



## **Please Note**

**The aim of the Health Travel Service and the information contained within this pack is to ensure that patients, who are referred for treatment in the UK, and their families, have the information they need, when they need it.**

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## **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

Write down phone numbers, names of doctors seen etc.

### **2. Investigate the health condition**

Find out what you can about your condition to enable you to understand more about your possible treatment.

### **3. Take a list of the questions you want to ask the Doctor**

Make a note of the answers afterwards

### **4. Plan ahead**

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.

### **5 Arrange a team of friends who can help you communicate news**

Let friends help. If they have offered to help out it is because they want to, and it will help them as well as you

### **Checklist of Things to Take With You:**

- Tickets & 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.
- I-Pad/Kindle

## **Services involved with the Referral Process**

When your doctor or consultant decides to refer you to the UK for medical treatment, he/she will write to Medical Consultant at UK Hospital as well as informing the Committee for Health and Social Care (HSC). HSC will then advise the Committee for Employment and Social Security (ESS)

### **The Committee for Employment and Social Security – ESS**

On receipt of your appointment or admission date please contact either your consultant or his/her secretary at the Medical Specialist Group.

They will then inform Social Security (ESS).

ESS will contact you to arrange your travel requirements.

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.

If you do not have time to apply for funding before you travel, keep all your ticket confirmations and receipts and either contact the Travel Grant Section  
**(Tel +44(0)1481 732510)**

If you prefer, call into their office at Edward T Wheadon House, Le Truchot, St Peter Port, GY1 3WH 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.

### **Travel Agent Details**

#### **ESS are situated at:**

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

**Tel:**           **+44(0)1481 732402**

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

- Bookings can be made between 8.30am and 4.30pm Monday to Friday.
- Please inform staff at ESS if you require assistance at the airport. This can easily be arranged for you when booking but may be more difficult to secure if it is not booked before your departure.
- Travel can be booked for anyone travelling with you but the normal fee will apply.
- Handicab Taxis who pick up at Southampton operate a shuttle bus service to the hospital. They do not provide child seat/boosters so if necessary you must take your own. If this is the case then please let ESS know so they can tell Handicabs.
- 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 whilst you are away.
- Please take your travel confirmation with you in the event of any changes having to be made whilst you are away. This sheet contains important booking reference information.

### **Photographic Identification**

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 exactly the same. If you do not have photographic identification, application forms for the Guernsey Identification Card are available from the Police Station. Sarnia Mutual, Church Square also produce the cards for a cost of £5 and can be contacted on. **Tel: 723501**

### **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.

### **Important information concerning 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. But 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 that anyone travelling with you is aware of this and that they obtain the appropriate health travel insurance.

## **Mainland Travel (Southampton Area)**

### **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 Handicabs to rearrange/cancel your taxi transfers.

### **Handicabs**

**Tel: 023 80 615222**

### **Bus**

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

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**

### **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: 03457 484950**

## **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, and 2<sup>nd</sup> floor and at the Airport Exit in the main concourse.

### **Accessibility**

Most passenger facilities are on the 2<sup>nd</sup> 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. Helping hands lanyards, a quieter route through the airport and more staff to assist are available. Lanyards can be acquired from Health Connections before you travel.

### **Food**

There is a café and a restaurant bar in the main concourse, and 2<sup>nd</sup> 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 in. 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 a number of 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 near to Southampton General Hospital**  
*(See also separate sheet supplied by Liaison Team)*  
**Please ask for prices at time of booking**

**Ellenborough House Guest House (B&B)**

172 Hill Lane  
Shirley  
Southampton  
SO15 5DB

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

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.

**Highfield House Hotel**

119 Highfield Lane  
Portswood  
Southampton  
SO17 1AQ

**Tel:** **023 8055 4223**  
**Website** [www.highfieldhousehotel.co.uk](http://www.highfieldhousehotel.co.uk)  
**Email** [res@highfieldhousehotel.co.uk](mailto:res@highfieldhousehotel.co.uk)

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

Hotel owned car park.

