**Getting Here**

**By Car** - Travel towards Northampton town centre and then follow the hospital signs.

**By Bus** - Bus numbers 5 and 5a run from Greyfriars bus station and stop on the Billing Road near to the main entrance to the hospital, but number 20 also stops outside the hospital.

**By Rail** - Northampton railway station is approximately 1/2 mile west of the town centre and 1 mile from the hospital (follow road signs to General Hospital). There is a taxi rank at the station.

For more information about travelling to the hospital, please contact our travel information office (01604) 545966 and 544600.

**Parking**

Parking at the hospital is a significant problem between 9.00am and 4.00pm. We urge everyone to use public transport if possible or arrange to be dropped off. Each entrance has a drop off and collection point as well as designated parking spaces for Blue Badge holders.

We are unable to guarantee the availability of car parking spaces. Therefore you should allow plenty of time before your appointment. If you cannot park at the hospital, there are public car parks in the town centre or in Bedford Road, a short walk away. A Pay & Display and Pay on Foot system operates in the hospital car parks and the charges are displayed. Pay & Display ticket machines do not give change Pay on Foot ticket machines do. (Car Park 2 is for staff only between the hours of 7.30am and 4.00pm).

The Trust operates parking enforcement. Notices will be issued for illegal and unpaid parking, please check with the travel office next to main reception or telephone (01604) 545966 for further information.

For longer term parking, a weekly ticket may be purchased from the travel office, area D (with a letter of authorisation from the ward), except Pay on Foot parking i.e. Car Park 1.

**Wayfinding and Signposting**

To help find your way around the hospital has been divided into 19 areas A - W. The map shows the main departments and wards alongside the area they are in. When you come to the hospital, each lettered area is signposted throughout, so all you need to do is follow the signs to that area and then to the department you require.
Northampton General Hospital has been providing healthcare to the people of Northampton for over 250 years. An acute trust since 1994, the hospital is undergoing an exciting period of change and consolidation - making it a truly dynamic place. The hospital has more than 700 beds, including ITU and HDU wards. There are 6 main operating theatres, plus additional theatres for day case surgery, gynaecology, ENT, dental, obstetrics, elective orthopaedic and ophthalmic surgery. The trust continues to invest and plan to provide the best possible healthcare facilities.

Access for Disabled People

Where possible the hospital provides access to everyone. However, to help make your visit as comfortable as possible, it would be helpful to hospital staff if you could advise the clinic or ward of any additional needs you may have before your visit.

If you have any queries about the facilities available, please contact the Patient Advice and Liaison Service (PALS) by telephone (01604) 545784.

Dedicated parking is available at main entrances as shown on the map. Minicom phones are available for use within the hospital. Please ask your nurse. Induction loops are provided at reception desks. Audiology have a Minicom telephone (01604) 545912.

Assisted and wheelchair accessible toilets are provided in most areas.

Bedside TV and Telephone

Each bed space is fitted with a personal TV and telephone. This system allows patients to listen to radio programmes for no charge. Feature films, satellite TV and access to the internet with e-mail are available at a small charge. Children's TV is free.

The telephone is for patients to call out and for friends available at a small charge. Feature films, radio programmes for no charge. Children's TV is free.

Each television set is staffed 24 hours, FROM 8AM TO 8PM, 7 DAYS A WEEK. It is NOT FOR USE BY VISITORS.

Volunteers provide a valuable guide and buggy service. They are based at the Billing Road Entrance and the South Entrance from Car Park 1. If you would like to know more about the Friends, please contact the Friends Voluntary Service Manager on (01604) 545802.

The hospital has a chapel on site, situated on the main hospital street in area E. If you would like to speak to one of the hospital Chaplains please ask a member of staff to contact Cliftonville main reception for you. There is a Chaplain on-call day and night. If you would prefer to see your own faith leader, staff will be glad to help you do this. Services are held regularly in the hospital chapel, please ask your nurse for details.

