

Information guide  
**Southampton  
Hospital**

Telephone: 023 8077 7222

Website: [www.uhs.nhs.uk](http://www.uhs.nhs.uk)

Tremona Road  
Southampton  
Hampshire  
SO16 6YD



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# Introduction

The aim of this guide is to ensure that patients referred to Southampton Hospital for treatment and care can receive up to date and trusted information, specific to the hospital they have been referred to.

Please ensure you also have a copy of our generic **Off Island Hospital information pack** for all information regarding the Off Island Treatment Process which you can download, or request a paper copy, from our website.

The general pack will include:

- A step by step guide of your treatment journey from referral to discharge.
- A list of useful travel and accessibility Apps
- A checklists to reduce the stress of what to take and what you need to do after discharge.

Every effort is made to ensure that the information is accurate at the time of printing, should you become aware of any contact details that have changed, please email Health Connections on:

[travel@healthconnections.gg](mailto:travel@healthconnections.gg)

**Last reviewed: Sept 2024**

## Feedback Form

Please help us to improve our service by completing our Feedback form. A paper copy is included with your General Off Island Hospital Pack or complete the form on our website: [www.healthconnections.gg/feedback/](http://www.healthconnections.gg/feedback/)

# Contact Information, PALS and Support

## Channel Islands Liaison Service

The two-person Liaison team are based at Southampton General Hospital within the Radiotherapy Department, Level A, East Wing. The Liaison service is set up to support patients during their stay in Southampton Hospital and to engage with relatives.

The primary role of the Liaison service is to engage with you and ward staff at the point of your discharge from hospital. They plan and coordinate timely travel back to Guernsey, including the preparation of your Discharge Summary and any Medication that needs to be dispensed by the hospital pharmacy. If you have any concerns and/or questions, you can contact the Liaison Service using the following contact details:

**Opening times:** 9.00-5pm Monday to Friday.

**Telephone:** 023 8120 4515

•If engaged please leave a name and number and one of the Liaison team will call you back.

## Health Connections

If you require further information or support, please contact the team at Health Connections who are here to help:

**Telephone:** 01481 227470

**Email:** [travel@healthconnections.gg](mailto:travel@healthconnections.gg)

**Website:** [www.healthconnections.gg](http://www.healthconnections.gg)

## Chemotherapy and Radiotherapy Emergencies

MacMillan Acute Oncology Service – Telephone 07867 973 649

This number is for urgent symptoms relating to your current radiotherapy treatment only and is answered 24 hours a day, 7 days a week by a qualified Oncology Nurse.

## Southampton General Hospital

Southampton General Hospital

**Telephone:** 023 8077 7222

**Website:** [www.uhs.nhs.uk](http://www.uhs.nhs.uk)

# Contact Information, PALS and Support

## Patient Support Hub

The patient support hub helps patients, their families and unpaid carers.

Their volunteers can support you during a visit to hospital and at home, before, during and after discharge. They can also refer you to other community-based voluntary service providers who can help you depending on your individual needs.

This hub was developed to be a single point of contact for patients and their families who need extra support from UHS. The team of volunteers provide practical and emotional support to patients.

Volunteer call handlers will guide patients through arranging the help and support they need to ensure their visit to UHS goes smoothly.

You can find out more about the different ways these volunteers can help you in the leaflet below.

**Opening times:** Monday to Friday, 9.30am to 4pm (closed between 12.30 and 1pm)

**Telephone:** 0800 484 0135

**Email:** [patientsupporthub@uhs.nhs.uk](mailto:patientsupporthub@uhs.nhs.uk)

**Patient information leaflet:** [Patient support hub - patient informat](#)

# Accommodation

## Onsite Hospital Accommodation

### For relatives

No pre-booking available. The Channel Island Liaison Team (CILT) is based in Southampton General Hospital. They, along with ward staff will be able to advise you of the availability of on-site accommodation.

**Telephone:** 023 8120 4515

### **Meller House** (Emergency short term accommodation in Hospital grounds)

Meller House offers comfort to relatives and ensures they can focus on their loved ones and not worry about where to stay when far from home. It is a unique facility that provides comfortable accommodation for the relatives of patients at UHS who have accessed hospital services long distances from home or in emergency situations.

Bookings are taken on the day of arrival at the Hospital Security Office, Level C, at the front of the hospital. Cost of accommodation can be obtained at this time. Mellor House has 8 ensuite twin bedrooms, a family bedroom with a separate bathroom, a communal lounge and kitchen area as well as parking and outdoor space. There is no single occupancy. All rooms are rented on the understanding that if there is a vacant bed in that room, it could be rented to another guest of the same sex.

### **Jean's House** (for Paediatric Oncology patients' relatives only)

A Home from Home close to Southampton Hospital. Jean's House offers free accommodation for families to stay close to their child when they're having cancer treatment. The house is an 18 minute walk from the hospital and a 5 minute walk to the nearest shop.

Jean's House has 7 ensuite bedrooms, 2 kitchen areas, 2 lounge areas, a Young Persons' lounge, large garden and free car parking.

Induction times for new families are before 2pm Monday to Friday.

Jean's House Home from Home Manager is Lorraine Smith, available to contact on the number below.

**Telephone:** 07899 067218.

# Accommodation

Jeans House  
100-104 Anglesea Rd  
Shirley  
Southampton  
SO15 5QS  
Tel: 023 8077 7662  
Email: [jeanshouse@younglivesvscancer.org.uk](mailto:jeanshouse@younglivesvscancer.org.uk)

## The Priaux Premature Baby Foundation

The PPBF assists in providing accommodation for families of premature babies and children undergoing care off island. For more information, please contact.

