

# Information for Travel to **Royal South Hants Hospital**

Brintons Terrace,  
Southampton,  
Hampshire  
SO14 0YG

Telephone 023 8054 0087  
Website [www.uhs.nhs.uk](http://www.uhs.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

## 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)

## Chemotherapy and Radiotherapy Emergencies

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MacMillan Acute Oncology Service – Tel 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).

## Royal South Hants Hospital

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## 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)

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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

Some 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 departures toilets.



## 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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## The Priaulx Premature Baby Foundation

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

Telephone: 07781 160080

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

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

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## 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)

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

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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

Tel: 01-855-610-8733

Bracken Place

Tel: 023-8070-2700

Southampton

SO16 3RB

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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

SO15 2AT

1 Kings Park Road

Tel: 02380 016 316

Southampton

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### **Linden Guest House**

Facilities include - Washbasins in all rooms. Tea/Coffee making facilities are in each room and cots are available.

51/52 The Polygon  
Southampton  
SO15 2BP

Tel: 023 80 225653  
Website: [www.lindensouthampton.co.uk](http://www.lindensouthampton.co.uk)

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### **Claremont Guest House**

Facilities include - Washbasins and TV in all rooms. En-suite is available. Tea/Coffee making facilities are in the rooms. Cots are also available. Evening meal is optional.

33/35 The Polygon  
Southampton  
SO15 2BP

Tel: 023 80 225334  
Website: [www.claremontguesthouse.co.uk](http://www.claremontguesthouse.co.uk)

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## **Hotels**

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### **Languard Lodge**

Facilities include - All rooms en-suite, TV in all rooms, Tea/Coffee making facilities. Children over 5 are welcome. Wheelchair accessible.

21 Languard Road  
Shirley  
Southampton  
SO15 5DL

Tel: 023 80 636904  
Website: [www.landguardlodge.co.uk](http://www.landguardlodge.co.uk)

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### **Hunters Lodge Hotel**

Facilities include - all rooms are En-suite, TV and Tea/Coffee making facilities. Free WiFi. Garage available for cycles and motorcycles. Family bedroom available. Direct call telephones in rooms.

25, Languard Road  
Shirley  
Southampton  
SO15 5DL

Tel: 023 80 227919  
Website: [www.hunterslodgehotel.net](http://www.hunterslodgehotel.net)  
Email: [info@hunterslodgehotel.net](mailto:info@hunterslodgehotel.net)

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### Premier Inn

Facilities include - all rooms are En-suite, Tea/Coffee-making facilities, free WiFi, TV in all rooms. Family rooms and Accessible rooms available.

6 Dials

Southampton City Centre

New Road

Southampton

SO14 0AB

Tel: 0333 321 9006 (national rate) or

0871 527 9000 (13p per minute)

Website: [www.PremierInn.com](http://www.PremierInn.com)

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### Novotel (near City Centre)

Facilities available - All rooms are en-suite, TV and Tea/Coffee making facilities in each room. Cots are available. Accessible rooms.

2 minutes walk to the train, under 16's free of charge.

1 West Quay Road

West Esplanade

Southampton

SO15 1RA

Tel: 0238 107 2800

Website: [www.novotel.com](http://www.novotel.com)

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### Ibis Hotel (near City Centre)

Facilities include - All rooms en-suite with TV, Tea/Coffee making facilities. Cots are available. Free WiFi. Accessible rooms. 100% no smoking hotel.

2 minutes-walk to the train station.

West Quay Road

Western Esplanade

Southampton

SO15 1RA

Tel: 023 80 634463

Website: [www.accorhotels.com](http://www.accorhotels.com)

## Self-Catering for the Southampton Area

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### Town or Country (Self Catering)

Town or Country provides serviced apartments and houses, combining the comfort and convenience of a hotel with the independence and privacy of your own home. They have a choice of 1, 2 or 3 bedroom apartments or 3, 4 and 5 bedroom houses. Accommodation is available on a nightly, weekly or monthly basis.

Booking Office  
60 Oxford Street  
Southampton  
SO14 3DL

Tel: 023 8088 1000  
Website: [www.town-or-country.co.uk](http://www.town-or-country.co.uk)  
Email: [info@town-or-country.co.uk](mailto:info@town-or-country.co.uk)

# Royal South Hants Hospital

## Confirmed Admission

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Your letter from the Royal South Hants Hospital may ask that you confirm your admission date with the ward/department. Please do so as soon as possible, as directed in your letter or your appointment may be given to someone 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.

## Prior to your arrival:

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.
- 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 they 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.

## When you arrive

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.

There is a Channel Islands Liaison Team based at the Southampton General hospital who can be contacted about accommodation, travel arrangements etc.

## In the Hospital

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### Staff

Your consultant will be responsible for your medical/surgical 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.

### 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 aesthetic. Read it carefully and make sure you understand the information given to you. Ask any questions if you are unsure before you sign it.

### Information for the family

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.

**Post Treatment Results/Outcome** - 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 whether this has been arranged.
- Your capabilities.

## Discharge

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Please ensure that the ward have organised any on-going or new medications that are prescribed for you and that this will be sufficient to cover your journey home and for at least one week thereafter; allowing you time to obtain new prescription from your own GP.

- A Prescription List.
- A letter for either your local GP or Specialist.
- Check that clinical nursing care has been arranged locally.
- Obtain a contact telephone number for any queries or worries that you may have after leaving the hospital.

## Information about patient facilities at the hospital

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### Telephone calls

Mobile coin operated phones are available on wards and there are other coin and card operated payphones throughout the hospital.

### Letters

Please ask anyone who wants to write to you to address their letters like this:

Your full name

Your ward

Royal South Hants Hospital

Brintons Terrace

Off St Mary's Road

Southampton

SO14 0YG



## Personal Laundry

Regretfully there is no laundry service, please ask relatives and friends to wash any personal laundry that you need whilst in hospital.

## Social Services

Social workers are available during your stay. Please ask a nurse if you would like to see one.

## Newspapers, books, shopping and hairdressing

There are several shops, restaurants in the main hospital foyer. Trolleys will visit the wards regularly selling confectionery, toiletries and stationery. A library trolley also visits.

## Religious and Cultural Needs

If you would like a member of the Trust Chaplaincy Team to visit you please tell your named nurse, a copy of the scriptures is available on request.

## Smoking

There is a No Smoking policy in the hospital and the grounds. If this causes you exceptional distress, please talk to your nurse.

# 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.

## Contact Numbers

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Island and Radiotherapy Liaison

Telephone: 023 8120 4515

Southampton University Hospitals NHS Trust

Telephone: 023 8077 7222

# Notes

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# Patient and visitor parking map

