

# Information for Travel to **The Spire** **Private Hospital**

The Spire Southampton Hospital  
Chalybeate Close  
Tremona Road  
Southampton  
Hampshire  
SO16 6UY

Telephone 023 8077 5544  
Email [spiresouthamptoninfo@spirehealthcare.com](mailto:spiresouthamptoninfo@spirehealthcare.com)  
Website [www.spirehealthcare.com](http://www.spirehealthcare.com)



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## Note

The aim of the Health Travel Service and the information contained within this pack is to ensure that patients, who are referred to a UK Hospital for treatment can receive the appropriate information in a timely manner.

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)

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

# Important Information and Contact Details

## Channel Islands Liaison Service

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The Liaison service have been set up to support patients during their stay. They are based at Southampton General Hospital and work across the wards and within Radiotherapy. If you have any queries you can contact them as follows:

9.00am – 5.00pm Monday to Friday

Jane Taylor (Nurse) .....Telephone 023 8120 4515

If engaged please leave a name and number and someone will call you back

## Health Connections

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

Telephone: +44 (0) 1481 227470

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

Our website: [www.healthconnections.gg](http://www.healthconnections.gg)

## The Spire Private Hospital Southampton

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The Spire Private Hospital

Chalybeate Close

Tremona Road

Southampton

Hampshire

SO16 6UY

Tel: 023 8077 5544

## Handy Hints for Health Travel

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1. Keep a notebook and pen. At stressful times everything is forgotten - even pin numbers that have been committed to memory for years.
2. Write down phone numbers, names of doctors seen etc.
3. Investigate the health condition.
4. Find out what you can about your condition to enable you to understand more about your possible treatment.
5. Take a list of the questions you want to ask the Doctor and/or Specialist Nurse.
6. Make a note of the answers afterwards.
7. Plan ahead.
8. Think of all the likely pitfalls and discuss any concerns with a member of the Health Connections team, as they may be able to assist you or direct you to another service provider.
9. Arrange a team of friends who can help you communicate news.
10. Let friends help. If they have offered to help out it is because they want to.

## Checklist of Things to Take With You

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- Tickets and vouchers. If you have an internet booking remember to take the printout.
- Photo identification i.e. passport / drivers licence. Medication. Please be aware that
- there are restrictions on what medication you are allowed to take on to the aircraft, therefore check with the airline before you travel. Also remember to keep all medications in their original prescribed packaging, preferably in your hand luggage.
- Hospital Information and Accommodation details.
- Notebook, pen and a list of useful telephone numbers.
- Mobile phone, charger, UK SIM card.
- English money.
- iPad / Kindle.

## Services involved with the Referral Process

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When your Doctor or Consultant decides to refer you to the UK for medical treatment, they will write to the Medical Consultant at the designated UK Hospital as well as informing the Off-Island Travel Team at Health & Social Care (HSC). HSC will then advise the Employment and Social Security (ESS).

# Referral Process

## The Committee for Employment and Social Security

On receipt of your appointment or admission date please contact your consultant or their assistant at the Medical Specialist Group. They will inform Employment and Social Security (ESS), who will contact you to arrange your travel needs.

Tickets with some flexibility will be issued if your return date is in doubt. However, should the hospital need to change your appointment or admission date, new tickets will be provided. ESS will give you a contact number should you need to change your return booking out of office hours.

Onward travel from the airport to the hospital will be arranged at the same time. If your doctor confirms that due to medical reasons you are unable to use rail, underground or bus then funding of a taxi will be considered. For hospitals in Southampton a taxi is provided to and from the airport. Please inform staff when booking your travel if you require a wheelchair/accessible taxi as this will need to be booked in advance.

If you do not have time to apply for funding before you travel, keep all your ticket confirmations and receipts and contact the Travel Grant Section on 01481 222510 or call into their office at Edward T Wheadon House on your return to claim a refund. The Travel Grant Section is on Level 2; a lift is available if you are unable to use the stairs.

## Important: The Reciprocal Health Arrangement

The Reciprocal Healthcare Arrangement (RHA) with the UK came into effect on January 1st 2023. This allows the necessary healthcare to be provided to Bailiwick residents visiting the UK and vice versa. The arrangement will also allow certain treatments to be arranged in the other jurisdiction ahead of travel that will also be free of charge e.g., dialysis treatment. Necessary healthcare refers to treatment that is urgent or cannot wait until the patient has returned home.

