

Helping you to plan your visit to the East Midlands Planned Care Centre

Information for Patients

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The entrance to the East Midlands Planned Care Centre, also known as EMPCC, is closest to the Coleman Road Entrance of the Leicester General Hospital. The closest car park is Car Park 3.

Outpatient or procedure appointment

You must bring your appointment letter. You will need this to check-in for your outpatient appointment at EMPCC. The self check-in area is located to the right when you come into the building. If you need help, there will be someone who will be able to help you.

Operation or day case appointment

If you are attending for an operation or medical day case, you must go straight to the department where they will check you in.

Preparing for your appointment

Please bring with you:

- Your appointment letter
- A relative, carer or friend, if you need this (outpatient appointments only)
- A list of any questions you need to ask
- Your medications, or a list of what you are currently taking
- Your medical history if you are a new patient (for example, previous illnesses, known allergies)

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals.
To give feedback about this information sheet, contact uhl-tr.informationforpatientsmailbox@nhs.net

- something to eat, if you are diabetic (outpatient appointments only)
- your own walking aids or wheelchair if you normally use them.
- your pharmacy pre-payment letter or proof of exemption, if you are eligible
- a method of payment if you pay for your prescriptions

Please wear clothing that can easily be taken off for any examination or tests.

There are baby changing and feeding facilities, but we do not have childcare facilities or supervision.

Special requirements

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

If you need language support, please call the phone number given in your appointment letter as soon as possible so that the correct arrangements can be made. Your relative, carer or friend may not be allowed to translate for you.

Infection prevention

Please do not enter the hospital if you have flu-like symptoms (high temperature, cough, runny nose) or had diarrhoea and/or been sick (vomiting) in the last 48 hours.

Please sanitise your hands when you enter the hospital, and regularly after arrival to stop the spread of infection. Hand sanitiser is available throughout our hospitals.

Getting to the hospital

Details of how to find the EMPCC and maps of the site are available on our website:

www.uhleicester.nhs.uk/hospitals/

'Choose how you move' is a local journey planner that shows you the different possible transport options for your journey: www.choosehowyoumove.co.uk

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.

Payment: Cash or card payment. Nationally recognised concessions are valid on the Hospital Hopper.

Website: www.centrebus.info/bus-services/hospital-hopper/

Park and Ride

There are 3 Park and Ride sites on the edge of Leicester. They run every 15 minutes from 7am until 7pm, Monday to Friday. Park and Ride does not come direct to the Leicester General Hospital site. You can change onto a service bus, for example, Hopper or First 16 to travel to the site.

Payment: Cash or card payment.

Website: www.leicester.gov.uk/transport-and-streets/travelling-by-bus/park-and-ride/

Cycling

There are cycle stands at the front of the hospital and outside the Clinical Education Centre of the hospital where bikes can be locked.

Patient transport

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 find out if you meet the criteria.

Phone Number: 0300 777 1800

Car

The postcode for the hospital is **LE5 4PW**. There are drop off bays around the site with a 20 minute maximum stay. Our car parks are full on a regular basis. We are not able to make sure parking is available for all users. If you are coming by car, you may spend time queuing. We encourage you to use another form of transport if you can.

Payment: Cash only.

Website: www.uhleicester.nhs.uk/hospitals/

Phone Number: 0116 204 7888

Getting around the hospital

Our volunteers provide a buggy service around the outside of the site between 9am to 4pm (subject to volunteer availability) on weekdays. To check if the buggy is running or to ask for a ride, you can either contact 07432 629 730, or ask at the main reception desk.

During your appointment

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

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

Please ask permission to record the audio during your appointment so you can listen back when you get home.

Waiting times

Outpatients and procedures

We will try to keep your waiting time as short as possible, but please be prepared to be in clinic for 2 to 4 hours, as you may need some tests during your visit. If a clinic runs over time, we will make every effort to keep you informed.

You are welcome to bring something with you whilst you wait for example, a book, puzzle book, tablet etc.

Theatres

The time stated on your letter is your admission time. It is **not** the time of your operation. There may be some time waiting to go into theatre after you arrive.

Prescriptions

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

Type		Opening Times	Location
White prescription	Please take this to the hospital outpatient's pharmacy (TrustMed)	Monday to Saturday 8.30am to 6pm	Located inside the EMPCC. If you need assistance call 0116 273 8996.
Green prescription	Please take this to your local chemist		

Aftercare following a procedure or operation

We will give you a letter explaining what has been done and a copy will be sent to your GP.

You will be given more information about what to do after your procedure or operation. Please follow this advice carefully. Please ask the staff if you are not sure about anything.