**Hunters Lodge Hotel**

25 Landguard Road  
Shirley  
Southampton  
SO15 5DL

**Tel:** **023 8022 7919**  
**Website** [www.hunterslodgehotel.net](http://www.hunterslodgehotel.net)  
**Email** [hunterslodge.hotel@virgin.net](mailto:hunterslodge.hotel@virgin.net)

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

**Balmoral Inn**

Romsey Road  
Nursling  
Southampton  
O16 0XJ

**Tel: 023 8073 2262**

Facilities include - All rooms are en-suite with TV and tea/coffee making facilities.  
Restaurant and bar are onsite. WiFi – 1<sup>st</sup> 30mins free then £3 for 24 hours

Bus no 10 to the hospital.

**Holiday Inn Express**

Adanac Park  
Redbridge Lane  
Nursling  
Southampton  
SO16 0YP

**Tel: 023 8074 3100**

**Website:** [www.hiexpress.co.uk/southampton](http://www.hiexpress.co.uk/southampton)

Facilities include - All rooms are en-suite with TV and tea/coffee making facilities.  
Restaurant and Bar onsite.

Short taxi ride to the hospital.

**Jury's Inn (in City Centre)**

Charlotte Place  
Southampton  
SO14 0TB

**Tel: 023 8037 1111**

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.

**Ibis budget (previously Etap Hotel)**

Western Esplanade  
3 West Quay Road  
Southampton  
SO15 1RA

**Tel: 023 8022 7705**

Facilities include - All rooms are en-suite with TV and tea/coffee making facilities.

There is an onsite chargeable car park

**Premier Travel Inn** (Near to Airport/Nuffield Hospital)  
Southampton Airport  
Mitchell Way  
Southampton  
SO18 2XU

**Tel: 087 0990 6436**

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.

**Prestige Serviced Apartments (Self Catering)**

Prestige Apartments Southampton  
Hampshire  
SO14 3JF

**Tel: 0800 043 0061 (UK Freephone)**  
**Website:** [www.prestigeapartmentssouthampton.co.uk](http://www.prestigeapartmentssouthampton.co.uk)  
**Email:** [info@prestigeapartmentssouthampton.co.uk](mailto:info@prestigeapartmentssouthampton.co.uk)

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

**Asturias House (Self Catering)**

Duncan and Helen Bendermacher  
22 Howard Road  
Southampton  
SO15 5BN

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

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.

**Town or Country (Self Catering)**

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)

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.

**Infotel**

Infotel can book accommodation throughout the UK. They require the name of the area or the hospital.

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

**Please note that in most cases details of the accommodation listed can be obtained via the Internet.**

**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.

### **Before you come in**

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 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.

## **By hospital transport**

Transport from the hospital can be provided for patients whose health professional confirms they are medically unfit to travel by any other means.

## **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.

## **In the Hospital**

### **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 co-operation would be appreciated but you may say no without your care and treatment 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 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**

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

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

**Prognosis** - find out about:

- Your condition and the ongoing treatment you will need, understand the medication you are on and why you have been prescribed them.
- Any follow up treatment you will require and who will supervise it.
- Any local follow up treatment that will be required and that it has been arranged.
- Your capabilities.

## **Discharge**

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

A prescription list.

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**

### **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 their letters like this:

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 Nat West 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.

### **Contact Numbers**

Health Connections **Tel: 01481 725241 Ext: 4054 or  
Tel: 01481 707470**

Island and Radiotherapy Liaison **Tel: 023 8120 4515**

Southampton University Hospitals NHS Trust **Tel: 023 8077 7222**

### **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.

**Whilst 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: [travel@healthconnections.gg](mailto:travel@healthconnections.gg)**

**Updated October 2018**

### **Southampton site map**

[https://healthconnections.gsy.sharepoint.com/:b:/s/HealthConnections/EXeNddx6\\_7RfTRaS-6qC-EcBv32TcEJuZGJImEHBaYKPiw?e=P2m450](https://healthconnections.gsy.sharepoint.com/:b:/s/HealthConnections/EXeNddx6_7RfTRaS-6qC-EcBv32TcEJuZGJImEHBaYKPiw?e=P2m450)