We want your hospital visit to be as simple and straightforward as possible. This booklet is intended to give you some general information about the hospital so that you know what to expect.

It cannot cover everything you may want to know, so please feel welcome to ask the doctors, nurses or other hospital staff if you have anything which concerns you.
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Welcome to Sheffield Teaching Hospitals

Sheffield Teaching Hospitals NHS Foundation Trust is one of the UK’s largest NHS Foundation Trust caring for over a million patients each year. We are proud to be one of the top 20% of NHS Trusts for patient satisfaction. The Trust is made up of five hospitals including:

- Royal Hallamshire Hospital
- Northern General Hospital
- Charles Clifford Dental Hospital
- Weston Park Cancer Hospital
- Jessop Maternity Hospital

The Trust has been awarded the title of ‘Hospital Trust of the Year’ in the Good Hospital Guide three times in five years and is a recognised leader in medical research for bone, cardiac, neurosciences and long term conditions such as diabetes and lung disease.

As a foundation trust we have more freedom to develop our services for the benefit of patients and give people a much greater say in how we do this.

For details of how you can get more involved in the running of the hospital page 20 on Foundation Trust Membership.
Your appointment

Details of your visit are on your outpatient appointment letter. If you have any queries at all about your appointment date, or if you need to change it, please telephone the number given on your appointment letter.

Please remember to let us know if you have changed your name, address, or your GP, so that we can update our records.

To help us find your appointment record, please have the following information to hand:

- The date you are coming into hospital
- Your hospital number (this can be found on your admission letter and starts with two letters followed by four numbers)

Appointment reminder service

To help reduce the number of wasted appointments we have begun to introduce a telephone reminder service. This is an automated telephone call which will ask you to confirm if you are planning to attend your outpatient appointment or not.

Please help us make best use of our time by letting us know if you are unable to attend.
Help us to help you

We want to make sure your visit goes smoothly, so please let us know if you have any special needs before you come into hospital.

Help for people who need an interpreter

If you do not speak English and need to have an interpreter for your appointment, please ask someone who speaks English to telephone the department you are visiting and they will carry out an assessment of your language needs. This telephone number should be on your appointment letter.

Most interpreting is now done via the telephone in the clinic. Only in exceptional circumstances will we offer a face to face interpreter.

Help for people with a hearing impairment

Most areas in the hospital have portable loop systems available. Please ask a member of staff if you would like to use the system.

We are also able to arrange for sign language interpreters, if you need one please let the staff at the clinic know and they will arrange this for you.

Information in other formats

If necessary patient information can be made available in alternative formats. This is only done on request but can include Braille, large print, audio, electronically and other languages.

For further details speak to a member of staff or email alternativeformats@sth.nhs.uk
How to get here

By public transport

The Royal Hallamshire Hospital is about a 25 minute walk from the city centre and is served by several bus routes. Details of these bus routes and other public transport options can be found in the Sheffield Hospital Travel Guide. The guide is available from Travel South Yorkshire and can be obtained by calling Traveline on 01709 51 51 51 or visiting their website www.travelsouthyorkshire.com.

By car

The hospital is on Glossop Road (B6069). If you are using SatNav the postcode for the hospital is S10 2JF.

There is a site plan at the back of this leaflet showing the hospital's multi-storey car park.

There is a charge for parking, for details of current charges telephone 0114 271 3140.

Parking is limited, so we recommend using public transport if at all possible.

Disabled parking

If you are brought into hospital by another driver they may drop you outside the department you are visiting but the car must then be moved to a designated parking area. Disabled car parking spaces are available near the main entrances to all major buildings.

By ambulance or medicar

If you feel that you need an ambulance or Medicar to get to hospital please telephone the number on your appointment letter and speak to a member of staff. Please note that this service is not available to all patients, only to those with a medical need.
Help with your fares

If you are entitled to certain means tested benefits you may be able to get help with your train or bus fares to the hospital. Further information and advice is available from the hospital cashiers on 0114 271 2060.

Alternatively please refer to the Healthcare Travel Costs Scheme which has been issued by the Department of Health and can be found on the NHS Choices website www.nhs.uk/planners/yourhealth/pages/travelcosts.aspx.
When you get here

Where to go

The entrance to the outpatient department is on A Road in front of the main Hallamshire Hospital building.

Please go to the reception desk for your clinic as soon as you arrive.

How long will it take?

If you are a new patient please be prepared for your visit to take up the major part of the morning or afternoon as, in some cases, it may be necessary for you to have tests or x-rays during the course of your visit. Please ensure you take this into account when parking as your visit may take more than 4 hours.

What to bring with you

Please make sure you have brought all your current medication with you.

Waiting times

The standard is that patients will be seen within 30 minutes of their appointment time to see the doctor. If, exceptionally, there are delays in the clinic, the nursing staff will keep you informed.

Sick notes

If you need a sick note please remember to ask the doctor during your consultation in the clinic.
Before leaving

Further appointments

When you have been seen by the doctor you will be told whether or not you need to attend the outpatient department again. Before leaving you should tell the receptionist who will either:

- offer you a further date for a future clinic
- note that you do not need to attend
- arrange to write to you offering a future appointment date

Different clinics book appointments differently.

