

Your visit to the Clinical Neurophysiology Department (OPD-15)

Information for patients



Department of Clinical Neurophysiology (OPD-15)
Department of Clinical Neurosciences (DCN)
50 Little France Crescent, Edinburgh, EH16 4TJ

Welcome

You have an appointment to be seen in the Clinical Neurophysiology Department (OPD-15) at the new hospital building located on the Royal Infirmary Campus, Edinburgh. We know that coming to hospital can be a stressful time for you and your family. We will do all we can to help you make your visit to the hospital as pleasant as possible.

After reading this leaflet, if you have further questions about your visit, please don't hesitate to contact the department on the number provided above.

Public transport and travel information

Bus details available from:

Lothian Buses on **0131 555 6363** or www.lothianbuses.co.uk

Traveline Scotland on **08712002233** or www.travelinescotland.com

Train details available from:

National Rail Enquiries on **03457 484 950** or www.nationalrail.co.uk

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 that 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 Simpson's corridor).

Cashier's office is open: Monday to Friday 08.30-13.00 and 13.30-16.30 (16.00 Friday).

Car Parking

Car parking at the BioQuarter is free for patients.

Please be aware that the roads around the Little France 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 surveillance, please ensure that you lock your car and leave your valuables out of sight.

Disabled access

The disabled access to the hospital is via the main RHCYP or DCN entrance.

Accessing DCN and RHCYP hospital proximity parking (marked "1A" on the map).

The department of Clinical Neurosciences has barrier controlled proximity parking for those patients and families who require larger parking bays with close proximity to the hospital entrance. This is located closed to the entrance of DCN, via Bioquarter Gate 1.

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

- Wheelchair access
- Severe mobility problems
- Severely sight impaired
- Medical equipment dependent
- 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 this of the above categories of need applies. You will be given a specific time slot between 08.30-12.30 or 12.30-17.00 depending on the time and type of appointment.

Making a booking for proximity parking

To book a proximity parking bay, please call 0131 537 3333 option 2, 24 hours before you are due to attend. Lines are open 7 days a week between 09.00-17.00.

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

- Full name of patient
- Clinic/service name
- Appointment time
- Why you require proximity parking (see categories above)
- Car registration (barriers use licence plate recognition).

Please note in order to maintain access to these bays for patients, and for your security and safety, the proximity 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** up to 28 days in advance to book, making sure you have your CHI Number ready (this appears on your appointment letter). Calls charged at local rate.

Hard of hearing or speech impaired? Text: **18001-0300 123 1236** (calls charged at local rate). To cancel patient transport, telephone **0800 389 1333** (Freephone 24 hr answer service).

What facilities are available at DCN and RHYCP?

Ground Floor

- Cafe offering hot and cold drinks and food including salad, sandwiches and soup
- Vending machines
- Edinburgh Children's Hospital Charity (EHC) shop.

2nd Floor

- Vending machines.

4th Floor

- Restaurant and Coffee bar, with internal and external seating.

Contact Information

Department of Clinical Neurophysiology

Outpatients' Department (OPD-15)

Telephone: **0131 312 1505 / 0131 312 1509**