

# Information for Travel to **Queen Alexandra Hospital Portsmouth**

Queen Alexandra Hospital  
Southwick Hill Road  
Cosham  
Hampshire  
PO6 3LY

Tel: 023 9228 6000  
Website: [www.porthosp.nhs.uk](http://www.porthosp.nhs.uk)

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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

## Queen Alexandra Hospital

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Telephone ..... 023 9228 6000

Patient Information Centre ..... 023 9228 6757

or Email ..... PHT.PALS@porthosp.nhs.uk

Patient Advice and Liaison Service (PALS) ... 023 9228 6309

## Health Connections

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If you require further information, please contact

Health Connections on +44 (0) 1481 227470

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

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

## 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.

## Mainland Travel (Southampton Area)

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### Trains

The train station is about 50metres away from the airport terminal. There is a free phone at the airport terminal or advance booking is available with the Travel Agent 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.

Tel: 03457 484950

Depending on the time of travel you can get a direct train to Cosham, if not there will be one change at Fareham. The Hospital is a five-minute walk away.

### Portsmouth Bus Enquiries

First Customer services ..... 0345 646 0707

7.00 am – 7.00 pm Mon-Fri

9.00 am – 5.00 pm Weekends and bank holidays

Traveline ..... 0871 200 2233

7.00 am – 10.00 pm Daily

(Calls cost 12p per minute plus your phone company's access charge.)

### Train Enquiries

National Rail..... 03457 484 950

open 24 hours a day except Christmas day

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

## 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 are located in the main concourse and in arrivals and departures.

Helping hands lanyards, a quieter route through the airport and more staff to assist are available. Lanyards can be acquired from Health Connections before you travel.

### 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. 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

## Accommodation Close to Queen Alexandra Hospital

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### Red Lion Hotel

A Public House and 16 bedroom Hotel. Located near to Cosham train station and Portsmouth town centre.

London Road  
Cosham  
PO6 3EE

Tel. 023 9238 2041

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### Number 4 Hotel

Facilities, all rooms ensuite. Tea and coffee making facilities. 5 miles to hospital on a bus route with bus right outside B & B.

69 Festing Road  
Southsea  
Portsmouth

Tel: 023 9200 84444  
Email: [info@number4hotel.co.uk](mailto:info@number4hotel.co.uk)  
[www.number4hotel.co.uk](http://www.number4hotel.co.uk)

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### Harbour Lights Beefeater/Premier Inn

All rooms ensuite. Tea and coffee making facilities. On bus route to hospital.

1 Southampton Road  
Cosham  
Portsmouth  
PO6 4SA

Tel: 023 9200 9267 or 0333 321 8332

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### Infotel

Infotel is an online hotel booking service dedicated to finding you the best hotel room for the best rate. They require the name of the area or the hospital.

Tel: 01775 843417

Email: [reservations@infotel.co.uk](mailto:reservations@infotel.co.uk)

Website: <https://www.infotel.co.uk/>

# Queen Alexandra Hospital

## 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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On the day of your admission please telephone the ward to check the availability of a bed. This is most important, as most of the wards have to admit emergency cases that on some occasions are cared for in beds booked for routine admissions.

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.

- Your admission letter:
- Name and contact telephone number of your closest relative or friend.
- Any pills and medicines 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
- Something to keep you occupied e.g. books, puzzles, knitting etc

Please avoid bringing valuables or large sums of money into the hospital, as we cannot accept responsibility for their safety.

If items must be secured, please ask a nurse to arrange for the hospitals' security office to assist you.

## When you arrive

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The wards are signposted clearly and there are map boards in the grounds if you are unsure of the way ask any member of staff for directions.

When you reach your ward a nurse or ward clerk will show you to your bed and help you settle in.

## 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 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 photograph, name and department.

### Consent forms

The senior staff will explain any treatments proposed for you including the possible risks and alternatives. You will be asked to sign consent forms for operations or examinations under anaesthetic. Read it carefully and make sure you understand the information given to you. Ask any questions before you sign it.

## Information for the family

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With your permission, 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 you ask one relative or friend to ring the ward and then pass the information on to other family and friends.

## Clinical Routine

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Tests - Be prepared, find out about the preparation, procedures to be carried out length of time they will take, results

Surgery - you will need to see the anaesthetist, find out about preparation, time and length of operation, aftercare and recovery time.

Prognosis - find out about:

- Your condition and the ongoing treatment you will need, understand the medication you are on and why you have been prescribed them.
- Any follow up treatment you will require and who will supervise it.
- Any local follow up treatment that will be required, and that it has been arranged.
- Your capabilities.

## Religious and Cultural Needs

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The Chaplaincy Team is employed by the Trust to meet spiritual and religious needs of patients, relatives and staff of all faiths and none.

They are supported by a trained team of voluntary Chaplains' Assistants.

Queen Alexandra Hospital Chaplaincy Office: 023 9228 6408

## Multi-faith Prayer Room

The Multi-faith Room at Queen Alexandra Hospital is next to the Chapel, on A level main corridor. It is open 24hours and has washing facilities as you enter for those who need to wash before praying as part of their religious practice. The Chapel is also available 24hours for private prayer.

## Smoking

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The Trust operates a smoke-free policy and wishes to advise all visitors that smoking is not permitted anywhere on the hospital grounds.

## Letters

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Whilst in Hospital, please ask anyone who writes to you to address their letters as follows: -

Name

Ward Name

Queen Alexandra Hospital

Southwick Hill Road

Cosham

Hampshire

PO6 3LY

## Information About Facilities Within the Hospital

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### Shopping, Cafes and Restaurants

Just inside the main entrance on level A is the largest hospital shop.

‘Amego’ sells daily papers, magazines, sweets, crisps, snacks, cards and other items useful for both visiting or staying in hospital. The shop is open seven days a week with the following opening hours:

Monday to Friday 6.30am - 9.30pm

Saturday 7am - 8.00pm

Sunday 8am - 7.30pm

### Costa Coffee

On Level A, next to Amigo, you can find Costa Coffee selling a range of hot and cold drinks, sandwiches, paninis and snacks to eat in or take away. Costa Coffee is open seven days a week with the following opening hours:

Monday to Friday 6am – 11pm

Saturday and Sunday 7am – 9pm

### Restaurant

On Level B in the hospital, the restaurant serves a range of hot food, snacks, drinks and confectionery at competitive prices. The cafe is open 7 days a week from 7.30am until 7.00pm.

### League of Friends

On Level B of the hospital, the ‘League of Friends’ charity run their own coffee shop selling teas and a limited range of light snacks at competitive prices. The Coffee shop is open from:

Monday to Friday 10am – 4pm

Saturday and Sunday 1pm – 5pm

### Cash Points

Adjacent to the hospital shop is a cash point machine. There is also a free cash machine within the Amigo shop. A cash machine is also located outside the Level B Restaurant of Queen Alexandra Hospital, next to the Costa machine.

## 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.visitportsmouth.co.uk](http://www.visitportsmouth.co.uk)

## 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.

## Contact Numbers

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Health Connections ..... Tel: 01481 227470

Queen Alexandra Hospital ..... Tel 023 9228 6000



## Notes