

# Information for travel to **Southampton Hospital**

Telephone: 023 8077 7222

Website: [www.uhs.nhs.uk](http://www.uhs.nhs.uk)

Tremona Road  
Southampton  
Hampshire  
SO16 6YD



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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)

## Feedback Form

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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: 01481 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 – 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

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Southampton General Hospital

Telephone: 023 8077 7222

Website: [www.uhs.nhs.uk](http://www.uhs.nhs.uk)

# Referral Process

## Information for the Referral Process

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When your Doctor or Consultant decides to refer you to the UK for medical treatment, they will contact the designated UK hospital and the Off- Island Travel Team at Health and Social Care (HSC).

On receipt of your appointment or admission date please contact the Medical Travel Team Telephone: 01481 222402 or Email: [hsctag@gov.gg](mailto:hsctag@gov.gg)

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. HSC Medical Travel Team will give you the number for Click Travel who will help if you need to change your return booking out of 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 or 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 Medical Travel Team on 222402

# Referral Process

## Important: The Reciprocal Health Arrangement

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The Reciprocal Healthcare Arrangement (RHA) with the UK came into effect on January 1st 2023. This allows urgent or necessary healthcare to be provided to all Bailiwick residents visiting the UK and vice versa. The patient will be covered by HSC during the period of their treatment or consultation. Should the patient choose to extend their stay in the UK the RHA will apply. Travel Insurance is advised for the additional time. Escorts are not covered by HSC unless otherwise approved. [www.gov.gg/rha](http://www.gov.gg/rha)

## For Children Requiring Treatment Off Island

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The following costs are covered by Health and Social Care:

- If the child is under 6 years old, the Medical Travel Team 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 Medical Travel Team provides funds for 1 adult escort to travel with the child.

# Medical Travel Team

## Medical Travel Team Details

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The Medical Travel Team can be contacted on:

Telephone: 01481 222402

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

Office hours 8.30am - 4.30pm, Monday - Friday.

Please inform the HSC Medical Travel Team 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 are travelling with hold luggage, please inform the Medical Travel Team at the 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 the airline will provide support and appropriate advice. Please consider having sufficient funds with you should unexpected expenses be incurred.

Please take your travel confirmation with you in the event of any changes having to be made. This sheet contains important booking reference information and an out of hours telephone number. Photographic identity is required at the 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 the Guernsey Citizen Card can be used as proof of age or identity and is an accepted travel document.

Applications can be completed via the website or call The Health Improvement Commission.

Telephone: 01481 210422

Website: [www.gov.gg/citizencard](http://www.gov.gg/citizencard)

[CitizenCard - States of Guernsey \(gov.gg\)](http://CitizenCard - States of Guernsey (gov.gg))

## Helpful Hints for Health Travel

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- Keep a notebook and pen. At stressful times everything can be forgotten. Write down phone numbers, names of doctors seen etc.
- Find out what you can about your condition from your GP, to enable you to understand more about your possible treatment.
- Take a list of the questions you want to ask the Doctor and/or Specialist Nurse.
- Make a note of the answers afterwards.
- Plan ahead. Think of all the likely challenges 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.
- Let friends help. If they have offered to help 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 a printout or ensure you have the documents on your phone or device.
- Photo identification e.g. passport / driving licence / citizen card.
- Please ensure important documents, letters, valuables, bank details etc are kept safe during travel and your stay.
- 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.

## 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 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 are 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.

### 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 departure toilets.



# Travel

## 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.

## Departures

All flight departure information is provided on TV monitors throughout the terminal, final boarding calls only will be announced.

## Mainland Travel

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### Taxis

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 023 80 666 666

### Trains

Upon arrival, exit the airport terminal, to the left approximately 50 metres away (99 steps) is Southampton Train Station. This station uses self-service ticket machines in addition to their Ticket Office. Please note: There is a lift and bridge joining platforms should you have mobility concerns.

# Travel

## Buses

### First Bus

Telephone: 0345 646 0707

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

### Bluestar

Unlimited travel within the Southampton zone.

Adult tickets via their App £14.00 for 7 days.

Telephone: 01202 338421

Website: [www.bluestarbus.co.uk](http://www.bluestarbus.co.uk)

# Accommodation

## Accommodation

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### Hilton Double Tree

Facilities include - All rooms are En-suite with TV and tea/coffee making facilities, Connecting Rooms, Free Wi-Fi, On-site Restaurant, Pet-friendly rooms, room service and air conditioning.

Stone Golf Club  
Bracken Place  
Southampton  
SO16 3RB  
Tel: 01-855-610-8733  
Tel: 023-8070-2700

### 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  
1 Kings Park Road  
Southampton  
SO15 2AT

Tel: 02380 016 316

# Accommodation

## Onsite Hospital Accommodation

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### For relatives

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

Telephone: 023 8120 4515

### Meller House (Emergency short term accommodation in Hospital grounds)

Meller House offers comfort to relatives and ensures they can focus on their loved ones and not worry about where to stay when far from home. It is a unique facility that provides comfortable accommodation for the relatives of patients at UHS who have accessed hospital services long distances from home or in emergency situations.