Prescriptions

You will only be given a hospital prescription for medicines which you need to start taking immediately, or those which your GP is unable to prescribe.

Please do not ask the hospital doctor for medicines you routinely obtain from your GP (repeat prescriptions).

If your hospital doctor wants you to start taking a new routine medicine a letter will be sent to your GP. This letter will advise your GP what to prescribe. Please allow sufficient time for details of your new prescription to be sent from the outpatient clinic to your GP surgery before requesting a new prescription.

If the hospital doctor issues you with a prescription this should be taken to either the hospital pharmacy on C floor of the Royal Hallamshire Hospital, or the Boots Pharmacy, also located on C Floor of the Royal Hallamshire Hospital.
The hospital pharmacy is open:

   Monday to Friday 8.00am to 7.00pm
   Saturdays and Sundays 9.00am to 4.00pm

The Boots Pharmacy is open:

   Monday to Friday 8.30am to 7.00pm
   Saturday 9.00am to 2.00pm

**A hospital prescription must be dispensed at the hospital and cannot be taken to your local chemist.**

White prescriptions and clinical trial prescriptions should be taken to the Hospital Pharmacy, while blue prescriptions should be taken to the Boots Pharmacy located within the hospital.

If you normally pay a prescription charge then the current charge will be made. If you are exempt from payment please make sure you bring proof of this, for example, a pension book or exemption certificate.

If you do not have proof of exemption, there will be delays in processing your prescription as you will be asked to complete and sign a form at the pharmacy.

It is important that you understand clearly how to use the medicines you are prescribed. If you are unsure please ask the pharmacy staff who will be pleased to help.
Other important information about your visit

Screening

To protect all our patients from potential infections, we ask everyone coming into hospital or attending outpatients a number of questions about their health. These questions may include ones about Creutzfeldt-Jakob disease (CJD) and MRSA. Asking these questions doesn't mean that we think you may have these illnesses. The Department of Health requires us to ask these questions to protect all patients, so please don't worry.

Consent

Many of the treatments and procedures we use do carry some risk. We will talk to you about these risks before we do anything and ask you to sign a consent form that gives us the go ahead to give you your treatment. Only sign this form if you are happy that you understand what is going to happen and the risks involved.

Medication and other treatments

Some of the medicines and treatments we use contain ingredients that come from human or animal sources. If you have any concerns about this, please tell your doctor so that we can tell you if this applies to any medicines or treatments planned for you and discuss alternatives.

Hospital notes and confidentiality

To provide you with the best medical care we need to keep notes of your condition, treatment and progress. We would like to assure you that this information, which forms your medical record, is kept confidential at all times. For more details about how we use your records and what the law allows see www.nhs.uk/records or our leaflet 'Information about your health'.
You also have a legal right to see your medical records. If you wish to view your records or to have copies supplied, you should apply in writing to the following address (please note that we do charge for making copies of your records):

The Medical Records Manager
Sheffield Teaching Hospitals NHS Foundation Trust
Royal Hallamshire Hospital
Glossop Road
Sheffield
S10 2JF

Teaching at the hospital

As a teaching hospital, we have a responsibility to train future doctors, nurses and other health professionals. This means that students may be present during your treatment and be involved in your care. All our students work under the supervision of a qualified member of staff.

By allowing students to be involved in your care you can make a valuable contribution to their training. If you prefer not to, please tell a member of staff as soon as possible. You have a right to do this, and your decision will not affect your treatment in any way.

Research at the hospital

Many of the treatments available today have been developed as a result of patients and families taking part in laboratory and clinical research. The Trust is one of the country’s leading centres of this research and undertakes studies across a vast range of specialties. In taking part in a study you can help improve treatments not just for yourself but for many others too. If you are interested in finding out what studies are taking place, please speak to a member of staff. Alternatively you may be approached to take part in a study – you do not have to agree and your decision will not affect the treatment you receive.
Organ donation

Organ transplantation saves and enhances people's lives. It is often the best or even the only treatment for many patients suffering from disease or failure of a major organ such as the kidneys, liver or lungs. Many patients each year benefit from a transplant, but this depends entirely on the generosity of donors and their families who are willing to consider organ and tissue donation. If you would like more information about joining the NHS Organ Donor Register visit the organ donation website www.organdonation.nhs.uk or call free on 0300 123 23 23.

Mobile phones

It is our hospital policy for mobile phones to be switched to silent when entering a hospital ward or department. This is to respect the hospital environment for patients and staff. If you need to receive or make a call, please do so away from the ward or clinical area.

Many phones now have cameras. To protect patient confidentiality you should not take photographs/videos in areas where other patients are present.

There are some areas of the hospital where mobile phones can interfere with medical devices. Please follow local signs and switch off your phone in these sensitive areas.

