

# Information for Travel to **Salisbury District Hospital and The Wessex Rehabilitation Unit**

Salisbury NHS Foundation Trust  
Salisbury District Hospital & The Wessex Rehabilitation Unit  
Odstock Road  
Salisbury  
Wiltshire  
SP2 8BJ

Telephone 01722 336262  
Website [www.salisbury.nhs.uk](http://www.salisbury.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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Email: [sft.pals@nhs.net](mailto:sft.pals@nhs.net)

PALS: 01722 429044

## 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).

# 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 to 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.

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 Tel: 0238 071 9204

### BUS

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 Tel: 0371 781 8181

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

First bus allows unlimited travel within the Southampton zone for a week for £8 for more information please contact directly

Tel: 0345 646 0707

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

### 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: 0345 748 4950

## Airport 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

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

## Accessible Toilets

There are accessible toilets in the Departures, Arrivals, and the 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.

## Flight Delays

You are advised to ask the hospital to check with the airline before leaving the ward.

If your flight is delayed ESS will pay reasonably priced accommodation costs incurred and travel expenses to and from the accommodation. Keep all your receipts and on your return take them to the ESS office.

## Boarding

If you have mobility problems you are advised at the time of booking in at the airline desk to request that you get on the plane before the rest of passengers. At the other



end of the journey you are advised to get off the plane last.

## 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 upstairs in departures.

## Customs

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.

Yellow Carz

Tel: 01733 77 5555

Royal Taxi

Tel: 01733 777 000

## Travelling to Salisbury District Hospital and The Wessex Rehabilitation Unit

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### Trains

The Eastleigh Airport Train Station is located very near to the airport. Once outside the airport terminal, simply turn left and follow the signs. The Travel Agent can issue rail tickets at the same time you are issued with your air tickets. You will need to change at Southampton Central Station and then get the direct train to Salisbury Station. The journey takes approx 15 mins.

### Buses

Buses run from the railway station to the hospital direct. When you arrive in Salisbury exit the station via the subway (just keep walking there is an exit) cross over the crossing and the buses run regularly.

Any enquires please telephone the bus company on 01722 336 855

Tel: 0345 748 4950

## Salisbury District Hospital & The Wessex Rehabilitation Unit - including Odstock Accommodation

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There is relative accommodation on the premises (bungalows) this is not available to pre-book. It is mostly used in emergencies. Bookings are made through Ward Clerks in the Ward Office.

The accommodation is fairly basic, but has the use of a self-catering kitchen with fridge and microwave, toilet and shower facilities, and a sitting room with television for relatives' use.

Contact telephone number is 01722 336262, ext 2445 for Tamar or ext 2447 for Avon.

Please note: There is a link bus service to the hospital called the Pulse Line which runs on a continuous loop till 9pm at night.

## Bed and Breakfast

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### Spire House

Facilities include – En-suite rooms, TV, Fridge, Coffee/Tea making facilities. Bus every 10 mins/30 mins walk.

Spire House  
84 Exeter Street  
Salisbury  
SP1 2SE

Tel: 01722 339213  
Email: [spire.enquiries@btinternet.com](mailto:spire.enquiries@btinternet.com)

## Hotels

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### The Red Lion

Facilities include: En-suite rooms, Coffee/Tea making facilities, TV, Bar/Restaurant. Bus every 10 mins/30 mins walk/not far in taxi.

Milford Street  
Salisbury  
SP1 2AN

Tel: 01722 323334  
Web: [www.the-redlion.co.uk/](http://www.the-redlion.co.uk/)  
Email: [reception@the-redlion.co.uk](mailto:reception@the-redlion.co.uk)

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### Rose and Crown

Facilities include – En-suite rooms, Coffee/Tea making facilities, Bar/Restaurant. No buses would need to use taxi.

Harnham Road  
Salisbury  
Wiltshire  
SP2 8JQ

Tel: 01722 399955  
Web: [www.english-inns.co.uk/  
RoseandCrown](http://www.english-inns.co.uk/RoseandCrown)

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### The White Hart

Facilities include – En-suite rooms, Coffee/Tea making facilities, Bar/Restaurant. 2 miles from hospital but frequent buses.

1, St. John Street  
Salisbury  
SP1 2SD

Tel: 01962 312801  
Web: [www.mercure.com/gb/hotel-6616-mercure-salisbury-white-hart-hotel/index.shtml](http://www.mercure.com/gb/hotel-6616-mercure-salisbury-white-hart-hotel/index.shtml)

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### Infotel Reservations

Infotel can book accommodation in all areas of the UK.

