

Information for Travel to **Southampton Hospital**

Tremona Road
Southampton
Hampshire
SO16 6YD

Telephone 023 8077 7222
Website 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

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/

Important Information and Contact Details

Channel Islands Liaison Team

The Liaison team 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:

8.00am – 6.00pm Monday to Thursday

8.00am – 5.30pm Friday

Jane Taylor (Nurse) Mobile 07771 344 939

Debbie Moffat (Administrator) Telephone 023 8120 4515

..... Mobile 07795 301 841

..... Or call 023 8077 7222 option 1 bleep 1357

Radiotherapy reception (Southampton) Telephone 023 8120 8568

Health Connections

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

Telephone: +44 (0) 1481 725 241 Ext: 4054

Email: travel@healthconnections.gg

Our website: www.healthconnections.gg

Chemotherapy and Radiotherapy Emergencies

MacMillan Acute Oncology Service – Telephone 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.

Southampton General Hospital

Southampton General Hospital

Tremona Road

Southampton

Hampshire SO16 6YD

Telephone: 023 8077 7222

Website: www.uhs.nhs.uk

Handy Hints for Health Travel

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

- 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.
- Accommodation details.
- Notebook and pen.
- Useful telephone numbers.
- Mobile phone, charger, UK SIM card.
- English money.
- iPad / Kindle.

Referral Process

Services involved with the Referral Process

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 732510 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 Agreement

There is no Reciprocal Health Agreement with the UK. As a patient you will be covered for any unexpected medical treatment you may need in addition to the reason for your referral. You are only covered for the time it takes to complete the appointment/hospital stay. If you choose to travel early or stay on after your appointment the States of Guernsey will not be responsible for the cost of any medical treatment you need during that time. If anyone else is travelling with you, they will not be covered. All local residents travelling to the UK can access emergency treatment from a GP, A&E or walk in centre but any further care will incur a charge. You are advised to ensure anyone travelling with you is aware of this and they obtain appropriate health travel insurance.

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

Employment and Social Security are situated at:

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

Telephone: +44 (0) 1481 732 402
Email: 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 or call 01481 756099.

Mainland Travel (Southampton)

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) 238 071 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 Telephone: +44 (0) 371 781 8181

www.nationalexpress.co.uk

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

Telephone: +44 (0) 345 646 0707

www.firstgroup.com

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 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.

Telephone: +44 (0) 3457 484 950

Southampton Airport Facilities

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

Onsite Hospital Accommodation and Info (For Relatives)

No pre-booking available. The Island and Radiotherapy Liaison Service is based in Southampton General Hospital. They, along with ward staff will be able to advise you of the availability of on-site accommodation.

Administrator, Debbie Moffat 023 8120 4515

Jane Taylor 07771 344 939

Radiotherapy Reception 023 8120 8568

Meller House (Emergency short term accommodation in Hospital grounds)

Bookings are taken on the day of arrival at the Hospital Security Office, C level at the front of the hospital.

19 beds in twin or triple rooms with shared facilities – there is no single occupancy. All rooms are rented on the understanding that if there is a vacant bed in that room then it could be rented to another guest of the same sex.

Cost of accommodation can be obtained at this time.

Clic House (for Paediatric Oncology patients' relatives only)

5 bedroomed house - self-catering, shared kitchen/bathroom. Please ask for the cost of accommodation when making arrangements.

29 - 31 Laundry Road
Southampton

Telephone: 023 8077 3031

The Priaux 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

www.ppbf.org.gg

Ronald McDonald House

Ronald MacDonal 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

www.rmhc.org.uk/our-houses/southampton/

Heartbeat House (for Cardiac patients' relatives only)

24 bedrooms, 11 twin and 13 single – no en-suite facilities, all bathrooms and showers are shared

N.B. Booked by Cardiac Ward staff. A £25.00 non-refundable key deposit is required at check in. Cooking facilities are available. Charity run, no charge made but donations welcome. There are no facilities for pets/animals.

152 – 154 Tremona Road
Southampton
SO16 6HW

Tel: 023 8039 0548 (direct to house)
Tel: 023 8070 6095 (office)
Website: www.heartbeat.co.uk

Accommodation near to Southampton General Hospital

Please ask for prices at time of booking (See also separate sheet supplied by the Liaison Team).

Ellenborough House Guest House (B&B)

Facilities include – En-suite rooms are available. All rooms have a washbasin, TV and tea/coffee making facilities. Free Wi-Fi.

Bus number 5 goes to the hospital.

172 Hill Lane
Southampton
SO15 5DB

Telephone: 023 8022 1716
Website: www.ellenboroughhouse.co.uk
Email: ellenboroughhse@aol.com

Highfield House Hotel

Facilities include – 71 en-suite bedrooms with TV, tea/coffee making facilities, ironing station and free Hotel owned car park.

119 Highfield Lane
Portswood
Southampton
SO17 1AQ

Telephone: 023 8055 4223
Website: www.highfieldhousehotel.co.uk
Email: res@highfieldhousehotel.co.uk

Hunters Lodge Hotel

Facilities include - All rooms are en-suite with TV, tea/coffee making facilities and a refreshment tray. Complimentary toiletries and towels are provided. 10 minutes walking distance to Southampton Centre, the airport is 10-15minutes by car. Free Wi-Fi.