After your appointment

Please give your feedback, telling us about your experience in our hospital. You can do this by

- replying to a text, should you get one (this is free of charge),
- using the paper patient experience forms if you visit a ward area.
- Visiting our website: www.uhleicester.nhs.uk/patients-visitors/support/feedback-complaints/

Patient Advice and Liaison Service (PALS)

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

Freephone: 0808 178 8337 (Monday to Friday - 9am to 3pm, excluding bank holidays)

Email: uhl-tr.pals@nhs.net

Write to: Patient Advice and Liaison Service, Level 1 Balmoral Building,
Leicester Royal Infirmary LE1 5WW

Online form: www.uhleicester.nhs.uk/patients-visitors/support/feedback-complaints/pals/

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

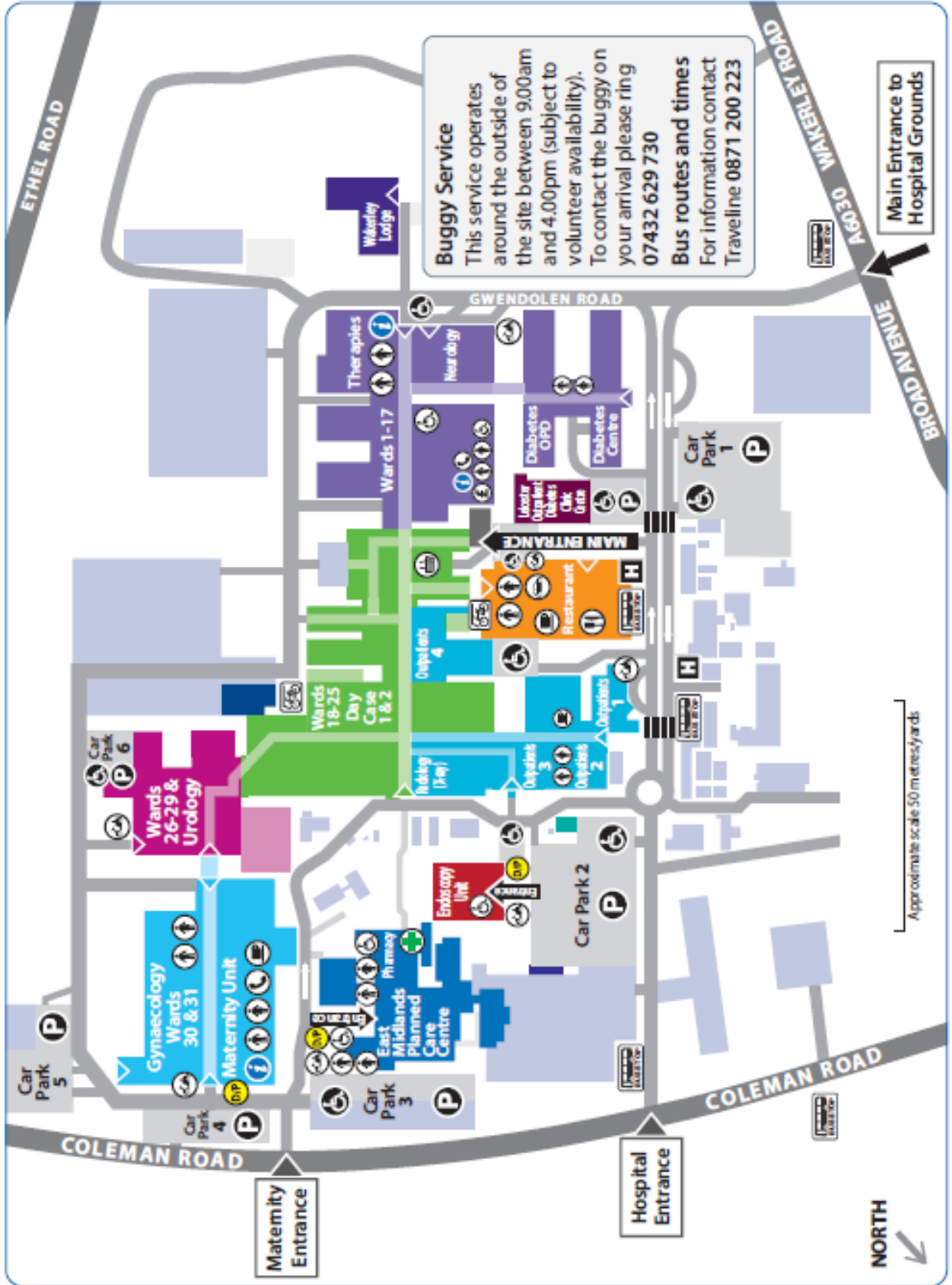
ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email uhl-tr.equalitymailbox@nhs.net

How to get to the Hospital

Leicester General Hospital, Gwendolen Road, Leicester LE5 4PW

www.leicestershospitals.nhs.uk



Key

Bus Stop / Hospital Hopper	
Parking / Disabled Parking	
Public bicycle park	
Buggy Point	
Zebra crossing	
Roads	
Drop off / Pick up point	
Building / Grounds / Car Park Entrance	
Toilets	
Help Desk / Reception	
Cafe / Restaurant	
Pharmacy	
Public Telephones	
Shop	
Cash Point	
Car Park Office	
Staff access only buildings/car parks	

Buggy Service
 This service operates around the outside of the site between 9.00am and 4.00pm (subject to volunteer availability). To contact the buggy on your arrival please ring 07432 629 730
Bus routes and times
 For information contact Traveline 0871 200 223

18/03/19



East Midlands Planned Care Centre

Leicester General Hospital
Gwendolen Road
Leicester
LE5 4PW



Disclaimer:

While the Trust has taken care to ensure the accuracy of this map, we cannot accept responsibility for errors or omissions; nor can we guarantee that information will always be up to date. The Trust accepts no liability for any loss, damage or inconvenience caused as a result of reliance on this mapping.