Tel: 01775 843413  
Email: [reservations@infotel.co.uk](mailto:reservations@infotel.co.uk)

# Salisbury District Hospital and The Wessex Rehabilitation Unit

## 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 do 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 important, as there may be emergency cases that on some occasions are cared for in beds booked for routine admissions.

If you have any special needs e.g. diet, language, hearing, visual etc. please contact the ward or department you will be attending 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 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.
- 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 staff 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

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Your admission letter will tell you where you should report on arrival at the hospital but if you are in any doubt please go to the main reception desk and ask for directions.

## In the hospital

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When you reach the ward you will be welcomed by a member of the nursing staff or the ward clerk who will tell you about the ward and its daily routine.

We have the necessary facilities, resources and culture to ensure that patients who are admitted to our hospital will only share the room where they sleep with members of the same sex, and same-sex toilets and bathrooms will be close to their bed area.

Sharing with members of the opposite sex will only happen when clinically necessary (for example where patients need specialist equipment such as in Radnor Intensive Care Unit), or when patients actively choose to share (for example, long term patients on the spinal unit).

## Teaching and Medical

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As Salisbury District Hospital is a teaching hospital and medical research unit, you may be asked if medical students can accompany the senior doctor or nurse to learn more about your condition and treatment. Your co-operation would be appreciated but you may say no without your care and treatment affected.

## Consent forms

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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 if you are unsure before you sign it.

## Clinical Routine

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

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

## Prognosis

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- 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 you will be required, and that it has been arranged.
- Your capabilities.

## Discharge

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Please ensure you have enough medication to tide you over until you are able to purchase some locally.

- Have sufficient prescriptions for your needs.
- 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

## Telephones

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A mobile coin operated telephone is available on each ward (outgoing calls only).

If you or your visitors wish to use a mobile telephone on the ward, please check with the nurse in charge that it is safe to do so (they may interfere with the sensitive medical equipment). Look out for the warning notices.

## Personal Laundry

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A personal laundry service is available if needed. Please ask the nursing staff you wish to be considered for this service.

## Newspapers, books, shopping, pharmacy

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There is a cash dispensing machine in the main entrance towards the rear of the foyer and one inside the WH Smith café.

Shops near the main entrance sell a variety of toiletries, snacks and cards.

There is a branch of WH Smith near main reception, selling newspapers, cards, snacks and stationery items.

07.00 - 19.00 Mondays to Fridays

10.00 - 17.00 Weekends

Telephone 01722 331331

The hospital pharmacy department has a shop which sells non-prescription medicines and a limited range of toiletries on Level 3 of the North part of the hospital.

Newspapers or magazines can be bought from the newsagent who visits all the wards daily.

## Hairdresser

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Robert's Hairdressing salon is located in the central part of the hospital close to entrance B.

The salon is able to accommodate people who are in wheelchairs, and staff will collect patients from the wards to bring them to the salon.

Appointments can be made by dialling 01722 336262 ext 2088.



## The Chapel

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The Chapel is located on level 3 next to the Pharmacy. It is open during the daytime for quiet reflection and prayer. There are regular services that take place in The Chapel (times can be found on The Chaplaincy notice boards throughout the hospital).

The Chaplaincy can be contacted on 01722 429271 or internally on Ext: 4271.

# Outpatient Information

## About your appointment

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The hospital will make the earliest possible appointment for you to attend an outpatient clinic at the hospital. The letter sent to you gives the date and time of your appointment together with other important information. If, for any reason, you will not be able to keep the appointment, please let the hospital know as soon as possible by writing or telephoning the extension number provided on your appointment letter, between 9am and 5pm from Monday to Friday. This will enable the hospital to offer the appointment to another patient and give you a new date and time.

## Cancelling your appointment

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Before you begin please make sure you have your hospital number to hand. This can be found on your appointment letter.

Please note it will not be possible to cancel / rebook your appointment online if it is within 1 working day of the appointment date. Please contact 01722 345543 in this circumstance.

## If you are late

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If for any reason you are late for your appointment, please telephone 01722 336262 and ask to be put through to the appropriate clinic receptionist. This may help prevent delays for other patients.

## What to bring with you

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If it is your first visit to one of the outpatient clinics, please bring along with you

- Your appointment letter
- Any medication that you use
- Any specimens you have been asked to bring with you

## When you arrive at the clinic

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Please let the receptionist know that you have arrived. The hospital hopes that you will see the doctor at your appointment time or within 30 minutes of that time.

Occasionally there are unavoidable delays, which may result in you waiting longer. If this should happen, the clinic receptionist or nurse will keep you informed.

