

Please read your appointment letter as it will hold important information relating to the day of your attendance.

You may be sent a reminder by phone or Short Message Service (SMS).

If you have advised the hospital your details have changed, you also need to contact your GP as soon as possible as the details they hold can overwrite our records.

Please note it will not always be possible to see the named consultant on your appointment letter. Your appointment may be with a member of the clinical team.

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

A map of the Hospital is available on our website -

If you have additional communication needs, please let your GP be aware so they may advise when they refer you.




GP





www.traveline.info

For public transport enquiries call **0871 200 22 33**


 **By Park & Ride.** Please try to use the dedicated First Hospital Park and Ride Service 510 (Costessey Park & Ride) (SAT NAV **NR9 3LX**), parking is free and the fare is £1 return.

For information: <https://www.firstbus.co.uk/norfolk-suffolk/routes-and-maps/costessey-park-ride>

 **Patient and Visitor Car parks** at the Norfolk and Norwich University Hospital are extremely busy and spaces cannot be guaranteed. Parking is free for the first 30 minutes.

 **Blue badge holders**, validation with badge and appointment letter.

 **Motorbikes:** 80 spaces are available. (Car Park E)

 The privately owned public car park managed by National Parking Enforcement does not operate a validation system. Blue badge holders parking there will need to pay the full cost of parking.

A Multi-Storey car park is available adjacent to NNUH, which is owned and operated independently.



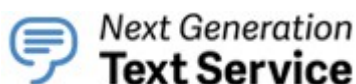
HTG-UK (patient transport provider from 01/10/24)

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 cashier's office is situated on East Block, level 2 and is open Monday to Friday 9:15am - 4:15pm.

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.



www.ngts.org.uk



Next Generation Text (NGT) - helping people with hearing and speech difficulties communicate with anyone over the phone, using the relay service. You can download the NGT Lite app from Apple's App Store or download from Google Play for Android devices.



AccessAble is available for the Norfolk and Norwich Hospital, they provide access information to the hospital.

Please visit their website www.accessable.co.uk



If you have questions or concerns about your care or the Trust's services, please speak to a member of staff who will be able to help you. If you prefer, you can contact PALS on **01603 289036** or email palsandcomplaints@nnuh.nhs.uk

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 reception desk. Kindly 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. The volunteers on the outpatient reception desks are available to meet and greet patients, escort them to their clinics and assist them with car park validation.

Everyone is seen in order of appointment time, not in order of arrival.

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.

You are welcome to be accompanied by a family member, friend or advocate; but please be aware that seating is limited.

Please feel free to bring your reusable water bottle with you to your appointment to help us reduce single use items purchased and disposed of by the Trust.

You can bring mobile phones into the hospital, but we ask that you turn down the volume and limit conversations in clinic areas unless urgent.

If you are a wheelchair user or require the use of a wheelchair to support your appointment, please bring your own if you have one, as we cannot guarantee there will be a wheelchair for use on site.

If you do require use of a hospital wheelchair, then wheelchair stations can be viewed on the NNUH map.

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

We are a teaching hospital so might ask your permission for a student Healthcare professional 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.

<https://www.nnuh.nhs.uk/patients-visitors/>



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

