

One week before your appointment you may be reminded about it by phone or Short Message Service (SMS).


Please ensure your GP has your most up to date contact information (address and telephone numbers, including your mobile). If you advise the hospital your details have changed, you also need to contact your GP as soon as possible as our system will not update them.

You should allow at least 2 hours for your appointment, or longer if you are also coming for tests.

Your appointment letter will provide additional guidance.

If you have additional communication needs please ensure your GP is aware so they may advise when they refer you.

 **Parking is Pay and Display**

 **Blue badge holders**, parking is free in the designated areas with your badge displayed.

 **Bus Information**



www.sanderscoaches.com/times

Sanders Coaches



HTG-UK (patient transport provider from 01/10/24)

Transport provision is subject to eligibility. Telephone: 0345 241 3012

If you receive benefits or tax credits, you may be entitled to claim for your travel. Please bring proof of your benefits or tax credits entitlement to the hospital.

The reception is open Monday to Friday 8:30 - 16:30.

- Please read your appointment letter important information prior to the day of your appointment.
- A list of medicines you take (prescribed, over the counter or herbal).
- Money to pay for your prescriptions or proof that you do not have to pay.
- Questions to ask.
- Your GP's name, address and phone number.
- Any specimens(s) you were asked to bring.
- Any mobility aids, hearing aids or glasses.
- Money for parking.

If you are a limited English speaker, telephone interpreters are available at all times through our interpreting service. **Please inform us if you require this service when booking your appointments.**

If you require British Sign Language or have other reasons why you need a face-to-face interpreter, your GP should advise us to book this for you.

PALS are a patient-friendly, easy to access service designed to provide a personal contact point to assist patients, relatives and carers. If you have a problem that you have not been able to sort out we can help you to resolve it.

You can contact PALS via email palsandcomplaints@nnuh.nhs.uk or call **01603 289036**.

In writing: **The PALS manager, Norfolk and Norwich University Hospital NHS Foundation Trust, Colney Lane, Norwich, NR4 7UY**

Please do not bring valuables to the hospital or leave your belongings unattended. The hospital cannot be held responsible for items that are lost or stolen.

If you see anyone or anything that concerns you, please tell a member of staff straight away.

Verbally or physically abusing staff can result in withdrawal of treatment or even prosecution including a fine or custodial sentence

We are working hard to control infection. You can help by washing your hands (with soap and water or hand sanitiser) at the start of your visit and again when you leave.

Your appointment letter should tell you where to go, but if you are unsure please ask at the main reception desk. When you arrive at your clinic please check in at the self-check-in kiosk and ensure we have your correct address and GP details.

In accordance with **Accessible Information Standards** you will be asked if you have any communication preferences. This is to assist

with your hospital attendance; the hospital will try to meet these needs where possible.

Volunteers are available to assist you in many areas of the hospital; they are identified by wearing red waistcoats.

Seating space is limited, so if you need to have someone accompany you please try to limit it to just one relative or friend. Delays can occur but our staff should always tell you the reason. If you have a special reason why waiting is difficult, please let us know.

If you feel concerned about your waiting time, speak to the clinic nurse or receptionist.

Everyone is seen in order of appointment time, not in order of arrival; we would therefore ask that you do not attend your appointment early, as it will limit seating for other patients.

You can bring mobile phones into the hospital, but they can cause disturbance in some areas. Please ask staff if it is appropriate to use your phone in whichever area you may be.

Cromer is a smoke free site. Smoking is not allowed inside the hospital building or in the grounds.

We are a teaching hospital so might ask your permission for a student doctor or nurses to sit in during your consultation. You need not have students present if you are worried about it. You could also be asked to take part in a research project while you are a patient with us. We will always ask you for your consent and you will be told fully what is involved.

Your care will not be affected in any way if you choose not to take part in teaching or research.

Visit: www.nnuh.nhs.uk

Making a donation

You can support the Trust in its endeavour to provide the highest quality service to its patients. With the restrictions on public funding, voluntary donations can really make a difference in supporting additional medical equipment, medical research and improvements to patient facilities. If you would like to support the Hospital Charity you can do so by donating online at **www.justgiving.com/nnuhnhs/donate/** or by sending a cheque made payable to **N & N Hospitals Charity** at

Fundraising

6th Floor

20 Rouen Road

Norwich

NR1 1QQ