## Your consultation

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You will be under the care of a Consultant specialist. Under his or her direction is a team of doctors who will be responsible for your treatment. Although you may not see the Consultant on each visit, you will be seen by his or her deputy who will be able to deal with your enquiries. As this is a training hospital for doctors and nurses occasionally medical and nursing students may be present at your consultation. This experience forms an important part of their training. Please tell the clinic nurse if you prefer not to have the medical students present.

## After the consultation

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At the end of the consultation you will be given an appointment slip. Please take this to the clinic receptionist who will be able to arrange any further action. If your doctor has requested further investigations, for an example X-rays or a blood test, every effort will be made to fit you in on the same day. When this is not possible, or appropriate, another appointment will be made for you.

## Maps

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Maps are available on Salisburys website [www.salisbury.nhs.uk](http://www.salisbury.nhs.uk) under the travel information heading.

# Information for relatives and friends

## Contact Numbers

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Health Connections: 01481 725241 Ext 4054

Salisbury District Hospital: 01722 3336262

It helps the hospital if just one person phones to see how you are and then passes the information on to other relatives and friends.

## Letters

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Please address letters as follows:

Patient Name

Ward Name

Salisbury District Hospital

Salisbury

Wiltshire

SP2 8BJ

## 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

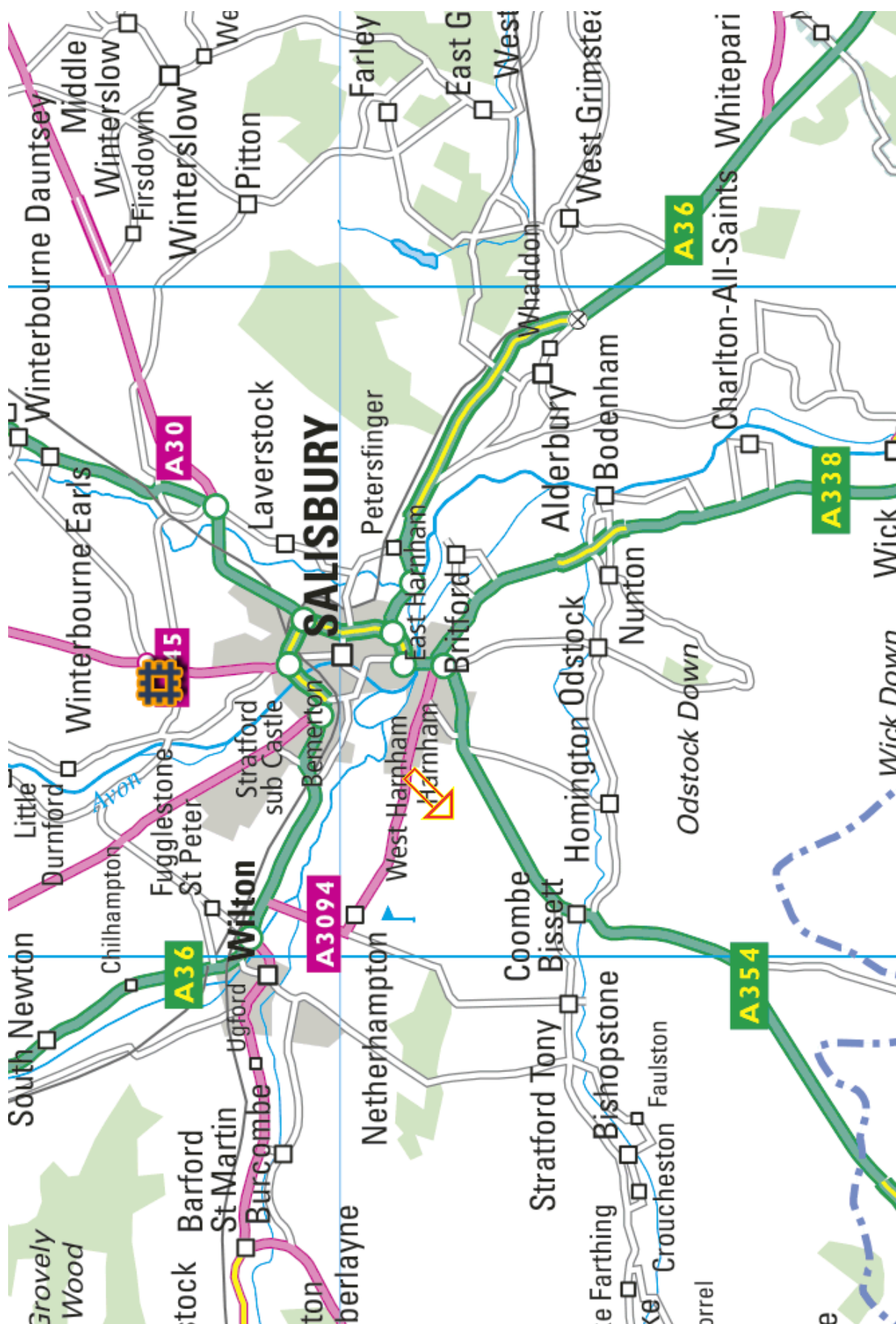
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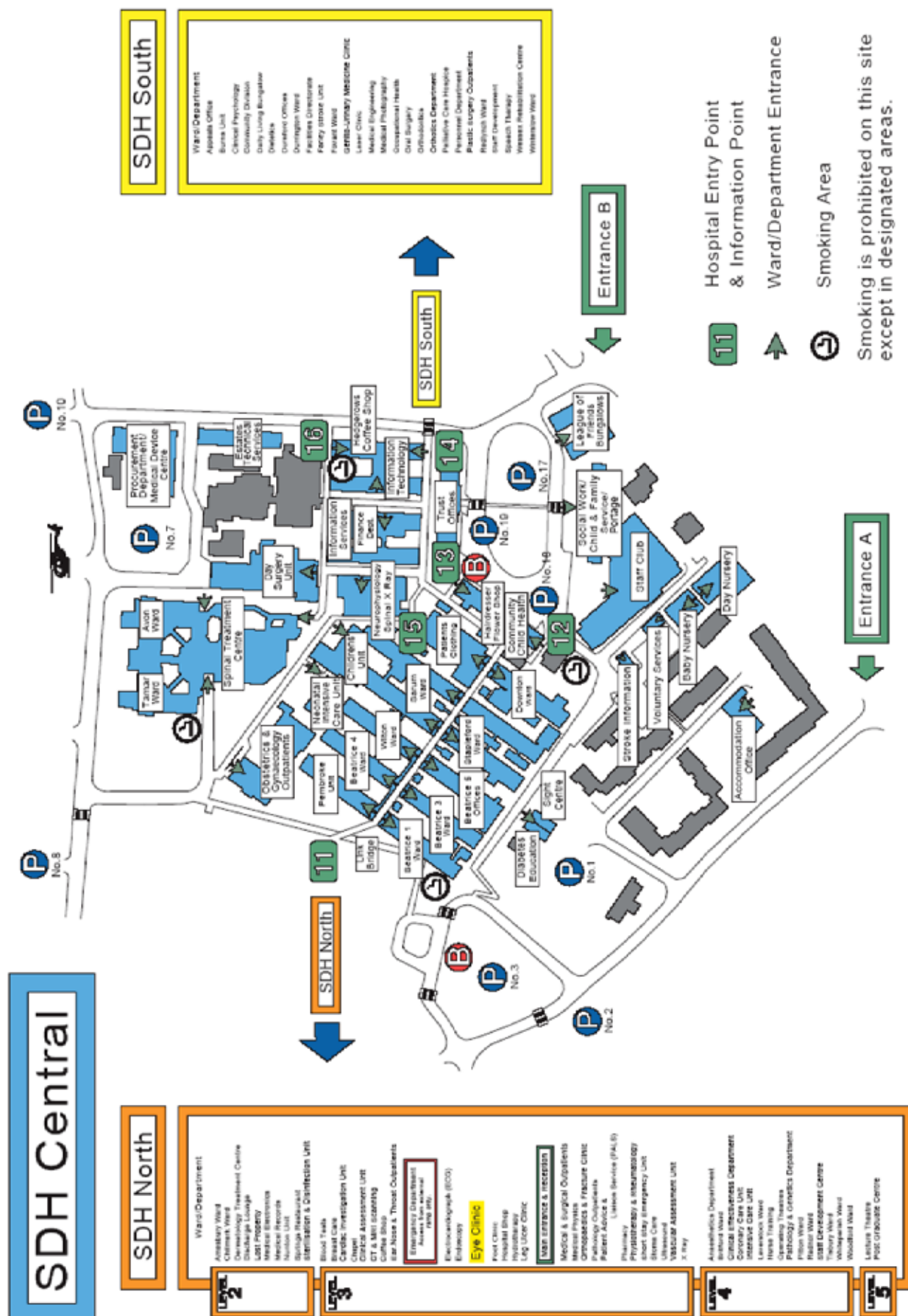
If you would like to discuss any issue, query or concerns you may have , you can:

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.









# Notes

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