The RHA extends to the whole of the Bailiwick, visitors and residents of Sark and Alderney are covered subject to some minor differences in processes due to differences in healthcare provision in each island. To access necessary healthcare whilst in the UK, Bailiwick residents should ensure they have documentation which proves their eligibility to access healthcare under the RHA e.g. a passport, driving licence or proof of address/travel. Detailed guidance documents which provide information for travellers can be downloaded from [www.gov.gg/rha](http://www.gov.gg/rha)

## For Children Requiring Treatment off Island

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The Travelling Allowance Grant covers the following costs.

- If the child is under 6 years old, the Travelling Allowance Grant provides funds for up to 2 adult escorts to travel with the child.
- If the child is 6 or over and under 18 years old, the Travel Allowance Grant provides funds for 1 adult escort to travel with the child.

## Travel Agent Details

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Employment and Social Security are situated at:

Edward T Wheadon House  
Le Truchot, St Peter Port  
Guernsey. GY1 3WH

Telephone: +44 (0) 1481 222402

Email: [travel@gov.gg](mailto:travel@gov.gg)

Bookings can be made between 8.30am - 4.30pm, Monday - Friday. Please inform staff at ESS if you require assistance at the airport. This can easily be arranged when booking but may be more difficult to secure if not booked before your departure.

If you're travelling with hold luggage please inform Social Security at time of booking. Travel can be booked for anyone travelling with you but the normal fee will apply.

Travel Itinerary details will normally be issued at the time of booking.

If you are delayed in the UK overnight due to adverse weather conditions or operational aircraft issues reimbursement of reasonable accommodation and UK taxi expenses will be considered on submission of valid receipts. Please ensure that you have sufficient funds with you in order to pay for unexpected expenses.

Please take your travel confirmation with you in the event of any changes having to be made. This sheet contains important booking reference information. Photographic identity is required at airport check-in desks including inter-island flights. The name on your travel confirmation and on your identification must be the same. If you do not have photographic identification, application forms for the Guernsey Identification Card are available from the Police Station or the Youth Commission.

Under 16 years of age. Valid for 5 years, £5.

Over 16 years of age, Valid for 10 years, £10

The Youth Commission can be contacted by email [info@youthcommission.gg](mailto:info@youthcommission.gg) or call 01481 756099.

# Travel

## Mainland Travel (Southampton)

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### Taxis

If you are travelling to a hospital in Southampton a shuttle bus will be provided to take you from the airport to the hospital and back again. Information on times of the service will be issued by ESS. 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. Radio Taxis Telephone +44(0)23 80 666 666

### Bus

First bus allows unlimited travel within the Southampton zone for a week for £10. For more information please contact directly. Tickets can be purchased on the bus or online.

Telephone: +44 (0) 345 646 0707

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

Bookings for the bus or coach can be made at the coach/bus station on arrival at the airport.

The coach stop is outside the front terminal forecourt. Wheelchair users are advised to contact National Express, so they can confirm the route is accessible to wheelchair users. Please allow 36 hours advance notice for them to carry out the check required.

Bus Enquiries Telephone: +44 (0) 371 781 8181

[www.nationalexpress.co.uk](http://www.nationalexpress.co.uk)

### Trains

The train station is about 50 metres away from the airport terminal. There is a free phone at the airport terminal or advance booking is available with the Travel Team when you book your flight.

Please note that to get to the trains at Southampton there is a Bridge to cross over from the airport to the train station. There is a lift from the platform to the Bridge and down to the Ticket Desk and platform if you have mobility problems.

Telephone: +44 (0) 3457 484 950

## Southampton Airport Facilities

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### Rest Facilities

If you feel unwell please alert a member of staff, who will arrange for a qualified First Aider to take care of you.

### Toilets / Accessible (Disabled) Toilets

Toilets are located in Departures, Arrivals, 2nd floor and at the Airport Exit in the main concourse.

### Accessibility

Most passenger facilities are on the 2nd floor with access by stairs or lift. Staff are on hand to help anyone requiring special assistance, including a low-level desk at the information desk situated in the main concourse. Induction loops for passengers with hearing aids is located in the main concourse and in arrivals and departures.

Hidden disability lanyards are designed to be a discreet sign to staff that the user may need additional support or help as they travel through the airport. Lanyards are available from Health Connections and Guernsey Airport.

### Food

There is a café and a restaurant bar in the main concourse, 2nd floor and the International departure lounge, which sell a choice of hot and cold food.

