

# Helping you to plan your visit to the clinic at Leicester Royal Infirmary

Information for Patients

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## How to get to the hospital

Details of how to find our hospitals and maps of our sites are available on our website:

[www.leicestershospitals.nhs.uk/patients/getting-to-hospital/](http://www.leicestershospitals.nhs.uk/patients/getting-to-hospital/)

Our aim is to ensure that there are car parking spaces available for those who really need them. We encourage you to use another form of transport if you can.

'Choose how you move' is a local journey planner that shows you the different possible transport options for your journey. To try the planner go to: [www.choosehowyoumove.co.uk](http://www.choosehowyoumove.co.uk)

**Our Hospital Hopper:** this bus service links our 3 hospitals with Beaumont Leys Centre, Hamilton Centre, the Railway Station and Jubilee Square (Park & Ride hub). The service runs every 30 minutes during the day. See our website for the timetable. Nationally recognised concessions are valid on the Hospital Hopper.

**By ambulance:** non-emergency transport can be arranged for patients whose medical condition prevents the use of private or public transport. You will be asked some questions to determine if you meet the criteria. To arrange a booking please call **0345 241 3012**.

**By car:** the postcode for the hospital is **LE2 7HL**. There are drop off bays around the site with a 20 minute maximum stay.

## Car parking charges

Please refer to leaflet number 401 'Car parking at Leicester Royal Infirmary' for car parking charges. You can search for this leaflet on our online patient information store:

[www.yourhealth.leicestershospitals.nhs.uk](http://www.yourhealth.leicestershospitals.nhs.uk)

**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)

## Safety guidance during COVID-19 pandemic

- Do not enter the hospital if you may have COVID-19 symptoms.
- Please do not arrive more than 10 minutes before your appointment time, unless told otherwise in your appointment letter (this helps us minimise overcrowding).
- Wear a face covering, unless under 3 years old, or you have a medical condition that prevents you from doing so.
- To prevent the spread of infection please sanitise your hands on entry to the hospital, and regularly thereafter. Hand sanitiser is available throughout our hospitals.

## What to bring

- Make a list of any questions you need to ask.
- Something to eat if you are diabetic.
- Your own walking aids or wheelchair if you normally use these to get around.
- All your medications or a list of what you are currently taking.
- Prepare your medical history if you are a new patient (i.e. list previous illnesses, known allergies etc).
- Your pharmacy pre-payment card or proof of exemption. If you pay for your prescriptions please bring cash or payment card.

Wear clothing that can easily be removed for any examination or tests.

It is best not to bring young children with you if possible. We are unable to offer childcare facilities or supervision.

## Special requirements

If you have a learning disability which requires reasonable adjustments, please contact our Learning Disability Liaison Nurses on 0116 250 2809.

If you need language support please call the telephone number given in your appointment letter as soon as possible so that appropriate arrangements can be made, as family or friends may often not be allowed to translate for you.

## Free buggy service to help you get around

There is a weekday buggy service run by volunteers (subject to volunteer availability), 9am to 4pm. To check if the buggy is running or to ask for a ride please contact the number below, or ask at the main reception:

- **Outdoor service** - 07921 545 440 (runs to different entrances and car parks)
- **Inside service** - 07921 545 441 (runs on level 1 between Windsor lifts and Balmoral reception)

## Waiting times

Sometimes clinics may run late, however we will make every effort to update you on any delays.

## During your appointment

Student doctors, nurses and other health care professionals are trained at our hospitals. With your agreement, a student may be present during your appointment.

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

Please ask permission to audio record your appointment so you can listen to what was said again when you get home.

## Prescriptions

If you are given a prescription it is important you take this to the right place to get your medication:

- **White prescription:** please take this to the hospital outpatient's pharmacy (TrustMed) - Monday to Friday - 8.30am to 8pm, weekends - 10am to 8pm. It is in the hospital car park off Havelock Street.

Please wear a mask and use hand sanitiser when you enter the pharmacy. Please be prepared to wait outside or in your car. If you provide a phone number the pharmacy can contact you when your medicines are ready.

If you need assistance call 0116 254 1446.

- **Green prescription:** please take this to your local chemist.

## Tell us what you think

Please give your feedback telling us about your experience in our hospital. You can do this via the electronic device located in the clinic, responding to SMS/Text should you receive one (this is free of charge), or if you visit a ward area there are paper patient experience forms to complete.

You can also give feedback through our website: [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) (click on the 'Share your experience' link at the foot of the home page).

If you have a request for information or wish to give a compliment, or raise a concern or complaint, please contact the Patient Information & Liaison Service (PILS):

**Freephone:** 0808 178 8337 (Monday to Friday - 10am to 4pm, excluding bank holidays)

**Email:** [pils@uhl-tr.nhs.uk](mailto:pils@uhl-tr.nhs.uk)

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

**Online form:** [www.leicestershospitals.nhs.uk/patients/patient-welfare/patient-information-and-liaison-service/](http://www.leicestershospitals.nhs.uk/patients/patient-welfare/patient-information-and-liaison-service/)

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 અન્ય 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)