



Northampton General Hospital

NHS Trust

When you arrive at the hospital please follow letters on signage to the area you require

Departments

Accident and Emergency	D
Antenatal Outpatients	K
Audiology	K
Billing House	W
Biochemistry	H
Blood Taking Unit	K
Centre for Elderly Medicine	R
Chapel	E
Chest Clinic	D
Child Development Centre	L
Children's Hearing Clinic	K
Children's Outpatients	K
Chiropody	U
Cripps Centre	J
Day Surgery Unit	K
Dermatology	K
Diabetes Centre	J
Discharge Lounge (Victoria)	C
Echocardiography	K
ENT	K
Eye Unit	L
Forrest Centre	B
Fracture Clinic	D
Genitourinary Medicine	R
Gynaecology Unit	S
Gynaecology Day Care Unit	S
Gynaecology Emergency	S
Gynaecology Endoscopy	S
Gynaecology Outpatients	K
Haematology	G
Hand Therapy	D
Heart Centre	C
Human Resources	Q
Integrated Surgery	B
Limb Centre	W
Manfield Day Case	A
Maternity Day Unit	L
Maxillofacial Unit & Orthodontics	R
Medical Illustration	J
Medical Outpatients	K
Main Theatres Admissions Unit	F
Minor Injuries & Minor Illnesses	D
Mortuary and Chapel of Rest	H
Neurophysiology	J
Nuclear Medicine	E
Oncology Centre	N
Pain Relief Clinic	S
PALS and Bereavement Service	R
Pathology	K
Pre-operative Assessment	G
Radiology (X-ray)	D
Rapid Access Chest Pain	D
Research and Development	J
Respiratory Laboratory	D
RESTART	F
Rheumatology	C
Training and Development	Q
Urogynaecology	S

Map showing hospital layout with departments A-W, entrances (Billing Road, Cliftonville, Cheyne Walk, West, South, Vehicle), and parking areas (P1-P5). Includes Highfield Clinical Care Centre and Midsummer Meadow Public Car Park.

Wards

Allthorp	S
Abington	E
Allebone	O
Balmoral	L
Becket	D
Benham	C
Brampton	R
Cedar	A
Creaton	C
Collingtree	A
Compton	S
Disney	M
Dryden	C
Eleanor	D
Emergency Assessment Unit	D
Finendon	M
Gosset	A
Hawthorn	C
HDU (High Dependency Unit)	S
Head and Neck	R
Holcot	C
ITU	S
Knightley	M
Paddington	L
Robert Watson	A
Rowan	L
Sandringham	L
Singlehurst	S
Spencer	R
Stroke Unit (located on Holcot Ward)	M
Sturtridge (Labour ward)	G
Talbot Butler	S
Victoria	A
Willow	L
Windsor	L

Public Facilities

- Accessible Toilets **A E D K T**
- Baby Change **A E K L T**
- Changing Places toilet **E**
- Main Reception **D**
- Restaurants:**
 - Café Royale **D**
 - Cliftonville Restaurant **E**
- Shops:**
 - Friends of NGH **E**
 - Optician (Eye to Eye) **L**
 - WRVS **E T**
- Telephone** **D**
- Travel Office** **R**
- Board Room** **T**
- Committee Room 1&2** **T**

Further information available from the Trust Website at www.northamptongeneral.nhs.uk

Please Remember Charitable Fund Office Disabled Parking Main Entrances Lift Public Car Park Number

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. A Pay & Display and Pay on Foot system operates in the hospital car parks and the charges are displayed. Pay & Display ticket machines do not give change Pay on Foot ticket machines do. (Car Park 2 is for staff only between the hours of 7.30am and 3.00pm).

The Trust operates parking enforcement. Notices will be issued for illegal and unpaid parking, please check with the travel office next to main reception or telephone (01604) 545966 for further information.

For longer term parking, a weekly ticket may be purchased from the travel office, **area D** (with a letter of authorisation from the ward), except Pay on Foot parking i.e. Car Park 1.

Parking spaces for registered disabled (blue badge scheme) permit holders are free of charge but **NOT** in the Pay on Foot parking areas.

Wayfinding and Signposting

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.

Access for Disabled People

Where possible the hospital provides access to everyone. However, to help make your visit as comfortable as possible, it would be helpful to hospital staff if you could advise the clinic or ward of any additional needs you may have before your visit.

If you have any queries about the facilities available, please contact the Patient Advice and Liaison Service (PALS) by telephone (01604) 545784.

Dedicated parking is available at main entrances as shown on the map. Minicom phones are available for use within the hospital. Please ask your nurse. Induction loops are provided at reception desks. Audiology have a Minicom telephone (01604) 545912.

Assisted and wheelchair accessible toilets are provided in most areas.

Bedside TV and Telephone

The majority the Trust's bed spaces are fitted with a personal TV and telephone. This system allows patients to access TV and radio channels (including hospital radio), a wide range of films and the internet. These services are chargeable and there are a number of packages to choose from. Credits can be pre-register by calling 0845 414 1234 or purchased on screen with a credit /debit card or by mobile phone.

The telephone is for patients to call out and for friends and relatives to ring in. There is a charge for incoming calls. Details of the facilities and charges are available on the TV screens or by contacting the service provider direct at to www.hospedia.co.uk, or dial 0845 44 1234.

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.

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.nghgreenheart.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 know 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 receiving 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 Billing Road Entrance and the South Entrance from Car Park 1.

If you would like to know more about the Friends, please contact the Friends Voluntary Service Manager on (01604) 545802.

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 magazine, available on most wards, or by calling the station on (01604) 545454 or internally 5454 or 5252. More information at www.radionenevalley.co.uk

Infection Prevention and Control

Prevention of infection is very important to the hospital and we encourage all visitors to play their part 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 for everyone 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 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 annoyance 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.

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](#).

Patient and Public Involvement

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

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.

Fresh flowers arranged in oasis, artificial flowers or a small plant are acceptable on all adult wards. No flowers are permitted on children's wards, ITU or HDU.

No Smoking

NGH operates a smoke-free policy. This means smoking is not allowed anywhere on the hospital site, in or near buildings, the grounds and car parks.

For advice and support on giving up smoking call the local stop smoking helpline on 0845 6013116, e-mail smokefree@northants.nhs.uk or visit the national website www.smokefree.nhs.uk

Drinking alcohol and the use of illicit substances whilst on the hospital site is not permitted.

Valuables and Liability

Northampton General Hospital NHS Trust cannot accept responsibility for loss or damage to personal property of patients, visitors or staff, unless in the case of patients such property is handed to the person in charge for safe keeping.

Violence Towards Staff

Violence towards staff is not tolerated. It is our policy to support **LEGAL ACTION** against any person who assaults staff or causes an affray whilst on trust premises.

Ward Visiting

Various visiting times are in operation, and you are advised to contact the ward(s) direct for this information.