

Patient information factsheet

Transport to and from hospital

Orthopaedic outpatients at Royal South Hants Hospital

We have given you this factsheet because you have some upcoming orthopaedic appointments at Royal South Hants Hospital (RSH). You will need to arrange your own transport to and from the hospital for these appointments.

This factsheet contains helpful information about what to remember when organising hospital transport and what you need to bring with you to your appointments. We hope it will help to answer some of the questions you may have. If you have any further questions or concerns, please contact us using the details at the end of this factsheet.

Why do I need to book my own hospital transport?

We are no longer able to book your transport to and from the hospital with South Central Ambulance Service (SCAS) or out-of-area providers. This means that for any future orthopaedic appointments you have with us at RSH, you will need to arrange your own transport that is suitable for your needs.

How do I book hospital transport?

To book transport to and from the hospital, please contact the relevant service directly using the details below:

SCAS (Hampshire)

Telephone: **0300 123 9833**

Patient Transport Service (Isle of Wight)

Telephone: **01983 822099** ext **3504**

EMED Group (Dorset)

Telephone: **0300 777 5577**

Key things to remember

Follow the advice below to ensure your hospital transport experience goes as smoothly as possible.

Booking times

If you have a **morning** appointment, arrange for the transport service to:

- pick you up from home (or your chosen location) with enough time to get to the hospital by 9am
- collect you from orthopaedic outpatients at 11am to take you home

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If you have an **afternoon** appointment, arrange for the transport service to:

- pick you up from home (or your chosen location) with enough time to get to the hospital by 1.30pm
- collect you from orthopaedic outpatients at 3.30pm to take you home

Please note that it doesn't matter what time your appointment is booked for as we will prioritise seeing you. This is to prevent any disruption to your transport arrangements.

Wheelchair or stretcher

It is important that you let the transport service know if you need a wheelchair or a stretcher to travel to your appointment.

If you wish to travel in your own wheelchair, your chair must be 'crash tested'. If your chair has not been 'crash tested' previously, you will not be able to travel in it and you will need to ask the transport service to bring one of their chairs for you to travel in.

When you arrive at the hospital, you will need to transfer out of the transport-provided chair and into one of our wheelchairs. If you need special equipment or aids to get in and out of the chair, we advise that you come by stretcher instead. This is because we may not have the correct equipment in the department to be able to safely transfer you in and out of a chair.

Bringing someone with you

If you need, or would like, a relative or carer to come with you to your appointment, you must tell the transport service in advance that somebody will be travelling with you.

Medication

Please bring any medication you may need with you to your appointment in its original packaging. For example, if you need medication for:

- pain relief
- diabetes
- Parkinson's disease

If you use continence products, you may wish to bring these with you.

Food and drink

As with all forms of transport, there is a chance that your transport may be delayed picking you up from the hospital. Please bring some food and drink with you to your appointment in case you have to wait for your transport.

If necessary, we can offer you something from our limited selection of snacks and drinks. Please note that our selection may not be suitable if you have special dietary requirements.

Documents

Please bring any documents that you think may be important (such as scans, letters or notes) with you to your appointment.

If you have completed a purple form which states that you do not wish to be resuscitated (DNR), please bring this with you to your appointment and let a member of our team know you have this.

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How long will I be in the hospital?

Your appointment length will vary depending on the care or treatment you need (for example, if you need x-rays, wound care or plastering). However, we recommend that you allow two hours in total to be in the hospital. This ensures that there is enough time for us to provide all the necessary care.

Contact us

If you have any further questions or concerns, please contact us.

Orthopaedic outpatients

Telephone: **023 8120 2880** or **023 8120 2877** (Monday to Thursday, 8.30am to 5pm and Friday, 8.30am to 2pm)

If you are a patient at one of our hospitals and need this document translated, or in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email **patientsupporthub@uhs.nhs.uk**

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalsupport**

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