

*Caring at its best*

# Additional information

## Imaging Service, Radiology Department

### Support for people with learning disabilities

Support is available for patients with learning disabilities. Contact the learning disability specialist nursing team on **(0116) 250 2809** telling them what examination you are having and when it is.

### Giving us your feedback

If you have any comments or suggestions regarding your visit to the Radiology Department please speak to a member of staff.

We also have a Patient Information and Liaison Service (PILS).

**Freephone: 08081 788337** or email: [pils.complaints.compliments@uhl-tr.nhs.uk](mailto:pils.complaints.compliments@uhl-tr.nhs.uk)

We review our information leaflets regularly. If you have any comments about how we can improve these leaflets please speak to a member of staff.

### Directions and car parking

For information about getting to the hospital please visit our website:

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

Hospital car parking is available but spaces are limited so allow plenty of time to find a space. Parking charges are payable. As well as the hourly rates there are a range of saver tickets available for patients and prime carers. The payment meters at Leicester General Hospital do not allow card payments to be made.

Disabled parking bays are also available.

Drop off bays exist at the main entrances, with a maximum stay of 20 minutes.

If you get certain benefits (as notified by the Department for Work and Pensions) you may be entitled to free or reduced parking. For more information contact the Cashiers Office.

### Bus services to the hospital

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

The hospital Hopper service runs from Monday to Friday, every 30 minutes from 6.30am until 6pm, and every hour from 6pm until 9pm.

There is also a reduced Hopper service on Saturdays and Sundays. See timetable for times.

The Hopper stops at our 3 hospital sites, Leicester Train Station, Beaumont Leys Centre, Hamilton Centre and St Nicholas circle.

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

### Coming with a friend or relative

If a friend or relative comes with you to the hospital due to any special needs or if you do not understand English very well, please be aware they may not always be allowed into the examination room and they cannot act as a translator to relay information (or questions) about your examination or consent form (if needed).

**Children:** we are unable to offer childcare facilities. If you need to bring children with you, please bring along an adult who can look after them during your appointment. Hospital staff are not able to look after children.

**If you would like this information in another language or format such as EasyRead or Braille, please telephone the number below or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)**

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
 ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸے دوسرے زبان میں چاہتے ہو، تو 'بیکار' کر کے 'ہی' دینے والے نمبر 'ਤੇ ٹیلی فون کریں۔  
 إذا كنت ترغب في الحصول على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل  
 Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu  
 જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો.

**0116 250 2959**

**University Hospitals of Leicester website:**

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

**For health advice or information you can call the NHS helpline on 111**

Produced: November 2021

Review: May 2024

Leaflet number: 125 Version: 3.2