

Transforming your hospital FAQs

We've penned answers to the questions we're frequently asked about the construction projects happening on the grounds of University Hospital Southampton. If you have a specific question that isn't answered here, let us know.

Parking	
<p>Why is hospital parking a focus for UHS?</p>	<p>Car parking has always been an important focus for us and we strive to make coming to our hospital, whether as a staff member, patient or visitor, as stress free as possible, which is why over the last decade we have created over 800 new parking spaces. However, demand for our services has also increased significantly during that time.</p> <p>We now provide services to 1.3 million people living in Southampton and South Hampshire, as well as providing specialist services (such as neurosciences, cardiac and children's intensive care) to over 3 million people across southern England and the Channel Islands. With a growing and ageing population and the increased prevalence of long-term health conditions, we're sure to see our patient and staff numbers rise further still, but, as our site is surrounded by residential properties, we only have a limited amount of space we can redevelop for services and parking.</p>
<p>How are you planning to improve parking?</p>	<p>Our aim is to make the site more user-friendly for patients, visitors and staff and to ensure we can manage the increasing demand for our services. We are therefore planning to:</p> <ol style="list-style-type: none"> 1. Redesign a number of our existing car parks to increase the overall number of spaces available. 2. Speed up entry and exit to our car parks by utilising modern payment methods and current technologies, such as automatic number plate recognition technology. 3. To improve access and flow of traffic, this includes introducing real time car park displays to direct drivers to available spaces. <p>The first stage of this project has already begun with the construction of a new multi-storey car park.</p>
<p>Are you building a new multi-storey car park?</p>	<p>Yes, work has already begun on the build of a new multi-storey car park, which will be accessible from Coxford Road. It will accommodate up to 778 spaces across its six storeys.</p>
<p>What's the impact of the new multi-storey on the local community?</p>	<p>When the project was in its infancy we spent time discussing our plans with the residents of Coxford Road and Southampton City Council. We also ran a public consultation event for all interested parties. This gave everyone the opportunity to</p>

	<p>provide their feedback on the operational side of the project, as well as on the materials and overall design. The final design is tiered to set it back from surrounding properties and to minimise any disruption to their view (the highest point of the building is in front of the hospital rather than the residential properties).</p> <p>Although there will inevitably be some works traffic, we are working with the local council and residents to keep the impact on Coxford Road to a minimum. You can view the architect's drawings of the multi-storey on the Transforming your hospital page of our website.</p>
Are you reviewing the parking provision at Princess Anne Hospital?	The car parking strategy will encompass all Trust car parks. We are planning to reconfigure the parking at Princess Anne to increase capacity and improve the size of the parking bays.
When will the multi-storey be finished?	We're aiming to complete this work by autumn 2017.
Who will be able to park in the new multi-storey car park?	We're currently looking at how we distribute parking for staff, patients and visitors across the total number of spaces that will become available once all the work is complete. We will provide further updates on this.
Will the construction of the car park affect access to the hospital?	We plan to keep diversions to a minimum and any changes made will be clearly signposted and communicated in advance.
How much will the multi-storey cost and who's paying for it?	The multi-storey will cost £16 million. The project is being funded through our Commercial Estates Development Partnership with Interserve Prime, not by the NHS. This means that no money or resources will be drawn away from patient care. In fact, the revenue generated will be re-invested within the hospital and its frontline patient services.
Where does the money I pay for parking go?	100% of the profit generated from our car parks is reinvested back into the hospital to help fund our frontline services.

Southampton Centre for Cancer Immunology

<p>Why are you carrying out the work?</p>	<p>The new Southampton Centre for Cancer Immunology being built here at University Hospital Southampton is partnered with the Francis Crick Centre in London, a major international hub for biomedical research. It will be the only dedicated cancer immunology centre in the UK.</p> <p>The University of Southampton aims to double the number of people working on cancer immunology and ultimately double the number of patients taking part in clinical trials, thereby improving the outcomes for cancer patients. As a university hospital trust and partner of the University of Southampton, we have a strong foundation in research and are excited by this new treatment and the benefits it can bring to our cancer patients.</p>
<p>How much will it cost?</p>	<p>The project will cost £25million.</p>
<p>Who's paying for it?</p>	<p>The University of Southampton are funding the project and are in the process of raising funds. If you would like to donate visit http://www.southampton.ac.uk/youreit#home</p>
<p>When will it be finished?</p>	<p>They are aiming to complete the build by 2017.</p>
<p>Where is it being built?</p>	<p>To make a home for the new centre we have closed the Blue Badge holders' car park (car park 2) and have created an equal number of Blue Badge spaces within our other car parks. By distributing the Blue Badge bays around the site, you should now be able to park closer to the service that you need. You can download a site map from our website which shows the locations of the new blue badge bays.</p>
<p>Why are you building it on the site of the Blue Badge holders' car park?</p>	<p>The car park was located in the research quadrant of the site, adjacent to the current university research buildings. In order to keep this new centre close to its other research facilities we needed to utilise the space previously occupied by the Blue Badge car park.</p>
<p>I hold a Blue Badge, where can I park now?</p>	<p>An equivalent number of Blue Badge spaces have been created within our other car parks. There are now 26 spaces within the main multi-storey (car park 1), 9 spaces adjacent to the multi-storey (opposite Taplins Nursery), 16 spaces in car park 8a beneath Ronald McDonald House, 15 spaces in car park 7 (behind neurosciences) and 3 spaces near to the West Wing entrance - where you'll also find a dedicated disabled drop off point.</p>