Bookings are taken on the day of arrival at the Hospital Security Office, Level C, at the front of the hospital. Cost of accommodation can be obtained at this time. Mellor House has 8 ensuite twin bedrooms, a family bedroom with a separate bathroom, a communal lounge and kitchen area as well as parking and outdoor space. There is no single occupancy. All rooms are rented on the understanding that if there is a vacant bed in that room, it could be rented to another guest of the same sex.

### Jean's House (for Paediatric Oncology patients' relatives only)

A Home from Home close to Southampton Hospital. Jean's House offers free accommodation for families to stay close to their child when they're having cancer treatment. The house is an 18 minute walk from the hospital and a 5 minute walk to the nearest shop.

Jean's House has 7 ensuite bedrooms, 2 kitchen areas, 2 lounge areas, a Young Persons' lounge, large garden and free car parking.

Induction times for new families are before 2pm Monday to Friday.

Jean's House Home from Home Manager is Lorraine Smith, available to contact on 07899 067218.

# Accommodation

Jeans House  
100-104 Anglesea Rd  
Shirley  
Southampton  
SO15 5QS  
Tel: 023 8077 7662  
Email: [jeanshouse@younglivesvscancer.org.uk](mailto:jeanshouse@younglivesvscancer.org.uk)

## The Priaux Premature Baby Foundation

The PPBF assists in providing accommodation for families of premature babies and children undergoing care off island. For more information, please contact.  
Telephone: 07781 160080  
Email: [ali@ppbf.org.gg](mailto:ali@ppbf.org.gg)  
[www.ppbf.org.gg](http://www.ppbf.org.gg)

## 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/)

## 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

# Accommodation

## Accommodation

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Please ask for prices at the time of booking.

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

Email: [res@highfieldhousehotel.co.uk](mailto: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 Wifi. 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](http://www.hunterslodgehotel.net)

Email: [hunterslodge.hotel@virgin.net](mailto:hunterslodge.hotel@virgin.net)

# Accommodation

## Balmoral Inn

Facilities include - All rooms are en-suite with TV and tea/coffee making facilities. Wifi – 1st mins 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

Website: [www.beefeater.co.uk](http://www.beefeater.co.uk)

## 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

# Accommodation

## 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

## 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)



# 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 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, 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 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.

# Southampton General Hospital

## 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. Please 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 however, if you are unsure of the way there is a welcome desk at the main entrance, or you can 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.

## Your Team

Your Consultant will be responsible for your medical care, they will have a team of doctors to support them as they oversee your care.

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.

# Southampton General Hospital

## 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

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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

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### 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.

# Southampton General Hospital

## Discharge

- Your condition and the ongoing treatment you will need to understand the medication you are on and why you have been prescribed them.
- Please ensure you have enough medication to tide you over or until you are able to obtain some locally.
- Any follow up treatment you will require and who will supervise it.
- Check that clinical nursing care has been arranged locally.
- Either a letter for your local GP or Medical Specialist.
- Obtain a contact telephone number for any queries or worries that you may have after leaving the hospital.

# Southampton General Hospital

## Information and 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.

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 in the hospital, please ask a relative or friend to wash any personal items. Should this not be possible below are laundromats who will collect and deliver to the hospital.

The Laundry Room  
367 Winchester Toad  
Southampton  
SO16 7DJ  
Telephone: +44 (0) 23 8052 8811

The Soap Tree Laundry  
92 Oakley Road  
Southampton  
SO16 4LJ  
Telephone: +44 (0) 23 8001 6087

# Southampton General Hospital

## Newspapers, Books and Shopping

There are several shops, restaurants and a NatWest bank cash dispenser in the main hospital foyer. Trolleys 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.

## Social Services

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

## 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.

## Maggie's

Maggie's in Southampton provides psychological, practical, and social support. Maggie's is available free of charge to people with any type of cancer, and their family and friends, offering an alternative and welcoming 'home away from home' space. People will benefit from having a dedicated place to rest, to access information and group or individual support delivered by an expert team. Support by professional staff is available face to face in the centre or by phone, email and/or online to help people with stress, fear and anxiety, as well as money worries and questions about treatments.

Maggie's Southampton  
101-103 Tremona Road,  
Southampton, SO16 6HT

Tel: 023 8212 4549  
Web: [maggies.org](http://maggies.org)  
Email: [southampton@maggiescentres.org](mailto:southampton@maggiescentres.org)

# Southampton General Hospital

## 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.

## Additional Information

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### Things to do in Southampton

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)

### 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 16:00 on weekdays. Please phone 01481 227470 for more information.

### Health Connections Directory

An online resource of community support and activities in the Bailiwick.

