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Patient Information Forum

NHS
University Hospitals of Leicester
NHS Trust

Helping you to plan your visit to the clinic at Glenfield Hospital

Information for Patients

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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/glenfield-hospital/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 20 to 30 minutes. Please try 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: 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. Park and Ride does not come direct to Glenfield Hospital but you can change onto a bus service, for example, Hopper or First 14 to travel to the Glenfield. You can find more information about the services on the Roberts website: https://www.robertstravelgroup.co.uk/bus-services/park-and-ride

Cycling: There is a cycle stand the front 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 see if you meet the criteria. To arrange a booking please call 0300 777 1800.

By car: the postcode for the hospital is **LE3 9QP**. There are drop-off bays around the site with a 20 minute maximum stay.

Car parking charges

Please see leaflet number 402 ‘Car parking at Glenfield Hospital’ 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 (i.e. list previous illnesses, known allergies etc).
- 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 that operates around the outside of the site between 9am to 4pm (subject to volunteer availability). To check if the buggy is running or to ask for a ride please contact 07977 957 888 or ask at the main reception desk.

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 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, 9am to 6pm. It is near to the outpatient clinics at the main entrance to the hospital.
  If you need help call 0116 235 5474.
- **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

- 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 complete.

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 have 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/

Space for your notes

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

Glenfield Hospital, Groby Road, Leicester LE3 9QP

www.uhleicester.nhs.uk

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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**

Key

- Bus stop / 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
- Toilets
- 'You are Here' maps
- Reception
- Cafe / Restaurant
- Pharmacy
- Public telephones
- Shop / Cash point
- Outpatient departments
- Staff access only buildings/car parks



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PLEASE KEEP ME FOR FUTURE USE

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.