

# Information for Travel to **Salford Royal Hospital**

Salford Royal  
Stott Lane  
Salford  
M6 8HD

Telephone 0161 789 7373  
Website [www.srft.nhs.uk](http://www.srft.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

## Patient Advice and Liaison Service

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Spinal unit: Level 2, Hope Building, Ward H5.

Tel: 0161 206 0250

PALS Office: Level 1, Hope Building.

Tel: 0161 206 2003

Open Monday to Friday 08.30 - 16.30 (excluding Bank & Public holidays)

## 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)

## 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).

## 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

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

Telephone: +44 (0) 1481 222402

Le Truchot, St Peter Port

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

Guernsey. GY1 3WH

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 to Salford

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### Taxis

A meet and greet service is provided for patients traveling to Salford hospital. It will take you from the airport to the hospital and back again. Information as to where the taxi driver will pick you up will be on the ticket confirmation from ESS.

### Medicines

If under 100ml and in a transparent re-sealable plastic bag, passengers are permitted to take liquids, gels and pastes through security separately from their hand baggage.

A passenger may take prescription medication in containers over 100ml through security, provided that they have a prescription or doctor's note for the medication. The passenger may only carry through security the quantity of liquid medication that is required for their journey.

# Accommodation

## Accommodation list in order of nearest to Salford Hospital

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### Beaucliffe Hotel

Facilities include: en-suite bathroom, Telephone (incoming calls), Freeview Television, Tea/Coffee making facilities. All rooms and guest areas are non-smoking.

254 Eccles Old Rd  
Pendleton  
Salford  
M6 8ES

Tel: +44 (0) 161 789 5092  
Email: [enq@beaucliffehotel.com](mailto:enq@beaucliffehotel.com)  
Website: [www.beaucliffehotel.com](http://www.beaucliffehotel.com)

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### Ivy Mount Guest House

Facilities include: en-suite bathroom, Television, Tea/Coffee tray, Free WiFi. A large selection of rooms are available. Pet friendly at £5 per night.

31 Half Edge Lane  
Salford, M30 9AY  
Tel: +44 (0) 161 789 1756

Email: [ivymountmanchester@gmail.com](mailto:ivymountmanchester@gmail.com)  
Website: [www.ivymountboutique.com](http://www.ivymountboutique.com)

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### Weaste Hotel

All rooms at the Weaste Hotel have a flat-screen TV, Tea / Coffee making facilities and free toiletries.

Edward Ave  
Salford,  
M6 8DA

Tel: +44 (0) 161 737 7399

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### The Ascott

6 Half Edge Lane  
Ellesmere Park  
Eccles  
Salford, M30 9GJ

Tel: +44 (0) 161 950 2453  
[www.ascotthotelmanchester.co.uk](http://www.ascotthotelmanchester.co.uk)

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### Milton Manchester

Sentinel House  
Albert Street  
Old Trafford, M30 0NA

Tel: +44 (0) 161 302 2000  
[www.milton-hotels.com/milton-manchester](http://www.milton-hotels.com/milton-manchester)



## Confirmed Admission

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Your letter from the Royal Salford Hospital may ask that you confirm your admission with the ward/department. Please 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.

## Prior to 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 daytime plus slippers or soft-shoes.
- Personal toiletries (including hairbrush, bath towel, flannel, tissues, razor and shaving materials)
- 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.

You will have a small locker next to your bed for your personal possessions. However, there is not much space, so only bring one or two sets of day clothes.

Please do not bring valuable items or large sums of money into hospital. If you can, please ask a relative or carer to take them home for you. If this is not possible, please give your valuables to the nurse in charge of your ward when you arrive who can lock them away for you. The hospital cannot accept responsibility for any items that are lost and you will be asked to sign a disclaimer form.

## During Your Stay

When you arrive at the ward, you will be met by a nurse who will give you a bracelet with your name and ward details on. Some patients may also be given colour coded bracelets highlighting things such as allergies to the medical staff. These bracelets must be worn at all times during your stay as they allow staff to check that they are providing the correct medicines and treatment. Also, during admission, you will be given the name of the nurse who is in charge of your care. Other nurses will also help you during your stay.

Please inform your nurse if you want to leave the ward for a short time, should there be any kind of emergency the staff will know where you are.

During admission you should inform the staff of:

- tablets or medicine you have been taking at home
- allergies you might have
- any special communication or physical needs you may have
- dietary needs including any religious, cultural or special requirements
- help you might need to deal with benefits, pensions or allowances
- valuables you need to be kept safe

## Teaching and Medical

As the Salford Royal Hospital is a teaching hospital, you may be asked if medical students can accompany the senior doctor or nurse to learn more about your condition and treatment. Your consent would be appreciated but you have a right to decline without your care and treatment being affected.

PALS (Patient and Liaison Service) Tel: 0160 206 2003

The PALS team can:

- Actively listen and respond to concerns, suggestions or queries to help make patient experiences as easy as possible.
- Offer advice on complaints, comments and information.
- Provide support for you during an anxious time and assistance if any problems arise from your care.

## Clinical Routine

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

**Surgery** - you will need to be seen by an anaesthetist, find out about preparation, approximate 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.

## Discharge

Please ensure that the ward have organised any on-going or new medications that are prescribed for you and that they will provide sufficient medication until you arrive back home.

- A prescription list of all your medications.
- A letter for either 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.

## Patient Facilities at the Hospital

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### Food

The Trust provides a range of catering services to suit your needs and their menus are designed to offer a wide selection of nutritional options. The hospital's catering team cook fresh meals for patients every day in their onsite kitchens. Menus provide a choice for all patients including those with religious or cultural requirements or on special diets. Specific menus for Kosher and Halal food are provided.

A number of cafés are located on the hospital site, providing hot and cold selections throughout the day:

- Ground Café (Hope Building), open Monday to Friday 7.30am-8pm and Saturday-Sunday, 8am-8pm
- Ground coffee pod (Main Entrance, Hope Building), Monday-Friday 8am-5pm
- Ground Café (Turnberg Building), open Monday to Friday, 8am-2pm
- RVS Café (Ladywell Building), open Monday to Friday, 07:45am-07:45 and Saturday, 9am-2.45pm

- The Christie Café (The Christie at Salford Royal), open Monday to Friday, 8am-3.30pm
- Additionally, a number of 24-hour vending machines are situated throughout the hospital.

## Trolley service

A trolley service operates Monday to Friday around the inpatient wards selling a selection of newspapers, magazines, toiletries and confectionary. The trolley service is operated by volunteers from the WRVS.

## Shops

Level 1 of the Hope building houses a number of shops including a pharmacy, newsagent and food store.

The WRVS run a shop between the Ladywell and Brooke buildings.

Open Monday to Friday, 09.00 - 15.00

## Cashpoint

24-hour cashpoint facilities are located in Hope Building, Level one.

## Payphones and Postboxes

There are a number of payphones situated across the site, please ask a member of staff for directions to the nearest one.

A Royal Mail postbox is situated opposite the main reception in Hope Building.

## 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](https://healthconnections.gg/directory)

## 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.

## 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.visitsalford.info/](http://www.visitsalford.info/)

## Notes

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