Welcome to the Northern General Hospital

Outpatient guide

Information for patients
Sheffield Teaching Hospitals
Foreword

We want your hospital visit to be as simple and straightforward as possible. This booklet is intended to give you some general information about the hospital so that you know what to expect.

It cannot cover everything you may want to know, so please feel welcome to ask the doctors, nurses or other hospital staff if you have anything which concerns you.
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Welcome to Sheffield Teaching Hospitals

Sheffield Teaching Hospitals is one of the UK’s largest NHS Foundation Trusts and one of the largest and busiest teaching hospitals. We have over 16,000 staff caring for over two million patients each year at our five hospitals and in the local community:

- Royal Hallamshire Hospital
- Northern General Hospital
- Charles Clifford Dental Hospital
- Weston Park Cancer Hospital
- Jessop Wing Maternity Hospital

We offer a full range of local hospital and community health services for people in Sheffield as well as specialist hospital services to patients from further afield in our many specialist centres.

Thanks to the hard work and commitment of our staff and volunteers, Sheffield Teaching Hospitals NHS Foundation Trust has been given an overall rating of ‘Good’ by the Care Quality Commission (CQC) with many services rated as ‘Outstanding’. This means the Trust is one of only 18 (out of 174 Trusts) to have achieved a Good rating in every one of the five domains which the Care Quality Commission use to rate a NHS organisation: Safe, Caring, Responsive, Well led, Effective.

The Trust plays a key role in the training and education of medical, nursing and dental students with our academic partners, including the University of Sheffield and Sheffield Hallam.

As a Foundation Trust we have more freedom to develop our services for the benefit of patients and give people a much greater say in how we do this.

For details of how you can get more involved in the running of the hospital see page 26 on Foundation Trust Membership.

For more information visit: www.sth.nhs.uk
Your appointment

Details of your visit are on your outpatient appointment letter. If you have any queries at all about your appointment date, or if you need to change it, please telephone the number given on your appointment letter.

Please remember to let us know if you have changed your name, address, or your GP, so that we can update our records.

To help us find your appointment record, please have the following information to hand:

- The date you are coming into hospital
- Your hospital number (this can be found on your admission letter and starts with two letters followed by four numbers)

Appointment reminder service

To help reduce the number of wasted appointments we have begun to introduce a telephone reminder service. This is an automated telephone call which will ask you to confirm if you are planning to attend your outpatient appointment or not.

Please help us make best use of our time by letting us know if you are unable to attend.

If you do not wish to receive this service please let the clinic receptionist know on your next visit.
Help us to help you

We want to make sure your visit goes smoothly, so please let us know if you have any special needs before you come into hospital.

Help for people who need an interpreter

If you do not speak English and need to have an interpreter for your appointment, please ask someone who speaks English to telephone the department you are visiting and they will carry out an assessment of your language needs. This telephone number should be on your appointment letter.

Most interpreting is now done via the telephone in the clinic. Only in exceptional circumstances will we offer a face to face interpreter.

Help for people with a hearing impairment

If you need a sign language interpreter for your appointment please call the clinic before your visit and they will arrange this for you. Please provide as much notice as possible.

As well as face-to-face British Sign Language (BSL), the Trust is also using video BSL where appropriate and this may be used for your appointment.

Accessible information and communication

If you have an on-going communication support need as a result of a disability, impairment or sensory loss, please do tell us. If required, patient information can be made available in alternative formats. This is only done on request but can include Braille, large print, audio, electronic formats and other languages.

You can tell us about your needs by calling the Patient Services Team on 0114 271 2400 or by emailing sth.pals@nhs.net
You can find out more about accessible information and communication by reading our leaflet ‘Do you have a disability, impairment or sensory loss?’ (PIL2998) and completing the requirements form inside. This can be found on our website: https://publicdocuments.sth.nhs.uk/pil2998.pdf

**DisabledGo access guide**

Sheffield Teaching Hospitals has worked in partnership with DisabledGo to produce online access guides for all departments, wards and services at:

- Northern General Hospital
- Royal Hallamshire Hospital
- Jessop Wing Maternity Hospital
- Charles Clifford Dental Hospital
- Weston Park Hospital

The access guides cover such information as automatic doors, ramps, lighting, colour contrast, signage, background noise and much more.

