The Trust operates parking enforcement. Notices will be issued when you arrive at the hospital please follow letters on signage to the area you require. Further information available from the Trust Website at www.northamptongeneral.nhs.uk

Please Remember

Northampton General Hospital NHS Trust

Getting Here

By Car - Travel towards Northampton town centre and then follow the hospital signs.

By Bus - Bus numbers 5 and 5a run from Greyfriars bus station and stop on the Billing Road near to the main entrance to the hospital, bus number 20 also stops outside the hospital.

By Rail - Northampton railway station is approximately 1/2 mile west of the town centre and 1 mile from the hospital (follow road signs to General Hospital). There is a taxi rank at the station.

For more information about travelling to the hospital, please contact our travel information office (01604) 545966 and 544600.

Parking

Parking at the hospital is a significant problem between 9.00am and 4.00pm. We urge everyone to use public transport if possible or arrange to be dropped off. Each entrance has a drop off and collection point as well as designated parking spaces for Blue Badge holders. 30 minute marked bays are for 30 minute parking only.

We are unable to guarantee the availability of car parking spaces. Therefore you should allow plenty of time before your appointment. If you cannot park at the hospital, there are public car parks in the town centre or in Bedford Road, a short walk away.

To help find your way around the hospital has been divided into 19 areas A - W. The map shows the main departments and wards alongside the area they are in. When you come to the hospital, each lettered area is signposted throughout, so all you need to do is follow the signs to that area and then to the department you require.
About Us
Our aim is to deliver the safest, most clinically effective acute services in the country, focused on the needs of the patient. We provide a full range of acute clinical services from Northampton General Hospital and Danetre Hospital in Daventry. We are a designated cancer centre and have recently invested in a number of additional specialist services, including inpatient renal services and interventional cardiology. All elective inpatients and emergency admissions are screened for MRSA. As part of our work to improve clinical outcomes we are taking part in a national patient safety programme and have invested in systems to capture patients views on the service we provide. We understand that sometimes a small change can make a big difference for our patients.

Chaplaincy
The hospital has a chapel on site, situated on the main hospital street in area E. If you would like to speak to one of the hospital Chaplains please ask a member of staff to contact Cliftonville main reception for you. There is a Chaplain on-call day and night. If you would prefer to see your own faith leader, staff will be glad to help you do this. Services are held regularly in the hospital chapel, please ask your nurse for details.

Charitable Fund
The Charitable Fund manages all monies that are donated to NGH. The Charitable Fund is completely separate from the NHS and the hospital trust. Charitable donations are used in a variety of ways to help make the hospital a better place for patients, visitors and staff. If you would like to find out more about making a donation or fundraising for the hospital please contact the Charitable Fund Office on (01604) 545091 or www.nghtruenorth.co.uk

Comments, Concerns, Complaints and Compliments
We will do everything possible to make sure patients get the right treatment at the right time, to a high standard. We want to hear about what they think of our services and how we can make experiences count whether they make a comment, concern, complaint or compliment. This can be done directly with the area in which they are having their care or they can contact the PALS (01604) 545784 who will provide confidential advice and support on how to make a comment, raise a concern or make a complaint.

Friends of NGH
Friends of Northampton General Hospital is a voluntary organisation set up to help the hospital, its patients, visitors and staff. Volunteers provide a valuable guide and buggy service. They are based at the Billings Road Entrance and the South Entrance from Car Park 1.

Hospital Radio
Radio Nene Valley is a registered charity (No. 265936) and is staffed entirely by volunteers. It can be heard (free of charge) on the bedside TV/radio system. Details of programmes can be found in the SMILE (free of charge) on the bedside TV/radio system.

Infection Prevention and Control
Prevention of infection is very important to the hospital and we ask all visitors to notify the porter if by not visiting if you are unwell. With so many poorly people in hospital we would ask you not to visit with young children unless it is absolutely necessary. Foaming sanitiser is available at ward entrances and patient bed spaces to use as a quick and easy alternative to hand washing.

Hygiene and cleaning are important aspects of infection prevention that can be difficult on such a large site. We hope people will understand that if they cannot always visit at times when cleaning needs to be carried out. Ward staff can contact a member of the Infection Control Team on extension 5785 if anyone would like advice on relevant aspects. We are in area G.

Interpreters and Translation
If you, or someone you know, need a foreign language or sign language interpreter to accompany you to an appointment/consultation, please be sure to notify the hospital as far in advance as possible. A telephone interpreting service is also available.

In emergencies we will always try to provide an interpreter at short notice. The hospital subscribes to an interpreting service and this can be accessed by ringing the hospital’s switchboard (01604) 634700. If someone you know would benefit from a translation of this leaflet please contact the Patient Advice and Liaison Service on (01604) 545784.

Mobile Phones
Mobile phones may interfere with medical equipment and can cause distraction to fellow patients. They must be TURNED OFF in all wards and clinics where signs prohibit their use. Camera phones must not be used in patient areas.

Medicines
When you come to hospital please bring all your medicines with you – not only prescribed tablets and capsules, but also liquids, inhalers, drops, creams etc. and any products you have bought including complementary medicines. If you have a medication reminder card or GP repeat slip also bring this with you. Let staff know if you are allergic to anything.

Shops
The WRVS have shops at the south entrance area E and Billing Road entrance area T where you can buy newspapers, magazines, stamps, cards, gifts, confectionery, drinks and toiletries.

The Friends of NGH shop is located in area E. The shops sell a range of hand made baby clothes and small gifts, second hand books, bric-a-brac, games and other items.

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The Patient Advice and Liaison (PALS)/Bereavement Service
This service offers on-the-spot help, advice and support if you have any queries about the care and services we provide. They can also help with information regarding the practical issues following the death of a relative or friend. PALS can be contacted on (01604) 545784/Bereavement 523489 and is located in the Evelyn Centre area R.

The hospital has approximately 4,000 public members who are kept informed of developments. If you would like to become a member, or find out how you could be involved in helping us develop our services in the future, please contact the Membership Office on (01604) 523894 or e-mail: members@ngh.nhs.uk

Catering
The hospital has two excellent places to eat. Café Royale serves drinks, snacks and pastries at Cliftonville main reception area D. Cliftonville Restaurant, located on the main hospital street area E, provides hot meals and a variety of snacks and drinks.

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