

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




Norfolk and Norwich
University Hospitals
NHS Foundation Trust

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

www.traveline.info. For public transport enquiries

 call **0871 200 22 33** (8am to 8pm, daily)





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. The service runs every 15 minutes from 6:30am to 8:30pm, every 30 minutes between 9:25am and 2:55pm - (Mon-Fri excl. Bank Holidays). For more information contact Customer Services: **0345 646 0707**.



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, following this £3 for up to 2 hours, rising to £12 thereafter depending on the length of stay.



 **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.

 ERS Medical

Transport is not routinely provided and is eligibility tested.

Telephone: **0333 240 4100**

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.

- Your appointment letter
- Any medicines you take (prescribed, over the counter or herbal)
- Money for your prescriptions or proof that you don't have to pay
- A list of 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

 Next Generation
Text Service

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
Your Accessibility Guide

AccessAble will shortly be 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 call PALS on **01603 289036** or email at pals@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.

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.

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

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. 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.

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.

NNIH is a smoke free site

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.

Please keep this leaflet, as we will not send another one to you for cancelled or re-booked appointments.