### Booking in facilities

Upon arrival at the airport, assistance is available from any designated arrival points. Also, if you have mobility problems you are advised to inform the airline at the time of booking. All the flight departure information is provided on TV monitors throughout the terminal, final boarding calls only will be announced.

### Children's Facilities

A baby care room in the main concourse area has a private feeding cubicle and bottle warmer, for use of this facility contact the information desk. Baby change facilities are also located in the toilets in departures.



## Customs / Border Agency

If you come from the Channel Islands, although not subject to passport control you are required to pass through customs control. You may well be searched even if you are confined to a wheelchair or a stretcher.

## Shops / Telephones

There are several shops including a newsagent located in the main terminal and departure lounge selling a wide variety of goods including a range of travel essentials.

There are payphones throughout the airport, most phones accept UK coins and major credit cards.

# Accommodation

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## Hilton Double Tree

Facilities include - All rooms are en-suite with TV and tea/coffee making facilities, Connecting Rooms, Free WiFi, On-site Restaurant, Pet-friendly rooms, room service and air conditioning.

Stone Golf Club

Bracken Place

Southampton

SO16 3RB

Tel: 01-855-610-8733

Tel: 023-8070-2700

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## Vittrum Serviced Apartments

Vittrum apartments are serviced and provide everything you need to make you feel at home straight away. Each home has a king size bed, 2 bathrooms, a fully equipped kitchen, lounge area and weekly change of linen for guests staying on a longer term basis.

Vittrum Limited

1 Kings Park Road

Southampton

SO15 2AT

Tel: 02380 016 316

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## 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

152 – 154 Tremona Road

Tel: 023 8039 0548 (direct to house)

Tel: 023 8070 6095 (office)

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

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### Carmel

Facilities include - Washbasins and TV in every room, shared bathroom, tea/coffee making facilities, Cots and Ensuite available. Guide dogs and hearing dogs for the deaf are accepted. 20 minute walk to the Spire Hospital.

Carmel  
Winchester Road  
Shirley  
Southampton

SO16 6TU  
Tel: 023 8077 3579  
Web: [www.carmelsouthampton.co.uk](http://www.carmelsouthampton.co.uk)  
Email: [carmel.southampton@aol.co.uk](mailto:carmel.southampton@aol.co.uk)

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### Balmoral Inn

Facilities include – All rooms are En-suite, tea/coffee making facilities, restaurant and bar. On bus route.

Beefeater bar and grill, beer garden, large car park, wheelchair access, free Wi-Fi, disabled facilities, children welcome.

Premier Inn  
Romsey Road  
Nursling  
Southampton  
SO16 OXJ

Tel: 023 8073 2262  
Web: [www.beefeater.co.uk](http://www.beefeater.co.uk)

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### Premier Inn

Central reservations Tel: 0333 003 8101 (charged at the national rate)

Facilities include – All rooms ensuite, TV, tea/coffee making facilities in all rooms. Breakfast is available. Licensed Bar/Restaurant open 5.00/10.00 pm. On bus route

Southampton City Centre  
New Road  
Southampton SO14 0AB

Tel: 0871 527 9000 (calls to 0871 are charged at 13p a minute)

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### **Holiday Express Inn**

Facilities include - All rooms En-suite with Tea/Coffee making facilities, TV, Licensed Bar. Light bar snacks served in the evening.

It is a short taxi ride to the hospital.

Family Room available to accommodate 2 adults and 2 children including breakfast buffet with hot items.

Adanac Park

Tel: 023 8074 3100

Redbridge Lane

Free phone: 0800 434040

Nursling

Web: [www.hiexpress.co.uk/southampton](http://www.hiexpress.co.uk/southampton)

Southampton SO16 0YP

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### **Ibis Hotel**

Facilities include – All rooms en-suite, TV, Tea/coffee facilities. Cots are available.

Under 16 years go free of charge. Free Wi-Fi, pets allowed, accessibility for persons with reduced mobility. 2 minute walk to the train station

9, West Quay Road

Tel: 023 80 634463

Western Esplanade

Southampton

SO15 1RA

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### **Hunters Lodge Hotel**

Facilities include - All rooms are Ensuite. Full English breakfast.

10 minutes walking distance to Southampton Centre, the airport is 10-15minutes by car.

Hunters Lodge Hotel

Tel: 023 8022 7919

25 Languard Road

Shirley

Southampton

SO15 5DL

# The Spire Private Hospital Southampton

Spire Southampton Hospital offers comprehensive private hospital treatments, procedures, tests and scans. They are proud to run six operating theatres, including our state of the art robotic theatre. They have over eighty spacious and comfortable bedrooms for your recovery, with additional critical care beds following complex surgery. Their aim is to offer an excellent journey from beginning to end, with dedicated staff who will support you every step of the way.

