# Information for patients visiting the hospital





#### Car parking

Parking charges apply and cost £3 for 24 hours. More about car parking can be found here.

## Patient availability

To help with better planning of our services, when you attend your appointment, please could you make us aware of any dates that would NOT be convenient for you, should you require further treatment.

#### Infection prevention and control

Stringent hand hygiene is the most effective measure in reducing the spread of healthcare infection. Please help us keep patients well by using the hand gel provided.

#### **Smoking**

In accordance with health policy this Trust is a <u>no</u> <u>smoking site</u>. This includes all the hospital buildings and grounds. Thank you for your assistance. There are many benefits to quitting smoking prior to your admission to hospital.

For advice please contact your GP or the National Smokefree NHS Helpline 0300 123 1044.

#### For patients claiming travel expenses

It is the responsibility of the patients who are eligible to claim assistance with their expenses for attending hospital appointments, to state they are in receipt of an appropriate benefit and to have the appropriate paperwork.

Please note that taxi fares will not be paid. For queries regarding expenses please contact 01691 404430.

### Information that we hold about you

For details about the information we collect about you and how we use it, **please visit this link**.

## Your chance to get involved

To find out more about becoming a member of our Foundation Trust, please click here.

# Restaurant and coffee shops

The restaurant and coffee shops are all open. Further information can be found here.

If you have any further questions or need advice about visiting the Hospital, please contact the Patient Advice and Liaison Service on 01691 404606 or email rjah.pals.office@nhs.net.

Please let us know if a patient may have specific individual needs that require further support — this may include arranging an interpreter or a hearing loop, which can be organised prior to an appointment.