Main entrance redevelopment project

<p>Why did you carry out the work?</p>	<p>The original entrance and retail concourse was built in the 1980s when we served far fewer patients. Today almost 10,000 people walk through the entrance (on average) every week day and with such a narrow entrance this can result in a bottleneck for patients, visitors and staff. There is limited space for people to stop and wait in a comfortable environment. We therefore wanted to create a welcoming modern entrance that better serves the needs of those walking through our doors and delivers an improved experience for everyone.</p>
<p>How much did it cost?</p>	<p>The construction cost for the project is approximately £2.5m.</p>
<p>How was the project funded?</p>	<p>This project has been made possible thanks to a joint venture partnership between University Hospital Southampton and Interserve Prime. Interserve Prime is bringing in investment for the project so we're not drawing on NHS resources. In fact the new entrance will be a source of revenue that we will be re-investing back into the hospital and NHS services.</p>
<p>Why didn't you invest the money in patient care?</p>	<p>This project is being funded through our Commercial Estates Development Partner, Interserve Prime and not by the NHS. Therefore money and resources are not being drawn away from patient care. The project will create revenue that will be spent within the hospital and its services.</p>
<p>You mentioned Interserve Prime is funding this - who are they and does it make this a Private Finance Initiative project?</p>	<p>No, neither the partnership nor the project is connected to a Private Finance Initiative. Interserve Prime is the Trust's Commercial Estates Development Partner and by working in partnership with them the Trust is able to use its expertise to help make improvement projects like this happen – securing development funding without creating a cost burden for the hospital.</p>
<p>What changes have you made?</p>	<p>The new design includes a larger, lighter, double-height entrance, a new reception area at the heart of the space, a spacious and comfortable waiting area, improved patient and visitor facilities, including a 'changing places' adult disabled change area, as well as improved shopping and dining options. For more information see http://www.uhs.nhs.uk/Ourhospitals/SGH/Transformingyourhospital.aspx</p>
<p>Where can I get a licensed vehicle (taxi) from during the work?</p>	<p>Cars will be available adjacent to the main entrance. The taxi telephones are situated in West Wing, the eye unit and the emergency department.</p>
<p>Where can I be dropped off and collected?</p>	<p>The original drop-off zone has been moved to the road between the car park and the grassed piazza area. Dropping off is also</p>

	permitted outside the neurology department, eye unit, North Wing and West Wing (disabled drop off only) entrances. There may be emergency vehicles and other visitors in these areas, so please be considerate when dropping someone off.
Where can I smoke?	The work will not affect the locations of the smoking shelters, which are currently on the outskirts of the hospital grounds identified on this map http://www.uhs.nhs.uk/Media/SUHTInternet/PatientsAndVisitors/Mapofdesignatedsmokingshelters.pdf
Will there be a detailed map of the hospital in the new entrance?	There will be maps provided in several key locations around the hospital.
How can I prepare for my visit?	Please ensure that you familiarise yourself with the best entrance and car park for your visit. We would advise you check the local weather forecast before leaving for your appointment and please make sure you have appropriate clothing, as there is a short walk between most of our car parks and entrances.
Is there still a Costa?	There's a larger Costa within the main entrance and there's a second Costa within the Spice of Life restaurant on B level.
Is there still a WHSmith?	Yes, the new look WHSmith is now open within the main entrance.
Why have you closed Burger King?	We wanted to provide a more diverse range of food outlets that offer the opportunity to make healthy food choices.
How are you supporting healthy choices?	All of the food brands in our new look entrance have signed up to the government's Public Health Responsibility Deal and have made the following pledges: <ul style="list-style-type: none"> • Out of Home Calorie Labelling • Out of Home maximum per serving salt targets • Salt Reduction • Non-use of Artificial Trans Fat • Calorie Reduction • Salt Catering: Training and Kitchen Practice • Fruit and vegetables • Saturated Fat Reduction
Is there still a League of Friends?	Yes, our long standing partnership with the League of Friends is important to us and they now have a new shop in a prominent location within the new main entrance.
Is there still a pharmacy?	The pharmacy now operates from a larger unit accessed directly from the main entrance concourse. The new look

	<p>pharmacy sells a range of products from everyday medicines and items to luxury gift packs. Please note that the pharmacy can only fulfil outpatient prescriptions, they can't fulfil GP prescriptions.</p>
<p>Do you still have a solicitor on site?</p>	<p>Yes. Kiteley's provide a valuable service to staff and visitors alike for all manner of legal support including conveyancing, wills, family law and so on. Their new office can be found outside the Spice of Life restaurant on B level.</p>