**Telephone:** 07781 160080

**Email:** [ali@ppbf.org.gg](mailto:ali@ppbf.org.gg)

**Website:** [www.ppbf.org.gg](http://www.ppbf.org.gg)

## Ronald McDonald House

Ronald MacDonald House - provides free 'home from home' accommodation for families with children in hospital. If you need a room, you must ask the hospital staff to refer you.

Ronald McDonald House Southampton, Tremona Road, Southampton, SO16 6YD (Please use postcode SO16 6HU if you are using a sat nav)

House contact details:

**Telephone:** 023 809 30500

**Email:** [info.southampton@uk.mcd.com](mailto:info.southampton@uk.mcd.com)

**Website:** [www.rmhc.org.uk/our-houses/southampton/](http://www.rmhc.org.uk/our-houses/southampton/)

## Heartbeat House (for Cardiac patients' relatives only)

24 bedrooms, 11 twin and 13 single – no en-suite facilities, all bathrooms and showers are shared

N.B. Booked by Cardiac Ward staff. A £25.00 non-refundable key deposit is required at check in. Cooking facilities are available. Charity run, no charge made but donations welcome. There are no facilities for pets/animals.

152 – 154 Tremona Road  
Southampton  
SO16 6HW

# Accommodation

## Off site Hospital Accommodation

### Holiday Express Inn

**Address:** Adanac Park, Redbridge Lane, Nursling Southampton, SO16 0YP

**Website:** [www.hiexpress.com](http://www.hiexpress.com)

**Telephone:** 0871 902 1550

- Free Wi-Fi
- TV, towels, free breakfast, free parking, restaurant/ bar, disabled access, coffee & tea making facilities.
- 2.5 miles from Hospital

### Double Tree by Hilton Hotel

**Address:** Bracken Place, Chilworth, Southampton, SO16 3RB

**Website:** <https://www.hilton.com/en/brands/doubletree-by-hilton/>

**Telephone:** 023 8022 4517

- All rooms' en-suite, TV, Tea & coffee making facilities in all rooms, restaurant/bar, Disabled access, laundry room, fitness centre.
- 3 miles from Hospital

### The Mayfair Guest House

**Address:** 11 Landguard Road, Southampton, SO15 5DL

**Telephone:** 023 80 22 9861

- Wifi
- Fresh and contemporary feel. En suite facilities tea and coffee facilities, flat screen TV, ironing station.
- 2.5 miles from Hospital



# Transport Links

Please refer to the General information pack for useful travel apps and information regarding Railcards etc.

## Trains

- Upon arrival, exit the airport terminal, to the left 50 metres away (99 steps) is Southampton Train Station on the opposite side of the road.
- This station uses self-service ticket machines in addition to their Ticket Office. Please note: There is a lift and bridge joining platforms should you have mobility concerns.

## Buses

### **First Bus**

**Telephone:** 0345 646 0707

**Website:** [www.firstgroup.com](http://www.firstgroup.com)

### **Bluestar**

Unlimited travel within the Southampton zone.

Adult tickets via their App £14.00 for 7 days.

**Telephone:** 01202 338421

**Website:** [www.bluestarbus.co.uk](http://www.bluestarbus.co.uk)

# Taxis

## Radio Taxis

Information as to where the taxi driver will pick you up will be on the voucher. They do not provide child/boosters seats, so, if necessary, please take your own.

Should your flight be delayed or cancelled, and you are not going to travel please telephone Radio Taxis to rearrange/cancel your taxi transfers.

**Telephone:** 023 80 666 666

# Shops within Southampton General Hospital

## WH Smith

**Location:** C level, main entrance, Southampton General Hospital

**Opening times:** Monday to Sunday, 6am to 10pm. Saturday and Sunday 8am to 8pm

WHSmith sells books, magazines, cards, sandwiches, drinks and snacks.

## M&S Simply Food

**Location:** C level, main entrance, Southampton General Hospital

**Opening times:** M&S Simply Food open Monday to Sunday, 7am to 9pm.

## M&S Café

**Location:** C level, main entrance, Southampton General Hospital

**Opening times:** M&S Café open Monday to Sunday, 8am to 8pm.

Our M&S Simply Food shop offers a great selection of M&S food and drinks, from sandwiches and ready meals to fruit and porridge and all your store cupboard essentials. Perfect if you need to grab something for lunch or for a family dinner. Nearby is an M&S Café where you can grab a hot snack, sandwiches and drinks.

## Costa

**Location:** C level, main entrance, Southampton General Hospital

**Opening times:** Monday to Sunday, 24 hours a day

Costa serves hot and cold drinks, sandwiches, and snacks. Vegetarian and vegan options are available, including non-dairy milk for drinks. The team works closely with the hospital charity and regularly donates items to wards. To find out more about Costa's ethos, visit their website.

# Shops

## Subway

**Location:** C level, main entrance, Southampton General Hospital

**Opening times:** Monday to Friday, 10am to 6pm.

Visit Subway for made-to-order sandwiches, drinks and snacks. Gluten-free bread is available. Subway is also able to cater for team lunches and training events with a selection of made-to-order sandwich and cookie platters. For details on how to order and what platters are available, read more [here](#).

# Notes