Bus numbers 10 or 10A go to the Hospital or a 5-10 minute car drive.

25 Landguard Road
Shirley
Southampton
SO15 5DL
Telephone: 023 8022 7919

Website: www.hunterslodgehotel.net
Email: hunterslodge.hotel@virgin.net

Balmoral Inn

Facilities include - All rooms are en-suite with TV and tea/coffee making facilities. WiFi – 1st 30mins free then £3 for 24 hours. Bus no 10 to the hospital. Restaurant and bar are onsite. Wheelchair access, disabled facilities, children welcome.

Romsey Road
Nursling
Southampton

O16 0XJ
Telephone: 023 8073 2262

Holiday Inn Express

Facilities include - All rooms are en-suite with TV and tea/coffee making facilities. Restaurant and Bar onsite. Short taxi ride to the hospital.

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

Adanac Park
Redbridge Lane
Nursling
Southampton
SO16 0YP

Telephone: 023 8074 3100
Free phone: 0800 434040
Web: www.hiexpress.co.uk/southampton

Jury's Inn (in City Centre)

Facilities include - All rooms are en-suite with TV and tea/coffee making facilities. Restaurant and bar. Facilities for Disabled & Deaf, with Guide & hearing dogs welcome. Family rooms are also available.

Charlotte Place
Southampton
SO14 0TB

Telephone: 023 8037 1111

Ibis budget

Facilities include - All rooms are en-suite with TV and tea/coffee making facilities. There is an onsite chargeable car park.

Western Esplanade
3 West Quay Road
Southampton
SO15 1RA

Telephone: 023 8022 7705

Premier Travel Inn (Near to Airport/Nuffield Hospital)

Facilities include – All rooms are en-suite with TV and tea/coffee making facilities. All bedrooms are sound proof due to being close to the airport. 2 minutes from Southampton Airport.

Southampton Airport
Mitchell Way
Southampton
SO18 2XU

Telephone: 0870 990 6436

Prestige Serviced Apartments (Self Catering)

Prestige Apartments provide serviced apartments, 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. They offer short term accommodation for patients undergoing longer term treatments or recovering from treatment and are happy to discuss special rates so please ask.

10 minute drive from both Southampton General Hospital and Airport, 15 minute walk from train station.

Prestige Apartments Southampton
Hampshire
SO14 3JF

Tel: 0800 043 0061 (UK Freephone)
Web: prestigeapartmentssouthampton.co.uk
Email: info@prestigeapartmentssouthampton.co.uk

Asturias House (Self Catering)

All rooms are self-catering, fully furnished and centrally heated. The rooms are en-suite with TV. Wireless internet is also available. There are two modern fully equipped kitchens as well as laundry facilities. B & B offers single, double or triple rooms, all of an excellent standard. On-site parking is also available.

Duncan and Helen Bendermacher
22 Howard Road
Southampton
SO15 5BN
Tel: 023 8022 3372

Website: www.asturiashouse.co.uk
Email: enquiries@asturiashouse.co.uk

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
Email: info@town-or-country.co.uk

Infotel

Infotel can book accommodation throughout the UK. They require the name of the area or the hospital. Please note that in most cases details of the accommodation listed can be obtained via the Internet.

Tel: 01775 843413.

Email: reservations@infotel.co.uk

Bus Enquiries – Tel: 023 8022 4854

Train Enquiries – Tel: 084 5748 4950

Door to Door taxis - Tel: 023 8039 3939

Southampton General Hospital

Confirmed Admission

Your letter from Southampton 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 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, craft etc.
- 2 Towels.
- Please avoid bringing valuables or large sums of money into the hospital, as we 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.

Parking at the Hospital

Parking space at the hospital is limited and you cannot leave your car there during your stay. If someone brings you they can park in pay car parks. Disabled parking is

available near all main hospital entrances. Car parking within the hospital grounds is limited and at peak times it may be necessary to queue. The hospital suggests that you bear this in mind and allow yourself sufficient time.

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

There are a few single rooms on the wards, but generally they consist of 4 or 6-bedded bays, the staff make every effort to keep these bays single sex, but this is not always possible. If you have any concerns about the arrangements please speak to the ward sister.

An Island & Radiotherapy Liaison Team is based at the hospital and can be contacted about accommodation, travel arrangements etc.

Staff

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

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

Teaching and Medical

As the Southampton General 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 consent would be appreciated but you have a right to decline without your care and treatment being affected.

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 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 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

Tests

Be prepared, you may want to find out about the preparation, procedures to be carried out, length of time they will take and results.

Surgery

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

Prognosis

- 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 you have enough medication to tide you over or you are able to purchase some locally.
- Have sufficient prescriptions for your needs.
- Either a letter for 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

Telephone calls

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

If you or your visitors wish to use a mobile phone 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.

