

Your visit to the Clinical Neuroscience Outpatient Department

Information for patients and carers



Department of Clinical Neurosciences
50 Little France Crescent, Edinburgh, EH16 4TJ (0131 536 1000)

Welcome

You have an appointment to be seen in the Outpatient Department (OPD7) 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 to make your visit to the hospital as pleasant as possible.

After reading this leaflet, if you have further questions about your visit before attending, please don't hesitate to contact our appointments desk on the number above. Alternatively when you attend the outpatient department please ask the nurse in charge or any doctor or nurse involved in your 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 you receive is of the highest possible standard.

General information to help with your attendance at your hospital appointment

Public transport and travel information

Bus details available from: Lothian Buses on 0131 555 6363 www.lothianbuses.co.uk
Travelling 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 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 – Friday: 08.30-13.00 & 13.30-16.30 (16.00 Friday).

Car parking

Car parking at the BioQuarter site has to be paid for at one of the car park machines before you leave.

To avoid parking charges, patients and their families can 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.

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 security 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 & RHCYP hospital proximity parking ('1A' or '1D')

The Department of Clinical Neurosciences has barrier controlled proximity 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 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 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 of need applies. You'll 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)
- } *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 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** (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 (Free phone 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 phone number on your appointment letter.

Keeping your appointment

If you cannot keep your appointment or need to change it, please call the phone number on your appointment letter as soon as possible. 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 and DCN?

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