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

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Information for Patients

How to get to the hospital

How to find our hospitals and maps of our sites are available on our website: https://www.uhleicester.nhs.uk/hospitals/leicester-royal-infirmary/directions/

Our car parks are often full. We cannot make sure parking is available for all users. If you come by car, you will spend time queuing. This is around 30 to 45 minutes. Please try to use another form of transport if you can.

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

Our Hospital Hopper: this bus service links our 3 hospitals with Ashton Green, Beaumont Leys Centre, Hamilton Centre, the Railway Station, and Jubilee Square (Park & Ride hub). The service runs

- every 30 minutes during the day, Monday to Friday,
- hourly on Saturdays,
- hourly during peak times on Sundays.

You can find more information about the service on the Centrebus website https://www.centrebus.info/bus-services/hospital-hopper/

You may use a valid concessionary bus pass on the 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. The Enderby Park and Ride comes to the Leicester Royal Infirmary. The other 2 services (Birstall and Meynells Gorse) serve the city centre. You can travel onwards to the hospital on the HOP service.

HOP: this service is free. It loops the city centre. It goes to Haymarket Bus Station, Highcross, Jubilee Square, Leicester Royal Infirmary, Railway Station and the Market. The service links to the Hospital Hopper service at the Royal Infirmary and St Nicholas Circle. It also links with

- Meynell's Gorse and Enderby Park and Ride at St Nicholas Circle
- Birstall Park and Ride at Savoy Street.

It runs every 10 minutes Monday to Saturday (except bank holidays) from 8am to 6pm.

Cycling: There are cycle stands at the Balmoral entrance, to the right of the Windsor entrance

and near to the adult Emergency Department 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 see if you meet the criteria. To arrange a booking please call 0300 777 1800.

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 see 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

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.
- To prevent the spread of infection please sanitise your hands when you enter the hospital, and regularly after that. 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 (that is a list of previous illnesses, known allergies and so on).
- Your pharmacy pre-payment letter 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 cannot offer 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 help with language, please call the phone number on your appointment letter as soon as possible. We can then make the right plans for you. Family or friends may 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. 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 have not 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, you must take it 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 9am to 7pm. It is in the hospital car park off Havelock Street.
  If you need help 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 time in our hospital. You can do this

- on the electronic device located in the clinic,
- by responding to SMS / text should you get one (this is free of charge),
- if you visit a ward area. There are paper patient experience forms to fill in.

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

If you need information or wish to give a compliment, or 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: pals@uhl-tr.nhs.uk

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

Online form: www.leicestershospitals.nhs.uk/patients/patient-welfare/patient-information-and-liaison-service/

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

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہِ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

إذا كنت ترغب في الحصول على هذه المعلومات بلغةٍ أُخرى، 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.

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

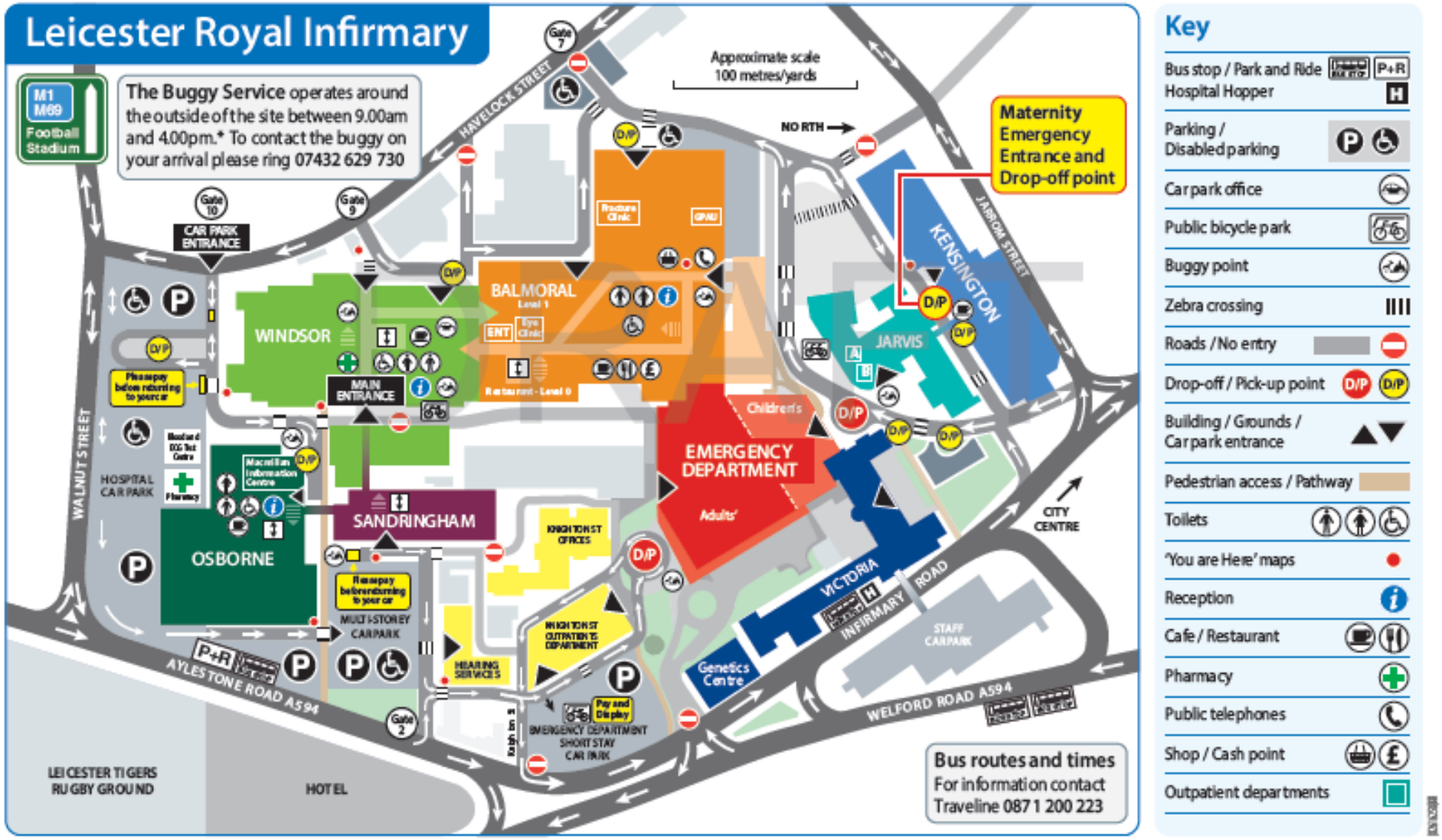
We are a research hospital and you may be asked to take part in research

