

# Information for Travel to **Princess Anne Hospital, Southampton**

Princess Anne Hospital  
Coxford Road  
Southampton  
SO16 5YA

Telephone: 023 8077 7222  
Website: [www.suht.nhs.uk](http://www.suht.nhs.uk)

Updated: 07 April 21



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## Note

The aim of the Health Travel Service and the information contained within this pack is to ensure that patients, who are referred to a UK Hospital for treatment can receive the appropriate information in a timely manner.

Every effort is made to ensure that the information is accurate at the time of printing, should you become aware of any contact details that have changed, please email Health Connections on [travel@healthconnections.gg](mailto:travel@healthconnections.gg)

Please help us to improve our service by completing our Feedback form. A paper copy is included with your pack or complete the form on our website:  
[www.healthconnections.gg/feedback/](http://www.healthconnections.gg/feedback/)

# Important Information and Contact Details

## Channel Islands Liaison Team

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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

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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 725 241 Ext: 4054

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

Our website: [www.healthconnections.gg](http://www.healthconnections.gg)

## Princess Anne Hospital, Southampton

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Princess Anne Hospital

Coxford Road

Southampton

SO16 5YA

Tel No: 023 8077 7222

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

## 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.
- 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

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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

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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

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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

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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

Telephone: +44 (0) 1481 732 402

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.

## Mainland Travel (Southampton)

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### Taxis

If you are travelling to a hospital in Southampton a shuttle bus will be provided to take you from the airport to the hospital and back again. Information on times of the service will be issued by ESS. Information as to where the taxi driver will pick you up will be on the voucher. They do not provide child/boosters seats so if necessary, please take your own.

Should your flight be delayed or cancelled and you are not going to travel please telephone Radio Taxis to rearrange/cancel your taxi transfers.

Radio Taxis Telephone +44 (0) 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](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.

Telephone: +44 (0) 345 646 0707

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

## 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.

## Southampton Airport Facilities

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### Rest Facilities

If you feel unwell please alert a member of staff, who will arrange for a qualified First Aider to take care of you.

### Toilets / Accessible (Disabled) Toilets

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

### Accessibility

Some passenger facilities are on the 2nd floor with access by stairs or lift. Staff are on hand to help anyone requiring special assistance, including a low-level desk at the information desk situated in the main concourse. Induction loops for passengers with hearing aids is located in the main concourse and in arrivals and departures.

Hidden disability lanyards are designed to be a discreet sign to staff that the user may need additional support or help as they travel through the airport. Lanyards are available from Health Connections and Guernsey Airport.

### Food

There is a café and a restaurant bar in the main concourse, and 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 toilets upstairs in departures.

## **Customs / Border Agency**

If you come from the Channel Islands, although not subject to passport control you are required to pass through customs control. You may well be searched even if you are confined to a wheelchair or a stretcher.

## **Shops / Telephones**

There are several shops including a newsagent located in the main terminal and departure lounge selling a wide variety of goods including a range of travel essentials. There are payphones throughout the airport, most phones accept UK coins and major credit cards.

# Accommodation

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## Mellor House Arrangements

General Arrangements: Reservations for accommodation are made through the security desk located at the main entrance to the hospital (023 8120 4122). All guests must register with security prior to gaining access to Meller House. Bookings cannot be taken in advance.

Accommodation is available for up to one week; longer stays may be granted following agreement with the Residences Department, please notify the hospital reception if this is required. Cost of accommodation can be obtained at this time.

Location: Meller House is located adjacent to the hospital grounds. The route is well signposted and lit at night. When registering, security will provide you with a map and directions.

111-113 Laundry Road  
Southampton  
Hampshire  
SO16 6AR

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## 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.

[www.ppbf.org.gg](http://www.ppbf.org.gg)  
Email: [ali@ppbf.org.gg](mailto:ali@ppbf.org.gg)  
Tel: 07781 160080

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## 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)

Tel: 023 809 30500  
Web: [www.rmhc.org.uk/our-houses/  
southampton/](http://www.rmhc.org.uk/our-houses/southampton/)  
Email: [info.southampton@uk.mcd.com](mailto:info.southampton@uk.mcd.com)

## Hotels and Guest Houses

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### Carmel

Facilities include - Washbasins and TV in every room. En-suite is available or a shared bathroom. Hospitality tray. Cots are available upon request. Guide dogs and hearing dogs for the deaf are accepted. Large car park. Good bus route.