Letters

Please ask anyone who wants to write to you to address correspondence as follows:

Your full name

Your ward

Southampton General Hospital

Tremona Road

Southampton

SO16 6YG

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 and shopping

There are several shops, restaurants and a NatWest bank Cash Dispenser in the main hospital foyer. Trolleys will visit the wards regularly selling confectionery, toiletries, stationery and comfort items. There is a League of Friends tea and coffee bar on Levels A and F.

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. The Chapel is based in the Chaplaincy Centre on D Level, Centre Block. There is a Quiet Room for individual prayer, meditation or a consultation.

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

Please see the accommodation list enclosed in this pack.

Visiting Times

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

Patients Charter

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

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 725241 ext. 5227 for more information.

Health Connections Directory

An online resource of community support and activities in the Bailiwick.
Website: healthconnections.gg/directory

Things To Do

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

Face to face support

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

Email travel@healthconnections.gg

Tel: 725241 ex 4054

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

Contact Numbers

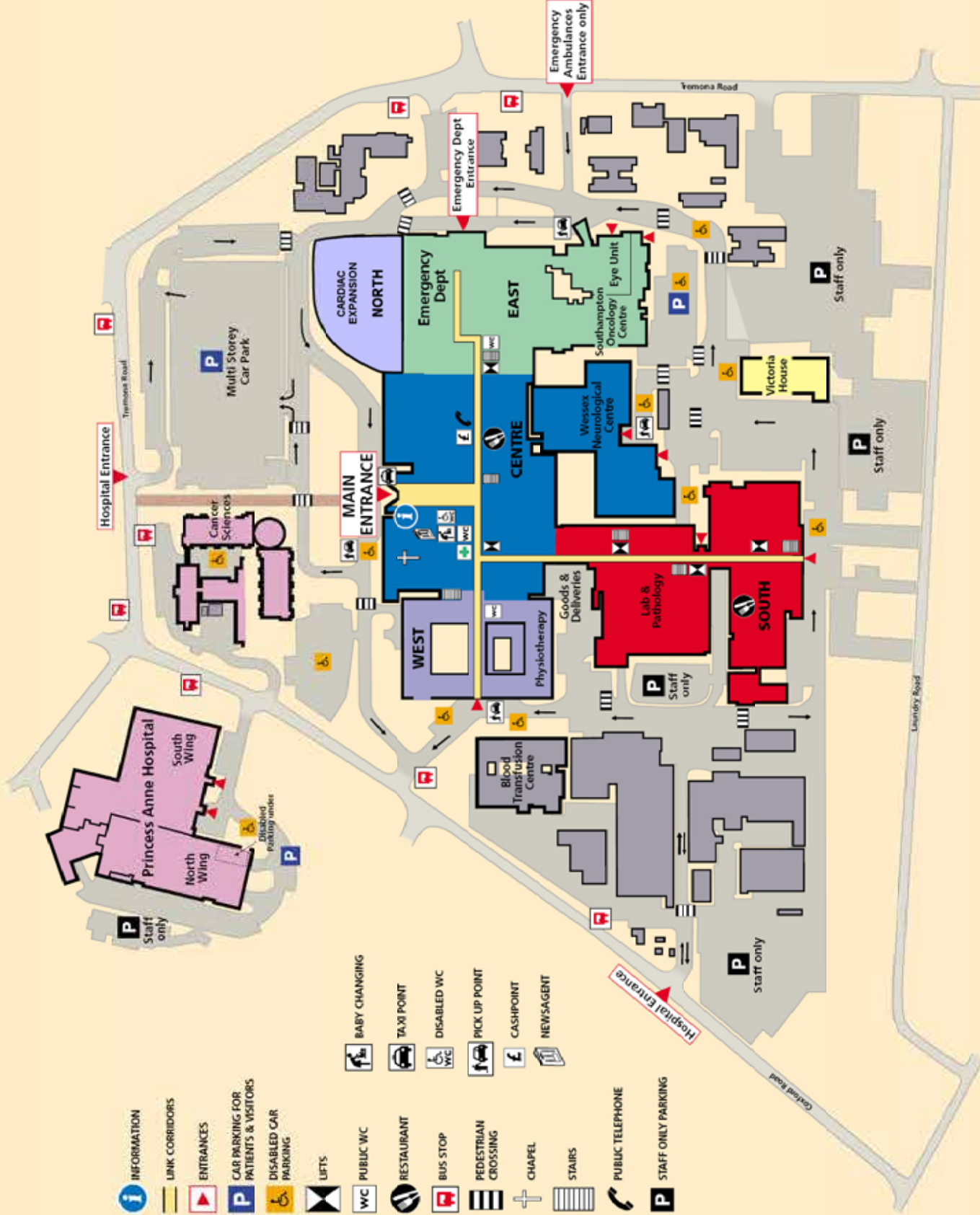
Island and Radiotherapy Liaison

Telephone: 023 8120 4515

Southampton University Hospitals NHS Trust

Telephone: 023 8077 7222

Welcome to Southampton General Hospital



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Neuro Intensive Care	A
Nuclear Medicine	B
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Occupational Therapy	D
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