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How to get to the Hospital

NHS
University Hospitals of Leicester
NHS Trust

Infirmary Square, Leicester LE1 5WW. Website: www.uhleicester.nhs.uk



*(subject to volunteer availability)

Key

- Bus stop / Park and Ride / Hospital Hopper
- Parking / Disabled parking
- Car park office
- Public bicycle park
- Buggy point
- Zebra crossing
- Roads / No entry
- Drop-off / Pick-up point
- Building / Grounds / Car park entrance
- Pedestrian access / Pathway
- Toilets
- 'You are Here' maps
- Reception
- Cafe / Restaurant
- Pharmacy
- Public telephones
- Shop / Cash point
- Outpatient departments

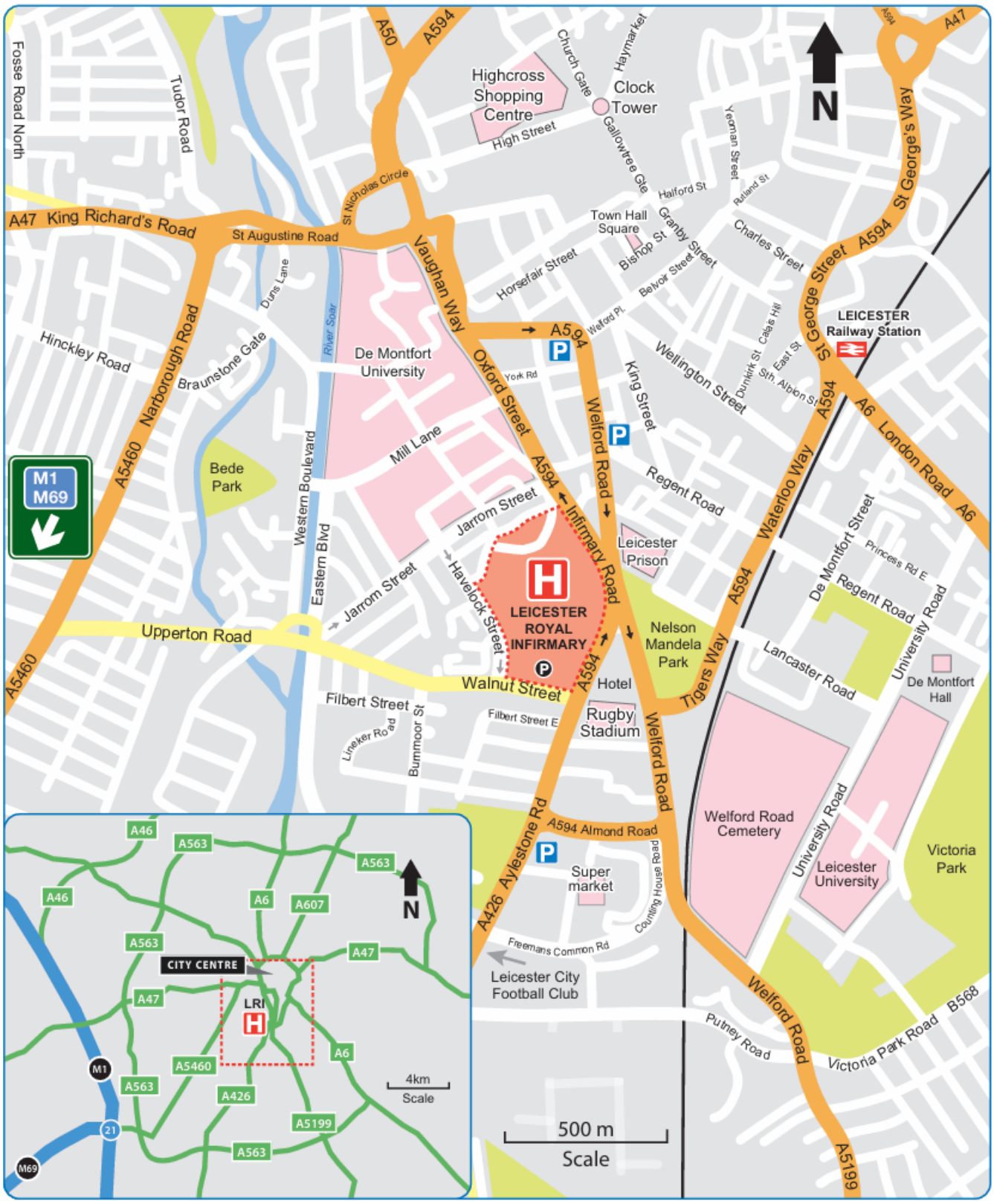
Disclaimer:

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.

PLEASE KEEP ME FOR FUTURE USE

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Leicester Royal Infirmary
Infirmary Square, Leicester, LE1 5WW
www.uhleicester.nhs.uk



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