15 minute walk to Southampton General Hospital.

Mrs Sibley  
Winchester Road  
Shirley  
Southampton

Tel: 023 8077 3579 or 07708 977213  
Web: [www.carmelsouthampton.co.uk](http://www.carmelsouthampton.co.uk)  
Email: [carmel.servicedrooms@gmail.com](mailto:carmel.servicedrooms@gmail.com)

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### Ibis Budget Southampton Centre

Universally accessible. All rooms en-suite with Tea/Coffee and TV. 24/7 reception, food and beverage, WiFi and service (hairdryer, iron) On site car park, reduced rate for residents, £10.00 per night. The hotel is a 10 minute drive to the hospital.

Western Esplanade  
3 West Quay Road  
Southampton,  
SO15 1RA

Tel: 023 8022 7705  
Web: [www.ibis.com](http://www.ibis.com)

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### Ellenborough House

Facilities include – Washbasin & TV in all rooms. Tea/Coffee making facilities, shared bathroom, En-suite available. Bus number 5 goes to the hospital.

172 Hill Lane  
Shirley  
Southampton  
SO15 5DB

Tel: 023 8022 1716  
Email: [ellenboroughhse@aol.com](mailto:ellenboroughhse@aol.com)  
Website: [www.ellenboroughhouse.co.uk](http://www.ellenboroughhouse.co.uk)

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### Premier Inn Southampton North

Universally accessible. NB No lift at this hotel. Facilities include – All rooms are En-suite, Tea/Coffee making facilities. Restaurant and bar on site. Bus No 10 to the Hospital.

Romsey Road  
Nursling  
Southampton  
SO16 0XJ

Tel: 0871 527 9002 (0871 numbers are  
13p per minute plus any operator charges)  
Website: [www.premierinn.com](http://www.premierinn.com)

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### Holiday Express Inn

Facilities include - All rooms En-suite with Tea/Coffee making facilities and TV. Licensed Bar offering light bar snacks served in the evening. Hotel is a short taxi ride to the hospital.

Adanac Park  
Redbridge Lane  
Nursling  
Southampton, SO16 0YP

Tel: 023 8074 3100  
Web: [www.hiexpress.com](http://www.hiexpress.com)

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### Hunters Lodge Hotel

Facilities include - All rooms are Ensuite. Full English breakfast and licensed bar/lounge. 10 minutes walking distance to Southampton Centre, the airport is 10-15minutes by car. The Hospital is a 5-10minute-car drive. Bus number: 10 or 10A.

25 Languard Road  
Shirley  
Southampton, SO15 5DL

Tel: 023 8022 7919  
Email: [info@hunterslodgehotel.net](mailto:info@hunterslodgehotel.net)  
Website: [www.hunterslodgehotel.net](http://www.hunterslodgehotel.net)

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### Hilton Southampton Hotel (Double Tree 3)

Facilities Include – All room are Ensuite. TV and Tea/Coffee making facilities in all rooms. Breakfast and Evening meals are available. Service animals and pets are allowed. Parking for residents £5 per night.

Braken Place  
Chilworth  
Southampton, SO16 3RB

Tel: 023 8070 2700  
Website: [www.guestreservations.com/](http://www.guestreservations.com/)

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### Premier Inn , Southampton Airport

Facilities include – All rooms ensuite, TV, Tea/Coffee-making facilities. All bedrooms are sound proof due to being close to the airport. Breakfast is available. 2 minutes from Southampton Airport. Parking £3 per 24 hours.

Mitchell Way  
Southampton, SO18 2XU  
Near to Airport/Nuffield Hospital.

