rd Floor

Midland Metropolitan University Hospital (MMUH)

Grove Lane

Smethwick

B66 2QT

Tel:0121507 6040

Opening hours

Tuesday, 9am – 6pm

Monday, Wednesday, Thursday 9am – 5pm

Friday, 9am – 4pm

Saturday blood transfusion service only

I need to change, cancel, or make an appointment with SCAT?

Please contact on the above number.

The Sickle Cell and Thalassaemia centre team

The SCAT centre team consists of the following people:

- Dr Wright and Dr Pancham, Consultant Haematologists and their team of doctors.
- A manager and Haemoglobinopathy Senior Nurses
- Haemoglobinopathy Staff Nurses
- Clinical Nurse Specialist
- Haemoglobinopathy Liaison Specialist Nurses
- Regional Network Manager
- Data Coordinator.
- Receptionist

There will also be students, medical, nursing and work experience in SCAT most of the time.

Services we offer

The SCAT Centre provides the following services:

Outpatient Clinics: Outpatient clinics are held at SCAT on Tuesdays 2-4:30 pm and Thursdays 9am-12pm. We also offer specialist clinics for those with endocrine disorders (such as diabetes), orthopaedic problems and those with leg ulcers.

The endocrine clinic is held every 2 months on a Friday 10am -12pm.

If you need to change or cancel your appointment please contact the centre on 01215076040. Please give us enough notice so that the appointment can be offered to another patient who needs it. Some appointments are now on the telephone and follow up tests can be arranged from that. Your letter will say if it is a telephone or 'in person/ face to face' appointment.

A walk-in service: You can pop into the centre during opening hours or telephone us for advice regarding your sickle cell disease/thalassaemia.

Blood transfusions: Blood transfusions are done Monday to Friday. If you are having a blood transfusion you will need to come 2 days before the transfusion to have your blood cross matched. If you come for your crossmatch the day before your transfusion you will need to come between 9am and 12pm (midday). If you come for your crossmatch 2 days before you can come anytime that we are open.

If you would like your blood transfusion on a Monday please contact the SCAT centre on the Friday before 12-midday so we can arrange for you to have your crossmatch sample to be taken. If the weekdays are a problem for you please come and chat to us.

If you are having an exchange transfusion you may need to attend 3 days before your transfusion; please speak to your nurse.

We aim to have some flexibility with blood transfusion appointments so please discuss your requirements with the nurses. We will always plan your next transfusion appointment with you; if you do need to change it please contact us as soon as possible. We will do our best to find you another appointment.

We now offer Saturday blood transfusions and blood tests for some patients, talk to your nurse about whether this would be suitable for you.

Day case pain management service: We give advice on managing pain and offer a daycase service for people experiencing the acute pain of a sickle cell crisis. The pain management service is drop-in. Occasionally if all our pain management beds are already in use we will refer you to Emergency Department instead.

Hospital Inpatient ward: The hospital inpatient ward for patients with sickle cell and thalassaemia is at MMUH. Please check with the wards for visiting times.

Telephone advice: If you have any questions or concerns about your condition or treatment you can phone us for advice on 01215076040 during opening hours.

Education and Support: We offer education to patients and their carers about thalassaemia and sickle cell disease and living with the conditions. We are also able to offer referrals for advice on social, community and psychological support to help you cope with your condition.

We also run training programmes for staff in the hospital on sickle cell disease and thalassaemia.

Entertainment: When you come for treatment it can be good to bring some activities with you. Hospitals can be boring at times. Perhaps bring a book, your knitting, your studying or an eye mask and earplugs for a sleep.

Interpreters and advocacy: Please let the SCAT team know if you require an advocate or an interpreter. We can provide interpreters either in person or via a conference call for most languages. It is especially important for your consultant clinic appointment to let us know if you need an interpreter.

Chaplains: The Trusts Chaplaincy Team includes men and women from all the major faiths established in our wider community. If you want to contact a chaplain speak to the ward team or SCAT team.

Unhappy with your care at SWBH

1. **Talk to Us** - Talk first to the staff involved.
2. **Informal concern** - If you have a concern and want to talk to someone to help resolve it, please call 0121 507 5836, 10am – 4pm, Monday - Friday or email swb-tr.pals@nhs.net
3. **Complaint** - If we have not been able to resolve your concerns or if you want to make a complaint, please call 0121 507 4080 / 0121 507 5892 or 0121 507 6440, 10am – 4pm, Monday – Friday or email swbh.complaints@nhs.net

Further information

For more information about sickle cell disease and the support available to you, visit the sickle cell society website: **www.sicklecellsociety.org**

For more information about thalassaemia contact The UK Thalassaemia Society, 19 The Broadway, Southgate Circus, London, N14 6PH.Tel: 0208 882 0011 **www.ukts.org**

You can also read more about sickle cell disease on the NHS Choices website:

NHS Choices: **www.nhs.uk/conditions/sickle-cell-anaemia**

For information about the local support available, including benefits advice, visit:

Organisation for Sickle Cell Anaemia Research and Thalassaemia Support (OSCAR)

Birmingham: **www.oscarbirmingham.org**

Sandwell: **www.oscarsandwell.org.uk**

Citizens Advice Bureau can help with immigration advice.

<https://www.citizensadvice.org.uk/immigration/get-help/get-immigration-advice/>

For more information about our hospitals and services please visit our website

www.swbh.nhs.uk, follow us on X **@SWBHnhs** and Facebook **www.facebook.com/SWBHnhs**.

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