Website: <https://healthconnections.gg/directory/>

### Support for You

If you would like to discuss any issue, query or concerns, we provide free one to one support. Meet with us face to face, email or call, contact details below.

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

Tel: 01481 227470

Our office is situated just inside the Vauquiedor entrance of the Princess Elizabeth Hospital.



# Useful Telephone Numbers

## Contact Numbers

### **The Channel Liaison Team**

Telephone: 023 8120 4515

### **Southampton University Hospitals NHS Trust**

Telephone: 023 8077 7222

### **Health Connections LBG**

Telephone: 01481 227470

### **HSC Medical Travel Team**

Telephone: 01481 222402

### **Radio Taxi**

Telephone: 023 80 666 666

Please help us to improve our service by completing our Feedback form, thank you.

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

Every effort is made to ensure that the information in this pack is correct at the time of printing, should you become aware of any details that have changed, please contact Health Connections on the following,

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

Phone: 01481 227470

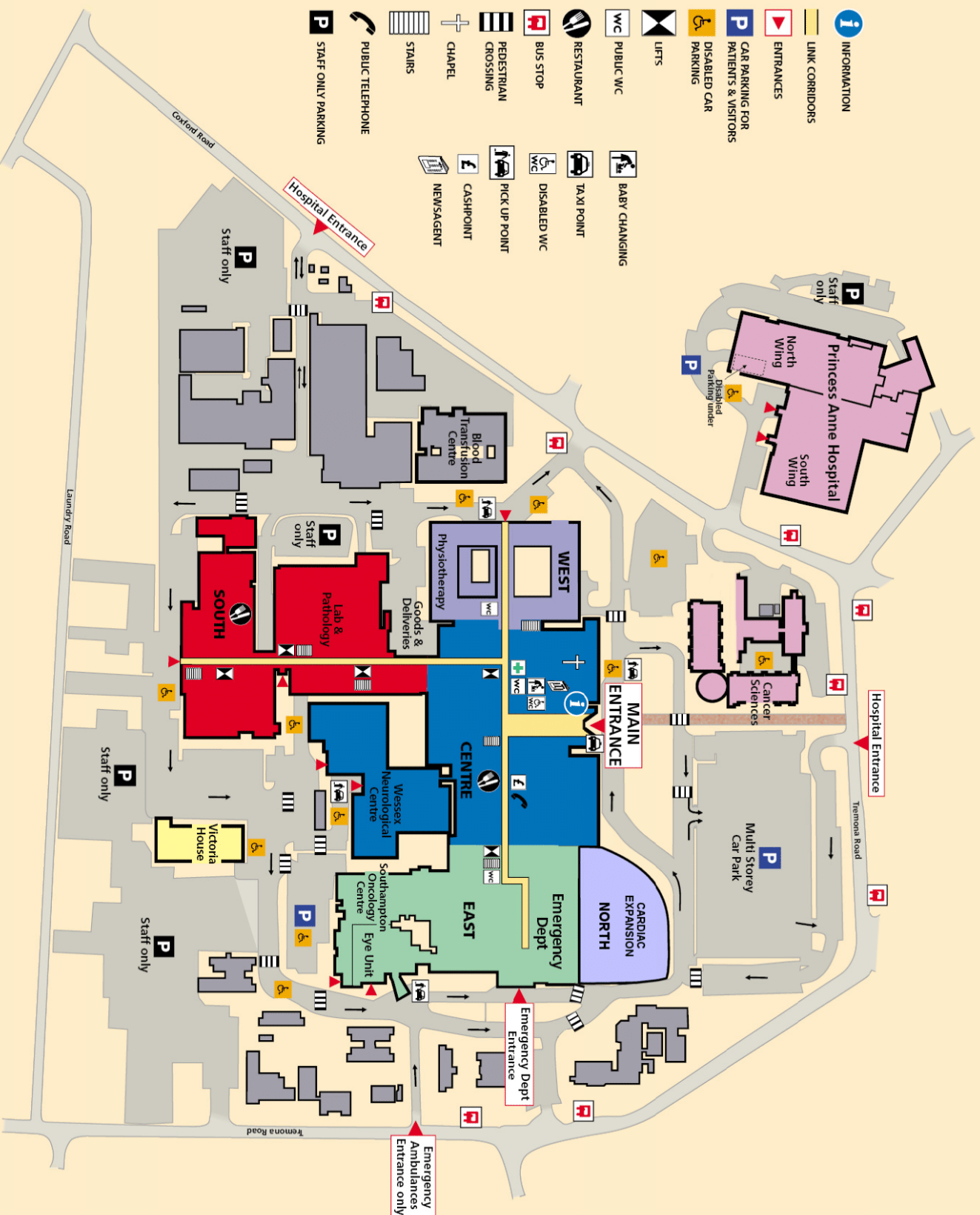
## Last Reviewed:

February 2024

# Notes

# Welcome to Southamptton General Hospital

Southampton  
University Hospitals NHS Trust



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