You have been invited to attend our infusion centre located in Victoria House, Southampton General Hospital.

**About Victoria House infusion centre**

Victoria House consists of an outpatient area and an infusion unit, designed to give patients with chronic diseases medication to help treat or relieve their symptoms. It is a nurse-led unit which means that a nurse will be responsible for admitting you, giving you your treatment and discharging you.

The amount of time that you will be here for will depend on the medication that you require and your nurse can give you an estimated time for discharge when you arrive. Alternatively, contact us on the number at the end of this sheet and speak to the booking clerk who can also give an idea of how long you may need to stay for.

Our opening hours are 8am to 8pm, Monday to Friday. We are closed weekends and bank holidays.

**Where to find us**

Victoria House is situated behind the neurological department. It’s a small, self-contained building that is not attached to the main hospital. When you arrive at Victoria House, use Entrance B and follow the signs for the infusion centre.
When you arrive
Please book in at the reception desk. You will then be asked to sit in our waiting area until you are called by a nurse. You will then be allocated a reclining chair or trolley in our infusion centre for your treatment.

Appointment times
We will always do our best to keep to your booked appointment time. However, as this is a very busy unit you may sometimes experience a delay. Your patience is appreciated.

Parking
The closest car parking for Victoria House are car parks 7 and 8 which can be accessed from the Coxford Road or Tremona Road entrances. Parking spaces are very limited during busy periods so please allow plenty of time to find a space.

If you are coming here by taxi, you can request that the driver takes you to the door of Victoria House.

Refreshments
We are a short distance away from the main building of the hospital where the hospital restaurant and food outlets are. We will provide a selection of sandwiches at midday and supply jugs of water. We will also provide tea and coffee throughout the day. If you would like to bring any cold food, snacks or drinks in with you please feel free to do this. If you are diabetic it may be a good idea to bring snacks with you.

Visitors
There are no restricted visiting times in Victoria House but we do ask that only one visitor stays with you while you are having your treatment. In order to reduce the spread of infection, we don’t encourage young children to visit the unit.

Infection
For the majority of treatments that we give we will check that you do not have any infection prior to treatment. If you know you have an infection and are currently taking antibiotics please ring the department for advice before attending.

Our contact telephone number is: 023 8120 4653. Please feel free to contact us for any other information that you require. We look forward to meeting you.