Tel: 0871 527 8998 (0871 numbers are 13p per minute plus any operator charges)  
Website: [www.premierinn.com](http://www.premierinn.com)

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### Jury's Inn (City Centre)

Universally accessible. All rooms en-suite with TV, Tea/Coffee making facilities, Restaurant and bar. Facilities for Disabled & Deaf with guide & hearing dogs welcome. Family rooms are also available.

N.B. The UNILINK bus U6C operates from the hospital to two bus stops close to Jury's Inn. The journey takes approx. 40 min.

Charlotte Place  
Southampton  
SO14 0TB

Tel: 023 8037 1111  
Website: [www.jurysinn.com](http://www.jurysinn.com)

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### Asturias House

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

Duncan & Helen Bendermacher  
22 Howard Road  
Southampton  
SO15 5BN

Tel: 023 8022 3372  
E-mail: [enquiries@asturiashouse.co.uk](mailto:enquiries@asturiashouse.co.uk)  
Website: [www.asturiashouse.co.uk](http://www.asturiashouse.co.uk)

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### Town or Country (Self Catering)

Universally accessible. Cost effective serviced accommodation, free WiFi, secure parking available to 95% of properties. 24/7 customer care. 2/3 minimum nights depending on size of property.

60 Oxford Street  
Southampton  
SO14 3DL

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

# Princess Anne Hospital

## Confirmed Admission

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Have you confirmed your admission?

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.

## 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 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

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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 day time, plus slippers or soft-shoes.
- Toiletries.
- Some small change (English currency) for newspapers, stamps, telephones etc.
- Soft drinks.
- Something to keep you occupied e.g. books, puzzles, knitting etc.
- 2 Towels.

Please avoid bringing valuables or large sums of money into the hospital, as responsibility cannot be accepted 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

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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 paid 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

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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.

There is a Guernsey Liaison Officer who is based at Southampton General Hospital who can be contacted about accommodation, travel arrangements etc.

## 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.

## 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 in hospital although they limit the amount of information given over the telephone.

It helps the Hospital if you ask one relative or friend to ring the ward and then pass the information on to other family and friends.

## Clinical Routine

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### Tests

Be prepared, 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

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### Letters

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

Your full name

Your ward

Princess Anne Hospital

Coxford Road

Southampton SO16 EYA

Free Wi-Fi is available to patients and visitors

### Shops and Refreshments

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The League of Friends have a shop on the entrance level. There are coffee bars on level F and on level A near the oncology unit. They also run a trolley service visiting all wards for patients and staff, selling newspapers and other small comfort items. The Southampton General Hospital (opposite the Princess Anne) has shops selling toiletries etc. and restaurants serving hot and cold meals. The staff canteen in the main hospital building on Level C is open to the public.

