

# Your child's visit to the outpatient department

## A guide for parents and carers

The Lauriston Building, 39 Lauriston Place, Edinburgh, EH3 9EN

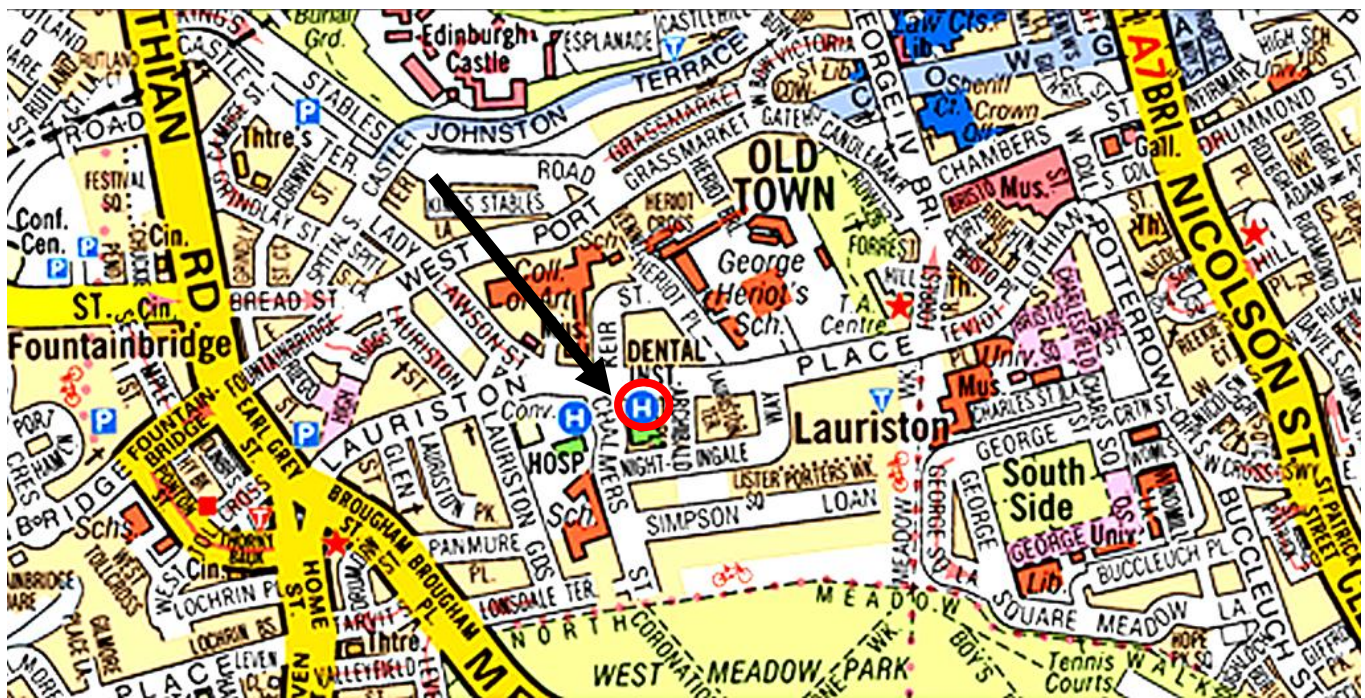
### Welcome

Your child has an appointment to be seen in the Outpatient Department at the Lauriston Building, Edinburgh. We know that coming to hospital can be a stressful time for children, their families and friends. We will do all we can to help your child and to make his or her visit to the hospital as pleasant as possible.

After reading this leaflet, if you have further questions about your child's visit before attending, please don't hesitate to contact our appointments desk on the number below. Alternatively when you attend the outpatient department please ask the nurse in charge or any doctor or nurse involved in your child's care. They will be pleased to help you and, if necessary, talk to other members of your family.

We are committed to making sure that the care and treatment your child receives is of the highest possible standard.

### Directions – Lauriston Building location within Edinburgh



### Appointment cancellation

While we make every effort to avoid this, there is always a risk that your appointment may be cancelled at short notice. This is due to either emergency patients or other reasons which are beyond our control. We realise that this can cause distress and inconvenience, but in the event that your appointment is postponed, you will be offered a new date as soon as possible.

### Keeping your appointment

If you cannot keep your child's appointment or need to change it, please telephone the number on your appointment letter. Your call will give someone else the chance to be seen and will help us keep waiting times to a minimum.

## Public transport and travel information

Bus details available from: Lothian Buses on **0131 555 6363** or [www.lothianbuses.co.uk](http://www.lothianbuses.co.uk)  
Traveline Scotland on **0871 200 2233** or [www.travelinescotland.com](http://www.travelinescotland.com)

Train details available from: National Rail Enquiries on **03457 484950** or [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## Patient Transport

Patient Transport will only be made available if you have a medical/clinical need. Telephone **0300 123 1236** (calls charged at local rate) up to 28 days in advance to book, making sure you have your CHI Number available (this is on your appointment letter). Hearing or speech impaired? Use text relay: **18001-0300 123 1236** (calls charged at local rate). To cancel patient transport, telephone 0800 389 1333 (Freephone 24 hour answer service).

## Travel costs

If you receive certain social security benefits or are on a low income, you may be entitled to help with travel costs to the hospital for appointments.

When you come to hospital, please bring details relating to the benefits you receive and ask for a certificate of attendance from the reception in the department you are visiting. This certificate should then be taken to the Cashier's office.

Cashier's Office Opening Hours:

Princess Alexandra Eye Pavilion: Monday, Wednesday and Thursday 8.30am-2.30pm

Royal Hospital for Children and Young People: Monday to Thursday, 8.30am-1.00pm & 1.30pm-4.30pm  
Friday, 08.30am-1.00pm & 1.30pm-4.00pm.

## Car parking

Parking is very difficult as there is no dedicated parking for the Lauriston facilities so please leave extra time if you have to drive. Where possible, use public transport or arrange to be dropped off by family or friends.

A limited amount of metered car parking is available on the street outside the building or at the Quartermile NCP car park which is two minutes away.

## Interpretation and translation

Your GP will inform us of any interpreting requirements you have before you come to hospital and we will provide an appropriate interpreter. This leaflet may be made available in a larger print, Braille or your community language.

## Contact telephone numbers

Main Switchboard: **0131 536 1000**

Appointments Desk: **0131 312 1547**

## Smoking

Smoking is not allowed on NHS premises or grounds.

## Further information

For further information on NHS Lothian Services please go to [www.nhslothian.scot.nhs.uk](http://www.nhslothian.scot.nhs.uk)