

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.

You have the right to access certain services commissioned by NHS bodies within maximum waiting time or for the NHS to take all reasonable steps to offer you a range of suitable alternative providers, if this is not possible. The waiting times are described in the Handbook to the NHS Constitution.

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

LARGE PRINT VERSION OF OUTPATIENT LEAFLET - CROMER

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Approved by: PIF

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Page 1 of 7

50p for 30 minutes

£2 for up to 3 hours

£4 for up to 4 hours

£6 for up to 5 hours

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



Bus Information



www.sanderscoaches.com/times

Sanders Coaches

Bus stop outside the hospital going in both directions.



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. The HC5(T) forms are available to collect from Reception at the time of your appointment.

- Your appointment letter
- Any medicines you take (prescribed, over the counter or herbal)
- 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
- Face mask unless medically exempt
- Money for parking, no card payment facilities on site

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.

Next Generation Text (NGT) - www.ngts.org.uk

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.

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:

**Pals and Complaints, Norfolk and Norwich University Hospital,
West Outpatients, Level 2, 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

Your appointment letter will tell you where to go. Volunteers are available to assist you in many areas of the hospital; they are identified by wearing red waistcoats.

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.

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.

Mardle is the spacious cafe with a range of hot and cold drinks, snacks, and light lunches. Open Monday to Friday 08.00 to 16.00

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.

As a teaching hospital we 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.

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



To make a donation specifically for Cromer please make a cheque payable to Cromer Hospital