Charitable Fund

The Charitable Fund manages all monies that are donated to NGH. The Charitable Fund is completely separate from the NHS and the hospital trust. Charitable donations are used in a variety of ways to help make the hospital a better place for patients, visitors and staff. If you would like to find out more about making a donation or fundraising for the hospital please contact the Charitable Fund Office on (01604) 545091 or www.nghgreenheart.co.uk

Complaints, Suggestions and Complaints

We hope you have no reason to complain about the care you, your relatives or friends receive at Northampton General Hospital, but if you do, please ask a member of staff for our leaflet 'Making a Complaint'. If you would like to speak to someone about your complaint please ask a member of staff to contact the Complaints Office on (01604) 545774. We are always pleased to receive any suggestions about our services, or complaints you wish us to pass on via our PALS service on (01604) 545784.

Friends of NGH

Friends of Northampton General Hospital is a voluntary organisation set up to help the hospital, its patients, visitors and staff. Volunteers provide a valuable guide and buggy service. They are based at the Billing Road Entrance and the South Entrance from Car Park 1. If you would like to know more about the Friends, please contact the Friends Voluntary Service Manager on (01604) 545802.

Infection Prevention and Control

Prevention of infection is very important to the hospital and we encourage all visitors to play their part by not visiting if you are unwell. With so many poorly people in hospital we would ask you not to visit with young children unless it is absolutely necessary. Foaming sanitiser is available at ward entrances and patient bed spaces for everyone to use as a quick and easy alternative to hand washing.

Hygiene and cleaning are important aspects of infection prevention that can be difficult on such a large site. We hope people will understand if they cannot always visit at times when cleaning needs to be carried out. Note: Ward staff can contact a member of the Infection Control Team on extension 5785 if anyone would like advice on relevant aspects.

Interpreter and Translation

If you, or someone you know, need a foreign language or sign language interpreter to accompany you to an appointment/consultation, please be sure to notify the hospital as far in advance as possible. A telephone interpreting service is also available.

In emergencies we will always try to provide an interpreter at short notice. The hospital subscribes to an interpreting service and this can be accessed by ringing the hospital’s switchboard (01604) 634700. If someone you know would benefit from a translation of this leaflet please contact the Patient Advice and Liaison Service on (01604) 545784.

Mobile Phones

Mobile phones may interfere with medical equipment and can cause annoyance to fellow patients. They must be TURNED OFF in all wards and clinics where signs prohibit their use. Camera phones must not be used in patient areas.

Patient Advice and Liaison (PALS)

The PALS/Bereavement service offer on-the-spot help, advice and support if you have any queries about the care and services we provide. They can also help with information regarding the practical issues following the death of a relative or friend.

These services are located in area T. PALS can be contacted on (01604) 545784/Bereavement 523489.

Patient Involvement

The hospital has more than 2,500 public members who are kept informed of developments. If you would like to become a member, or find out how you could be involved in helping us develop our services in the future, please contact the Membership Office on (01604) 523894 or e-mail: members@ngh.nhs.uk

Medicines

When you come to hospital please bring all your medicines with you. Take with you only prescribed tablets and capsules, but also liquids, inhalers, drops, creams etc. and any products you have bought including complimentary medicines. If you have a medication reminder card or GP repeat slip also bring this with you. Let staff know if you are allergic to anything.

Shops

The WRVS have shops at the south entrance area E and Billing Road entrance area T where you can buy newspapers, magazines, stamps, cards, gifts, confectionery, drinks and toiletries.

The Friends of NGH have shops located in area E and in area L. The shops sell a range of handmade baby clothes and small gifts, second hand books, bric-a-brac, games and other items.

Fresh flowers arranged in oasis, artificial flowers or a small plant are acceptable on all adult wards. No flowers are permitted on children's wards, ITU or HDU.

No Smoking

For the benefit of patients, visitors and staff, we operate a smoke-free policy. This means smoking is not allowed anywhere on the hospital site, including all buildings, grounds and car parks.

For advice and support on giving up smoking and nicotine replacement therapy call the Stop Smoking Helpline on 08456013116 or the free national helpline 0800 169069.

Drinking alcohol and/or the use of illicit substances whilst on the hospital site is not permitted.

Valuables and Liability

Northampton General Hospital NHS Trust cannot accept responsibility for loss or damage to personal property of patients, visitors or staff, unless in the case of patients such property is handed to the person in charge for safe keeping.

Violence Towards Staff

Violence towards staff is not tolerated. It is our policy to support LEGAL ACTION against any person who assaults staff or causes an affray whilst on trust premises.

WARD VISITING

Various visiting times are in operation, and you are advised to contact the ward(s) direct for this information.