## Confirmed Admission

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Have you confirmed your admission? If not do so as soon as possible or your appointment may be given to somebody else.

If you need to cancel your admission for any reason let the ward staff know as soon as possible so that your bed may be used for another patient, a further date will be arranged for you.

## Before you come in

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If you have any special needs, e.g. physical, visual, hearing, language, diet etc. please contact the ward or department you will be attending as soon as possible in order that every effort can be made to meet your needs.

## Things to bring with you

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- Your admission letter
- Name and contact telephone number of your closest relative or friend.
- Any prescription medicines and/or supplements you are taking (these must be given to the nursing staff)
- Comfortable clothes for bed and for day time plus slippers or soft-shoes
- Toiletries
- Some small change (English currency) for newspapers, stamps, telephones etc.
- Soft drinks
- Something to keep you occupied e.g. books, puzzles, knitting etc.
- 2 Towels
- Please avoid bringing valuables or large sums of money into the hospital, as the hospital cannot accept responsibility for their safety.
- If you must bring in such items, give them to the ward sister or your named nurse when you arrive so that they may be put in the Cashiers' Office.

## In the Hospital

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### Staff

Your consultant will be responsible for your medical care and you and your relatives will have regular opportunities to discuss your progress with the medical team.

You will have a named qualified nurse responsible for your nursing care and will be assisted by other ward staff. All members of staff wear a badge with their name and job title. There is more information about your team of carers in your ward leaflet.

### Clinical Routine

Tests - Be prepared to have several observational and investigative tests done during your stay. Ask about preparation, type of procedures to be carried out and length of time they will take, and results.

Surgery - you will need to see the anaesthetist. This is a useful time to ask about preparation, time and length of operation, aftercare and recovery time.

### Post Procedure Recovery

Find out about:

- Your procedure outcome and any ongoing treatment, ask about the medication you have been prescribed and how long you will need to take medicine.
- Ask about your post-op care plan and what you can expect during your recovery.
- Any follow up treatment you will require and who will supervise it.
- Any local follow up treatment that will be required and that has been arranged.
- Your capabilities i.e. what you can do in terms of physical activity

### Discharge

- Please ensure arrangements have been put in place for any prescription medication you will require to take home with you and a letter is being forwarded to your local GP about what medication you require on an ongoing basis.
- A letter for your local GP or specialist.
- Check that clinical nursing care has been arranged locally (if required).
- Obtain a contact telephone number for any queries or worries that you may have after leaving the hospital.
- Check that arrangements have been made for your transfer to the departing airport/train.

# Information for relatives and friends

## Accommodation

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Please see the accommodation list enclosed in this pack.

## Visiting Times

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Please contact the relevant ward / unit. Please do not visit the hospital if you have a cough, cold or are otherwise unwell.

## Patients Charter

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Copies of the Patients Charter can be found in most ward areas or you may ask a member of staff to provide you with a copy.

## Voluntary Community Transport Service

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The Voluntary Community Transport Service may be able to help with transport to the airport for those with a genuine transport need. Eligibility criteria apply. The service is available between 09:00 and 16:30 on weekdays. Please phone +44 (0) 1481 227470 for more information.

## Health Connections Directory

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An online resource of community support and activities in the Bailiwick.  
Website: [healthconnections.gg/directory](http://healthconnections.gg/directory)

## Things To Do

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Whether you are visiting the city for the first time or on a return visit you will find everything you need to know about getting around, where to stay and dine, up to date information on events, activities and a variety of things to do and see on the following link. [www.discoversouthampton.co.uk/visit](http://www.discoversouthampton.co.uk/visit)

## Face to face support

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If you would like to discuss any issue, query or concerns you may have , you can:

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

Tel: +44 (0) 1481 227470

Meet with us face to face by popping into our office at the Vauquiedor entrance in the PEH hospital.

## Refreshments

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There is a vending machine in the hospital for hot and cold drinks and snacks. There is also a small restaurant where meals can be bought and eaten. Request information from ward staff.

## Information for the family

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The Hospital will be happy to give your family and friends an indication of your progress in hospital, although they limit the amount of information given over the telephone.

It helps the Hospital if one relative or friend phones the ward and then pass the information on to other family and friends.



