

How well did we care for you?

Please tell us about your experience - good or bad. You can: **Log on to:** www.nhs.uk You will then be on the NHS choices home page. Select 'Leave a comment'. We will only use your email address to give you feedback.

Freephone: the Patient Information Liaison Service (PILS) at the hospital on 0808 178 8337

Email:
pils.complaints.compliments@uhl-tr.nhs.uk

Write to:
Patient Information & Liaison Service
The Firs, c/o Glenfield Hospital
Groby Road, Leicester LE3 9QP

Special Requirements

Do you have any special needs relating to a disability, or require language or communication support?

Please ring the telephone number given in your appointment letter as soon as

possible so that the appropriate arrangements can be made.

Do you have a learning disability and require support?

Please contact our Learning Disability Liaison Nurses on 0116 250 2809.

If you would like this information in another language or format, please contact the service equality manager on 0116 250 2959

إذا كنت ترغب في الحصول على هذه المعلومات في شكل أول لغة أخرى، يرجى الاتصال مع مدير الخدمة للمساواة في 0116 250 2959.

आपनि यदि এই लिफलेटर अनुवाद - लिखित वा अडिओ टैप'ए चान, ताहल अनुग्रह करे सार्तिस इकुयालिटी मानेजार डेड बेकार'एर साथे 0116 250 2959 नाशारे मोगायोग करन।

如果您想用另一种语言或格式来显示本资讯，请致电 0116 250 2959 联系“服务平等化经理” (Service Equality Manager)。

જો તમને આ પત્રકાનું લેખિત અથવા ટેઈપ ઉપર ભાષાંતર જોઈતું હોય તો મહેરબાની કરી સર્વિસ ઇક્વાલિટી મેનેજરનો 0116 250 2959 ઉપર સંપર્ક કરો.

यदि आप को इस लीफलेट का लिखती या टेप पर अनुवाद चाहिए तो कृपया डेड बेकार, सर्विस इक्वालिटी मैनेजर से 0116 250 2959 पर सम्पर्क कीजिए।

Jeżeli chcieliby Państwo otrzymać niniejsze informacje w tłumaczeniu na inny język lub w innym formacie, prosimy skontaktować się z Menedżerem ds. równości w dostępie do usług (Service Equality Manager) pod numerem telefonu 0116 250 2959.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਦਾ ਲਿਖਤੀ ਜਾਂ ਟੇਪ ਕੀਤਾ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਡੇਡ ਬੇਕਰ, ਸਰਵਿਸ ਇਕੁਆਲਿਟੀ ਮੈਨੇਜਰ ਨਾਲ 0116 250 2959 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Ak by ste chceli dostať túto informáciu v inom jazyku, alebo formáte, kontaktujte prosím manažéra rovnosti služieb na tel. číslo 0116 250 2959.

Haddaad rabto warqadan oo turjuman oo ku duuban cajalad ama qoraal ah fadlan la xiriir, Maamulaha Adeegga Sinaanta 0116 250 2959.

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Caring at its best

Important information to help you plan your visit to the clinic at Leicester Royal Infirmary

Information for Patients

How to get to the hospital

Our aim is to ensure that there are car parking spaces available for those who really need to use them. We encourage you to use public transport or walk to the hospital if you are fit and well.

By bus: For information on bus routes and times contact Traveline on 0871 200 2233.

Our Hospital Hopper: This bus service links our three hospitals with Beaumont Leys Centre, Hamilton Centre, the Railway station and Jubilee Square (Park and Ride hub). The service runs every 30 minutes throughout the day. See our website for the timetable. The nationally recognised concessions are valid on the Hospital Hopper.

By car: The hospital is signposted from the city centre and ring road. Drop off bays exist at the main entrances. These have a 20 minutes maximum stay.

By ambulance: Patients whose medical condition prevents the use of normal private or public transport may qualify for patient transport to their appointment. Use of this service is subject to strict eligibility.

The ambulance service is only able to transport a companion when this is vital to the medical needs of the patient.

How can I make the most of my appointment? Make a list of any questions you need to ask. You are welcome to come with a partner, friend, family member or carer. You may also audio record your appointment.

Walking Aids: Please bring your own walking aids or wheelchair if you normally use these to get around.

Please keep this leaflet for future use

www.leicestershospitals.nhs.uk

Parking

Time	Tariff	Time	Tariff	Time	Tariff
Exit within 30 mins	No charge (LRI only)	2 to 3 hours	£3.30	8 to 12 hours	£11.00
Up to 1 hour	£1.70	3 to 4 hours	£4.40	12 to 24 hours	£13.00
1 to 2 hours	£2.80	4 to 8 hours	£6.60	Night Tariff (8pm-6am)	£2.20

Motorbikes are FREE

Patient & Prime Carer Season Ticket

Daily £6.00 Weekly £16.50 Monthly £55 Saver £25 (for £50 of parking credit)

Parking is limited and at peak times can involve a period of queuing. Patients and visitors can park in our multi-storey car park.

Marked disabled bays exist outside the public car parks for which there is no charge. If you park in the car parks the fee will apply.

Certain qualifying benefits, as notified by the Department of Social Security,

entitle the patient to free or reduced parking in hospital and external public car parks. For more information contact the Cashiers office 0116 258 5175.

For details of how patients/visitors can park at NCP Welford Road and pay LRI tariffs please contact the car park office on 0116 258 5295 or visit our website.

Buggy Service

There is a weekday Buggy Service 9am to 4pm around the outside of the site and inside on Level 1 between Windsor Lifts and Balmoral Reception. (subject to volunteer availability).

To contact the outside buggy please call 07921 545 440 on your arrival or ask at reception. To contact the inside buggy please call 07921 545441 or go to Windsor reception on your arrival.

Clean hands are safe hands

The best way to prevent the spread of infection is by cleaning your hands. The quickest way to clean your hands in clinic is by using the hand sanitizer

available. It is perfectly OK to ask staff to clean their hands before they examine you if you haven't seen them do this.

Medicines

Please bring with you all medicines you are currently taking, whether prescribed or purchased over the counter (including any creams, inhalers or complementary medicines), in their original packaging.

Waiting times

Clinics may sometimes run late. Information on waiting times is available in all clinic areas. You may also ask a member of staff for information about your appointment and the reasons for any delay.

Staff teaching and training

Doctors, nurses and other healthcare professionals are trained at UHL. With your agreement, a student may be present during your appointment. If you choose not to take part in training activities your care will not be affected.

Recording your appointment

If you have a phone with audio-record please tell the Doctor that you want to record your appointment so that you can listen to what is said again when you get home.

We value your feedback

Please **Share Your Experience** of your visit to the clinic using a touch screen survey device, available in all clinic areas and the main reception of the hospital. This feedback will be used to improve the services we offer for patients, carers and families, and also build on things we are doing well.

Prescriptions

If you are given a prescription in clinic, it is important you take this to the right place to get your medication. If you normally pay for prescriptions you will need money. For some prescriptions a form of identification may be required. The TrustMed Outpatient pharmacy is located in the main visitors' car park off Havelock Street. There may be a delay whilst you wait at the hospital pharmacy.

A white prescription: Please take this to the hospital outpatient pharmacy (TrustMed). Local chemists cannot give you medicines with these.

A green prescription: Please take this to your local chemist.