### Religious and Cultural Needs

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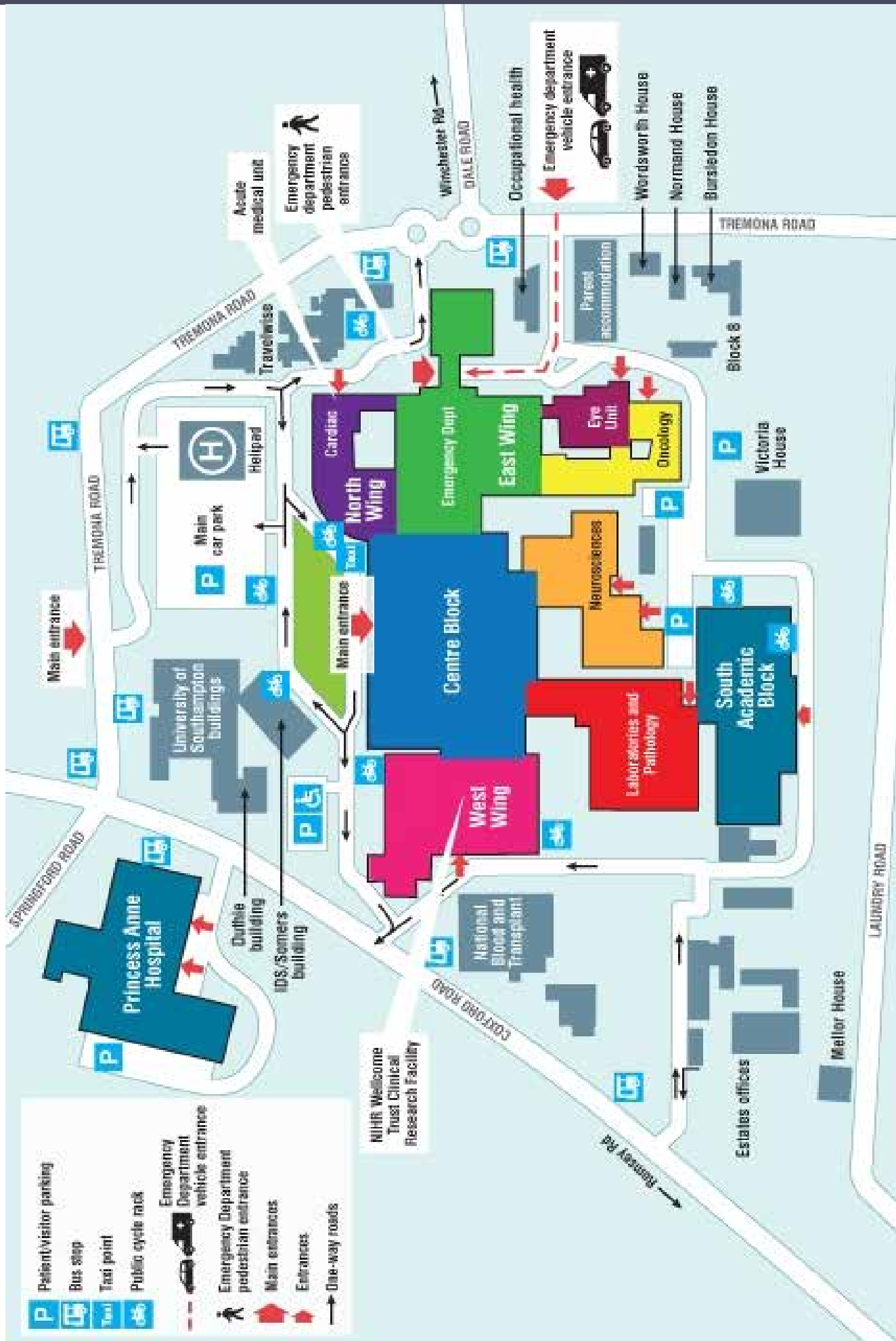
If you would like a member of the Chaplaincy Team to visit you please tell your named nurse, a copy of the scriptures is available on request. The Chapel is based in the Chaplaincy Centre on D Level, Centre Block. There is a Quiet Room for individual prayer, meditation or a consultation. The Trust provides health care for a community with a wide range of religious and cultural needs. The chapel also has an induction loop for the benefit of hearing aid users.

### Smoking

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

# Princess Anne Hospital Map



# Information for relatives and friends

## Accommodation

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Please see the accommodation list enclosed in this pack.

## Visiting Times

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

## Patients Charter

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Copies of the Patients Charter can be found in most ward areas or you may ask a member of staff to provide you with a copy.

## Voluntary Community Transport Service

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The Voluntary Community Transport Service may be able to help with transport to the airport for those with a genuine transport need. Eligibility criteria apply. The service is available between 09:00 and 16:30 on weekdays. Please phone 725241 ext. 5227 for more information.

## Health Connections Directory

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An online resource of community support and activities in the Bailiwick.  
Website: [healthconnections.gg/directory](http://healthconnections.gg/directory)

## Things To Do

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Whether you are visiting the city for the first time or on a return visit you will find everything you need to know about getting around, where to stay and dine, up to date information on events, activities and a variety of things to do and see on the following link. [www.discoversouthampton.co.uk/visit](http://www.discoversouthampton.co.uk/visit)

## Face to face support

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

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

Tel: 725241 ex 4054

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

## Contact Numbers

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Health Connections

Telephone: 01481 725241 Ext: 4054

Liaison Officer for Princess Anne Hospital

Telephone: 023 8120 4515

Southampton University Hospitals NHS Trust

Telephone: 023 8077 7222

