

# Welcome to Ashford Hospital

Information to help you when you arrive for your outpatient appointment



## What to do when you arrive

Please report to reception in our Outpatients department on the first floor and hand in your appointment letter.

The reception is signposted from the Outpatients entrance (see map). If you have been out of the country for more than 12 months, please show your passport and EHIC card when you arrive.

## How to reach us

**By bus:** Ashford Hospital is served by the following bus routes – 116; 203; 216; 441; 442; 555. For more details on public transport services please call Traveline on 0871 200 2233 or see [www.traveline.org.uk](http://www.traveline.org.uk)

**By car:** Barriered car parking is close to the hospital main entrance. There are a number of disabled bays (see map). Unless you are visiting out of peak weekday hours we recommend you park in the main Outpatients visitor car park where most spaces are available.

**Parking charges** are FREE for the first 20 minutes and then start at £3.50 for up to 2 hours, increasing by £1 an hour up to six hours. Our parking machines accept the following coins: 10p, 20p, 50p, £1 and £2; and also £5, £10 and £20 notes. Credit/debit cards are accepted by the pay stations. See our website for details of concessions – address overleaf.

If you are in receipt of certain benefits you may be able to claim back your travel costs/parking charges - please ask at our main reception desks if you need further information, see our leaflet *Help in travelling to hospital* or visit the NHS Choices website. Cycling and motorcycle parking facilities are also available.

## If you have special needs

If you have any particular needs, please contact the Patient Advice and Liaison Service (PALS) on 01932 723553 between 10am and 3pm Mon-Fri and we will make arrangements to help you. All clinics are wheelchair friendly and all areas can be accessed via a lift. Coin operated (£1 coin) wheelchairs are available on arrival – please ask at main reception.

## Leaving your clinic appointment

It is very important to see the receptionist at the clinic before you leave, even if the doctor has discharged you so that any further arrangements can be made.

## Controlling infection

We take our responsibility towards infection control very seriously. Please use the hand gels provided to clean your hands on entering hospital. If you want to check that staff have washed their hands, just ask.

## Smoking

We have a **no smoking** policy at both hospitals, including the grounds – please respect this. If you need help to quit smoking, we offer a referral service.

## Use of mobile phones

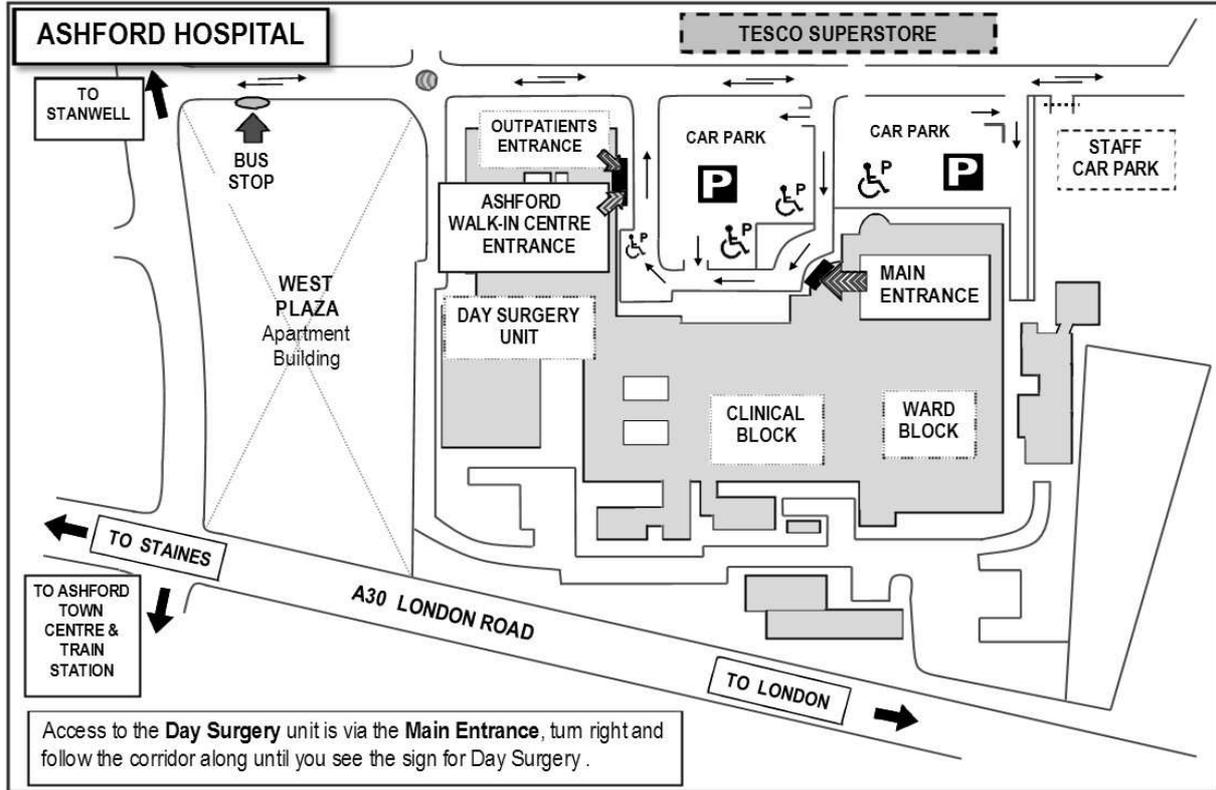
If you have a mobile phone we would ask that you switch it off when you are waiting for your appointment and during your consultation.

## Research

The Trust is involved in many Clinical Trials across most of our specialities. During your visit you may be offered the opportunity, by your consultant, to consider participation in a Clinical Trial relevant to your condition. See our Research webpages for more information.

## SMS for appointments

To keep our patients informed about appointments and to cut down on DNAs, we send information out via SMS as appointment reminders for our patients. This service is provided by an external company called Healthcare Communications UK Ltd; please see their website to view their Privacy Policy. If you do not want to receive these alerts to your mobile phone, please let us know and we will remove you from this appointment service.



## Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email [asp-tr.patient.advice@nhs.net](mailto:asp-tr.patient.advice@nhs.net). If you remain concerned, the team can also advise upon how to make a formal complaint.

Version: 6

Published: January 2019

**We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.**



**To use the Text Relay service, prefix all numbers with 18001.**

اگر نیاز بہ ترجمہ دارید، لطفا با شماره 01932 723553 تماس بگیرید.  
 नो डुवाठुं उवनामे सी लेउर वै उां बिबपा अवरे हिस नँबर उे डेन अवरे: 01932 723553  
 اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں  
 Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553  
 यदि आपको अनुवाद की जरूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553  
 Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

**Ashford Hospital** London Road, Ashford, Middlesex, TW15 3AA Tel: **01784 884488**  
**St. Peter's Hospital** Guildford Road, Chertsey, Surrey, KT16 0PZ Tel: **01932 872000**

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