

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 (PLS) 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 أو لغة أخرى ، يرجى الاتصال

مع مدير الخدمة للمسؤولية في 0116 250 2959.

आपनि यदि एहे किसलकेर अनुवाद - लिखित वा अडिठ ऐंग्लिश भाषा, ताखल अनुवाद कर गतिशि
इङ्गलिसि शानेखार लेउ ररेकर'एर गण 0116 250 2959 नाखार गणगणना करन।

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

ਕੀ ਟਪਨੇ ਯਾ ਪੜਠਕਾਜ਼ ਕੇਰਿਟ ਖਯਾਲ ਠੇਠਪ ਠੇਪੜ ਯਾਖਾਟਰ ਕੇਠੇਰੁ ਹੀਯ ਨੀ
ਮੁੜੇਯਾਨੀ ਕਰੀ ਸਕਿਯ ਠੇਠਕਾਗਿਠੀ ਮੇਰੇਕਰਨੀ 0116 250 2959 ਠੇਪੜ ਸੰਪਰਕ ਕਰੀ.

यदि आप को इस लीफ़लेट का लिखनी या टेप पर अनुवाद चाहिय तो कृपया
उस बेरर चरिवा रूकालिनी मेनेर से 0116 250 2959 पर संपर्क कीजिए।

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

ਜੇਕਰ ਚਾਹੁੰਦੇ ਹੋਏ ਸੀਕਾਇਟ ਓ ਖਿਯਰੀ ਜਾਂ ਠੇਪ ਠੇਪ ਆਠਕਾਰ ਚਾਹੁੰਦੇ ਹੋਏ ਤਾਂ ਖਿਯਰ ਸਕਰੇ ਡੈਸ਼ ਚੇਰਰ, ਸੀਕਾਇਟ
ਠੇਪਗਠਿਣੀ ਮੇਨੇਰ ਗਣ 0116 250 2959 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Ak by ste chceli dostať túto informáciu v inom jazyku, alebo formáte, kontaktujte
prošim manažera rovnosti služieb na tel. čísle 0116 250 2959.

Haddadad rabto vargadan oo turjuman oo ku dubban cajalad ama qoraal ah
fadlan la xiriir, Maamulaha Adeegga Sinaanta 0116 250 2959.

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Important information to help you plan your visit to the clinic at Glenfield Hospital

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 buses in Leicester including the Hospital Hopper.

By car: The hospital is situated about three miles north west of Leicester city centre and is accessible from Glenfrith Way (A563) and Groby Road (A50).

Please keep this leaflet for future use

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.

www.leicestershospitals.nhs.uk

University Hospitals of Leicester

 NHS Trust

Caring at its best

Parking

Time	Pay & Display Tariff	Time	Pay & Display Tariff
Up to 1 hour	£1.70	4 to 8 hours	£6.60
1 to 2 hours	£2.80	8 to 12 hours	£11.00
2 to 3 hours	£3.30	12 to 24 hours	£13.00
3 to 4 hours	£4.40	Night Tariff (8pm - 6am)	£2.20

Motorbikes are FREE

Patient & Prime Carer Season Ticket: Daily £5.50 Weekly £15 Monthly £50

Limited pay and display parking is available on site. At peak times access can involve a period of queuing.

Marked disabled bays exist around the site. If these are full you can use any Pay and Display car park for free providing your blue badge is clearly visible.

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, please contact the Cashiers office 0116 258 3400.

If you are concerned about overrunning the limit on your ticket please contact the car park office on 0116 258 3151.

On returning to your vehicle a car park attendant can assist you with use of the Pay and Display machine to pay any outstanding fee.

Buggy Service

There is a weekday Buggy Service that operates around the outside of the site between the hours of 9am and 4pm (subject to volunteer availability).

To contact the buggy on your arrival please call 07961 730 246 or ask for the buggy at reception.

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 sanitiser

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.

A white prescription: Please take this to the hospital pharmacy (TrustMed). Local chemists cannot give you medicines with these. 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 near the outpatient clinics at the main entrance to the hospital. Turn off the main corridor near the cash machine.

A green prescription:

Please take this to your local chemist.