



Location Map

## Northampton General Hospital

**Accident & Emergency**

- Antenatal
- Audiology
- Billing House
- Biochemistry
- Blood Taking Unit
- Cardiology
- Centre for Elderly Medicine
- Chapel
- Chest Clinic
- Child Development Centre
- Children's Hearing Clinic
- Children's Outpatients
- Chiropody
- Cripps Centre
- Day Surgery
- Diabetes Centre
- Discharge Lounge
- Echocardiography
- ENT
- Eye Unit
- Forrest Centre
- Fracture Clinic
- Gynaecology Outpatients
- Haematology
- Head & Neck Day Care
- Healthcare Education
- Health Psychology
- Human Resources
- Integrated Surgery
- Ken Stewart Family Centre
- Limb Centre
- Manfield Suite
- Maxillofacial Unit
- Medical Outpatients
- Neurophysiology
- Nuclear Medicine
- Oncology Centre
- Pain Relief Clinic
- PALS (Patient Advice & Liaison)
- Pathology
- Physiotherapy (Outpatients)
- Radiology (X-ray)
- Rapid Access Chest Pain
- Research + Development
- Respiratory Laboratory
- RESTART
- Rheumatology
- Sexual Health
- Skin Clinic
- Speech Therapy
- Viewing Room

Please Remember

**Wards**

- Abington
- Allebone
- Balmoral
- Becket
- Benham
- Brampton
- Cedar
- Compton
- Coronary Care Unit
- Creation
- Disney
- Dryden
- George & Elizabeth
- Gosset (Neonatal Unit)
- Hawthorn
- Holcot
- ITU
- Medical Admissions Unit
- Paddington
- Robert Watson
- Rowan
- Sandringham
- Singlehurst
- Spencer
- Stroke Unit
- Sturtridge (Labour ward)
- Talbot Butler
- Victoria
- Willow
- Windsor

**Public Facilities**

- Accessible Toilets
- Baby Change
- Main Reception
- Pharmacy
- Restaurants:
  - Caf Royale
  - Cliftonville Restaurant
- Shops
  - Friends of NGH
  - Optician (Eye to Eye)
  - WRVS
- Telephone
- Travel Office
- Board Room
- Committee Rooms 1 & 2

### 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.

**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.

### 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.

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 and Display system operates in the hospital car parks and the charges are displayed. Ticket machines do not give change.

For longer term parking, a weekly ticket may be purchased from Cliftonville Reception, **area D** (with a letter of authorisation from the ward).

Parking spaces for disabled people are free of charge to Blue Badge holders.

### 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

Northampton General Hospital has been providing healthcare to the people of Northampton for over 250 years. An acute Trust since 1994, the hospital is undergoing an exciting period of change and consolidation - making it a truly dynamic place. The hospital has more than 700 beds, including ITU, HDU and coronary care wards. There are 6 main operating theatres, plus additional theatres for gynaecology, ENT, dental, obstetrics, elective orthopaedic and ophthalmic surgery. Two new theatres and additional day case facilities are currently under construction and will open during 2003.

## 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) either by telephone (01604) 545784 or e-mail: eileen.ingram@ngh.nhs.uk

Dedicated parking places are provided 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. They can be found in **areas D, E & T**.

## Bedside TV and Telephone

During 2003 every hospital bed space will be fitted with a personal TV and telephone. This system will allow patients to listen to radio programmes and watch some TV programmes for no charge. Feature films, satellite TV and access to the internet with e-mail will be available at a small charge.

The telephone will be available for patients to call out and for friends and relatives to ring in. Details of the facilities and charges are available in dedicated packs issued to patients on admission.

## Catering

The hospital has two excellent places to eat. Café Royale serves drinks, snacks and pastries in a café style setting at Cliftonville Main Reception **area D**.

Cliftonville Restaurant, located on the main hospital street **area A**, 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 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.

## Compliments, Suggestions and Complaints

We hope you have no reason to complain about the care you, your relatives or friends receive at our hospital, but if you do please ask a member of staff for our leaflet 'Making a Complaint'. We would also be pleased to receive any suggestions about our services, or any compliments you would like to make. If you would like to speak to somebody about your complaint please ask a member of staff to contact the Head of Legal and Consumer Relations, via the hospital switchboard on (01604) 634700.

## 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 service. They are based at the Billing Road entrance or the South Entrance from car park 1.

If you would like to know more about the Friends, please contact the co-ordinator on (01604) 545802.

## Hospital Radio

Radio Nene Valley is a registered charity (No. 265936) and is staffed entirely by volunteers. Broadcasts can be heard on bedside TV, radio systems and details of programmes can be found in the SMILE magazine, available on most wards, or by calling the station on (01604) 545454 or internal extension 5454 or 5252.

## Interpreters and Translation

If you, or someone you know, need a foreign language or sign language interpreter to accompany you to an appointment or consultation, please be sure to notify the hospital as far in advance as possible.

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 telephones cause interference with medical equipment in the hospital, even when not in use. Your mobile phone must be **TURNED OFF** in all wards and clinics and where signs prohibit their use.

## Patient Advice and Liaison

The hospital has a Patient Advice and Liaison Service (PALS), which acts as a 'friend within the system' to patients and carers, helping deal with any difficulties which may arise. They can also help provide more information regarding issues following the death of a relative or friend.

The PALS office is located in **area T** and can be contacted on (01604) 545784.

## Patient Involvement

The hospital has a Service User Representative Forum. If you would like to know more about getting involved with the development of the hospital, please contact the Director of Nursing, Human Resources and Patient Services via the hospital switchboard (01604) 634700.

## Shops

The WRVS run shops located at the south entrance **area E** and Billing Road entrance **area T** where you can buy such items as newspapers, magazines, stamps, gifts, sweets, chocolates, crisps, drinks, essential toiletries, stationery and cards.

The Friends of NGH run a shop located in **area E** and a small gift shop near Sturtridge Ward in **area L**. Run by volunteers, the shops sell a good range of hand made baby clothes and small gifts, as well as second hand books, bric-a-brac, games and other items.

## Smoking

The hospital promotes a no smoking policy. Smoking is not allowed anywhere inside the buildings unless it is in one of the designated smoking areas. Because smoking damages the health of smokers and non-smokers, tobacco is not sold on the premises.

## Violence Towards Staff

Hospital staff are here to help patients.

This Trust is committed to protecting its staff against both physical and verbal assault or intimidation during the course of their work and considers any aggressive behaviour to be unacceptable.

This Trust's policy is 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.