

Your child's visit to the outpatient department

Information for parents and carers

Royal Hospital for Children & Young People, Edinburgh (RHCYP)

50 Little France Crescent, Edinburgh, EH16 4TJ **0131 536 1000**

Welcome

Your child has an appointment to be seen in the Outpatient Department at the new hospital building for the Royal Hospital for Children & Young People, 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 **0131 536 0384**. 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.

Public transport and travel information

Bus information:

Lothian Buses	0131 555 6363	www.lothianbuses.co.uk
Traveline Scotland	0871 200 2233	www.travelinescotland.com

Train information:

National Rail Enquiries	03457 484 950	www.nationalrail.co.uk
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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 which can be found in the Royal Infirmary of Edinburgh in the mall area (ground floor opposite the Simpsons Corridor).

Cashier's office is open:

Monday – Thursday: **08.30am - 01.00pm** and **01.30pm - 04.30pm**

Friday: **08.30am - 01.00pm** and **01.30pm - 04.00pm**

Disabled access

The disabled access to the hospital is via the main RHCYP or DCN (Department of Clinical Neurosciences) entrance.

Car parking

Car parking at the BioQuarter site (which includes the Royal Hospital for Children & Young People and Royal Infirmary of Edinburgh) is currently free. However please check the Lothian Website (www.nhsllothian.scot) for any updates on this as this may change.

Patients and their families can also use public transport, or arrange to be dropped off at the hospital in a drop-off zone. Please do not park in any of the drop-off zones. There are disabled parking spaces for blue badge holders only.

Please be aware that the roads around the BioQuarter site are controlled by the local council. Parking on single or double yellow lines may result in a parking ticket issued by local council parking attendants.

Although there is car park security surveillance, please ensure that you lock your car and leave your valuables out of sight.

Children's hospital accessible pre-booked parking

The Royal Hospital for Children & Young People has barrier controlled accessible pre-booked parking for those patients and families whose needs require larger parking bays with close proximity to the hospital entrance. This is situated close to the entrance of the RHCYP, via BioQuarter Gate 1, in car parks 1A and 1D.

The spaces are available only to patients with the following needs:

- Wheelchair access
- Severe mobility problems
- Severely sight impaired
- Medical equipment dependant
- Have been assessed by their clinician as requiring closer access.

The spaces are limited and allocated on a first come, first served basis. When booking you will be asked to confirm which of the above categories apply. You'll be given a specific time slot between **08:30am – 12:30pm** or **12:30pm – 05:00pm** depending on the time and type of appointment.

Making a booking for accessible pre-booked parking

Please call **0131 537 3333** (option 2), 24 hours before you are due to attend, to book an accessible pre-booked parking bay. Lines are open 7 days a week, **09.00am – 05.00pm**.

Please make sure you have the following information to hand when booking the parking bay:

- Full name of child
 - Clinic /service name
 - Appointment time
 - Why you require accessible pre-booked/proximity parking (see categories above)
 - Car registration (barriers use licence plate recognition).
- } *This information is on the appointment letter*

Please note in order to maintain access to these bays for patients and for your security and safety, the accessible pre-booked parking area is regularly monitored by CCTV and security personnel.

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 child's CHI number available- which you can find on their appointment letter.

Hard of 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 hr answer service).

Interpreting 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 for you.

For a copy of this leaflet in a larger print, Braille or your community language, please telephone the appointments desk on **0131 536 0384**. This leaflet is available on the NHS Lothian website: www.nhslothian.scot

Keeping your appointment

If you cannot keep your child's appointment or need to change it, please telephone **0131 312 1547**. Your call will give someone else the chance to be seen and will help us keep waiting times shorter.

What facilities are available at RHCYP?

Ground floor	<ul style="list-style-type: none">• Cafe offering hot and cold drinks and food including salad, sandwiches and soup• Edinburgh Children's Hospital Charity (EHC) shop
2nd floor	<ul style="list-style-type: none">• Vending machines
4th floor	<ul style="list-style-type: none">• Restaurant and coffee bar, with internal and external seating

Map showing Royal Hospital for Children & Young People (RHCYP) on the BioQuarter site



Smoking is not allowed on NHS Lothian premises or grounds