Telephones

Public telephone facilities are available at various points throughout the hospital. Please ask the receptionist in your clinic for directions.
Smoking

Smoking is not allowed anywhere within our hospital buildings or grounds. The only exception to this is where we have set up dedicated smoking shelters. These are situated:

- Near the outpatients entrance on A Road
- Near the main hospital entrance on B Road
- Outside the Jessop Wing on Tree Root Walk

If you would like help to stop smoking please telephone the Sheffield Stop Smoking Service on 0800 068 4490 or see their website www.sheffieldstopsmoking.nhs.uk.

Zero tolerance

Our staff are here to help you so please treat them with respect. Violent or abusive behaviour, either physical or verbal, is not acceptable and will not be tolerated, we will take appropriate action, which may include prosecution.
Services available

Refreshments

There are various places to eat and drink with a range of hot and cold options:

- WRVS Café - A Floor (Outpatient Entrance)
- WRVS Café - B Floor (Main Entrance)
- Main hospital dining room - D Floor

There are also vending machine facilities around the hospital site.

Shops and cash points

There are the following shops and cash point on site:

- WHSmiths - B Floor (Main Entrance)
- Boots - C Floor
- NatWest cashpoint - B Road (outside the Main Entrance)

Volunteer services

We have over 650 volunteers providing a range of services including:

- Welcomer service
- Volunteer escort service (arranging parking, meeting you and taking you to your appointment)
- Patient support (running errands for patients, reading newspapers etc)
- Nutrition assistant
- Patient feedback
- League of friends (snack bar assistants)

All our volunteers have hospital identification badges and 'Welcomers' wear a maroon top.
For more information about the services our volunteers can offer or to find out about becoming a volunteer please contact the Volunteer Co-ordinator on 0114 271 5735 or WRVS on 0114 271 2680.

Sheffield Hospitals Charity

Sheffield Hospitals Charity helps to improve the care and treatment of thousands of local people by investing over £2 million a year in vital equipment, pioneering research, patient support, buildings and people.

For more information, or to make a donation, visit www.sheffieldhospitalscharity.org.uk or call 0114 271 1351.
Your opinion is very important to us

Whether you are happy or unhappy with the care and treatment that you have received we’d like to know about it.

If we are not getting it right and you want to raise a concern, you can speak to any member of staff. If the problem can be resolved quickly we will do our best to put things right.

If you prefer, you can call the Patient Services Team on 0114 271 2400. They will be happy to listen to you and assist you by putting you in touch with the right person to address your concern.

Alternatively you can write to the Chief Executive at the following address:

Sir Andrew Cash
Chief Executive
Sheffield Teaching Hospitals NHS Foundation Trust
8 Beech Hill Road
Sheffield
S10 2SB
Foundation Trust membership

Sheffield Teaching Hospitals NHS Foundation Trust is the organisation that runs the adult hospitals in Sheffield. Being a Foundation Trust means that our hospitals are no longer run directly by the Government. Instead, we are accountable to local people like you. For the foundation trust to work it needs your support and input by becoming a member. It's completely free of charge. Over 7,000 local people have already become members. Membership is open to anyone who has been a patient with our hospital or who lives locally.

As a member you will:

- Receive our free quarterly members’ newsletter 'GoodHealth' which is full of health tips and advice direct from our doctors and nurses as well as valuable information on our hospitals and what's going on in the NHS.
- Be invited to exclusive members’ events.
- Get the chance to have your say by taking part in surveys about the hospital or letting the Hospital Governors (who represent members) know your views.
- Get the opportunity to vote in elections for Hospital Governors - and even stand for election yourself if you want.
- Be helping us work with local people to improve the care and experience of our patients.

To become a member complete and return the form on page 22 or alternatively send an email to jane.pellegrina@sth.nhs.uk.
Fold along this line

NHS Foundation Trust Office
Sheffield Teaching Hospital NHS
Foundation Trust
FREEPOST NAT9274
SHEFFIELD S5 7ZZ
Membership registration

Please register me as a member of the Sheffield Hospitals NHS Foundation Trust, my details are as follows:

Title:  □ Mr  □ Mrs  □ Ms  □ Other

Family name: _______________________

First name: _______________________

Address: _______________________

Postcode: _______________________

Tel. No: _______________________

Email address: _______________________

Date of Birth: ___________  Gender:  □ Male  □ Female

This section is optional but allows us to ensure that our potential membership reflects the diversity of our community.

I would describe my ethnic origin as:

□ White British  □ White Other (non-British)

□ Asian or Asian British  □ Mixed or Multi-heritage

□ Black or Black British  □ Any other background

I declare that I am eligible* and would like to register my interest in becoming:

□ a public member  □ a patient member

Signed: _______________________

Date: ___________

*To be eligible for membership you must a) live in the Sheffield City Council area or b) have been a patient at one of our hospitals since 1998.
Key to symbols

- **P** Pay & display parking
- **H** Disabled parking
- **H1** Hospital shuttle bus
- **Bus stop**
- **Bicycle parking**
- **Drop-off zone**

Multi-Storey Car Park
Disabled drop-off on entrance level only
Charges apply
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