Transport

Transport You can come to Queen Mary's by car, taxi, rail, tube or bus, or a combination of these. The nearest train station is Barnes, and buses numbers 72, 265, 493, 969 and N74 stop directly outside the hospital.

For full transport information and map, please go to our web page at www.queenmarysroehampton.nhs.uk. For rail enquiries please call 08457 48 49 50. For London transport enquiries, please ring 020 7222 1234.

There is a Pay and Display car park next to the hospital. Disabled badge holders may park free of charge in any of the designated parking bays on the Ground floor or Lower Ground floor levels. For further information about car and cycle parking including car parking charges, please go to www.queenmarysroehampton.nhs.uk or ring Queen Mary's switchboard on 020 8487 6000.

If this is your first appointment and you think you may need transport arranged for you, please phone the number at the top right of the first page of this letter.

If you would like to know if you are eligible for assistance with travel fares, please refer to the Department of Health leaflet HC12. This quick guide to help with health costs is available on our website or over the telephone on 0845 850 1166.

Access

All parts of Queen Mary's hospital have good access for patients and visitors in wheelchairs or with mobility problems. If you need assistance, please ask at the reception desk on your arrival. Disabled access toilet facilities are widely available in the hospital.

For patients with hearing impairments, there is a hearing loop system in the hospital. Please switch your hearing aid to 'T' position upon arrival.
If you need a **BSL interpreter** please call the number at the top right of the first page of this letter.

Assistance dogs are welcome in the hospital.

If you need an **interpreter** please call the number at the top right of the first page of this letter.

If you have particular needs and you think you may require assistance, please ring the PALS office.

Patient support

PALS The Patient Advice and Liaison Service (PALS) provides patients, carers and their families with free, confidential advice, information and support in order to best use NHS services. PALS can arrange a **chaperone** (member of staff) to be present during your clinic appointment and, in many cases, can also arrange for you to be treated by a same gender clinician.

The PALS service can be contacted by phone on 020 8487 6322 or by email on pals@wpct.nhs.uk
Please ring the office Monday to Friday, 9am to 5pm

Facilities

Catering facilities There is a coffee shop on the Ground floor and a restaurant on the Lower Ground floor which are open Monday to Friday during normal clinic hours.

Breast feeding and **baby changing** facilities are available – please ask at reception.

There is a **cashpoint machine** in the hospital's Ground floor foyer or on Roehampton Lane, opposite the hospital.

If you booked your appointment via **Choose and Book** at your GP and need to change it, please ring 0845 60 88888, quoting your Booking Reference Number and password.

Pharmacy The pharmacy is on the Ground floor, open Monday to Friday, 8.45am to 5.15pm. Only prescriptions from Queen Mary's clinics can be dispensed here.

Your information

At Queen Mary's we take the same care of your information as we do of your health. For more information visit www.queenmarysroehampton.nhs.uk