Please visit the DisabledGo website to search for the relevant hospital / department: www.disabledgo.com/search-places-to-go
How to get here

By public transport

The Northern General Hospital is on the north side of the city, about three miles from the city centre and is served by several bus routes. Details of these bus routes and other public transport options can be found in the Sheffield Hospital Travel Guide. The guide is available from Travel South Yorkshire and can be obtained by calling Traveline on 01709 51 51 51 or visiting their website: www.travelsouthyorkshire.com

The H1 Hospital Shuttle Bus service is a public bus service running between the Royal Hallamshire and Northern General Hospitals. The service operates between 0600 and 1800 on weekdays, with the exception of bank holidays. There is no weekend service. The buses leave from both the bus turning circle (at the end of B Road) at the Royal Hallamshire Hospital and from the turning circle (outside the Clock Tower) at the Northern General Hospital. At off-peak times the buses run half hourly leaving the termini on the hour and half hour. During peak hours the buses are at 45 minute intervals at: 08.15, 09.00, 09.45 and 10.30 in the morning and 15.45, 16.30, 17.15 and 18.00 in the afternoon.

The buses travel via Herries Road, Penistone Road, Netherthorpe Road, Western Bank and Glossop Road and will stop, by request, at any stop on the route. The fare for the full journey between the 2 hospitals is £2 and £1 for any part journey.

The Northern General Hospital site is serviced by a Courtesy Bus, which is provided jointly by the Trust and the League of Friends. This free of charge service is designed to help anyone visiting the site with getting around the hospital grounds. The service is fully accessible to disabled travellers. Please ask the driver if you require help getting on the bus.
By car

Parking is extremely limited at all our sites and spaces can fill up very early. We cannot guarantee a space for you on arrival so please, wherever possible, use alternative transport methods. Both our hospital campus sites have extremely good public transport links as well as drop-off areas immediately adjacent to most entrances.

The Northern General hospital can be accessed from both Barnsley Road (A6135) and Herries Road (A6102). If you are using SatNav the postcode for the hospital is S5 7AT. There is a site plan at the back of this leaflet which gives information on the car parks within the grounds. Car parks are well signposted from each entrance. There is a charge for parking, for details of current charges telephone 0114 226 6353

Disabled parking

If you are brought into hospital by another driver they may drop you outside the department you are visiting but the car must then be moved to a designated parking area. Disabled car parking spaces are available near the main entrances to all major buildings. Blue badge holders park free of charge at our sites; please remember to display your badge prominently in the window to avoid a parking charge notice.

By ambulance or medicar

If you feel that you need an ambulance or Medicar to get to hospital please telephone the number on your appointment letter and speak to a member of staff. Please note that this service is not available to all patients, only to those with a medical need.
Help with your fares

If you are entitled to certain means tested benefits you may be able to get help with your train or bus fares or car mileage, including a £2.00 contribution to car parking at the Northern General Hospital. Further information and advice is available from the hospital Cashiers on 0114 271 4927 or 271 4923.

The method of payment for travel expenses is in the form of cash and BACs (payment direct into your account).

You are advised to claim any travel expenses in cash at the Cashiers window within the three month period. The Cashiers office is situated in the Huntsman Building on Level C. You will be required to show your most up-to-date benefit letter along with your attendance certificate which you can collect from the outpatient clinic.

It is essential that you produce your bus tickets and train tickets as evidence of the amount.

Car mileage will be worked out by the use of AA Auto route.

Alternatively please refer to the Healthcare Travel Costs Scheme which has been issued by the Department of Health and can found on their website: www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx
When you get here

Where to go

Outpatient appointments are held in various locations across the site. Please refer to your appointment letter for information about where you should go.

How long will it take?

If you are a new patient please be prepared for your visit to take up the major part of the morning or afternoon as, in some cases, it may be necessary for you to have tests or x-rays during the course of your visit. Please ensure you take this into account when parking as your visit may take more than 4 hours.

What to bring with you

Please make sure you have brought all your current medication with you.

Disclaimer

The trust accepts no responsibility for the loss of, or damage to, personal property of any kind unless deposited for safe custody. Please leave valuables at home. If you need to bring personal items that are expensive please be aware that you do so at your own risk.

Waiting times

The standard is that patients will be seen within 30 minutes of their appointment time to see the doctor. If, exceptionally, there are delays in the clinic, the department staff will keep you informed.

Sick notes

If you need a sick note please remember to ask the doctor during your consultation in the clinic.
Before leaving

Further appointments

When you have been seen by the doctor you will be told whether or not you need to attend the outpatient department again. Before leaving you should tell the receptionist who will either:

- offer you a further date for a future clinic
- note that you do not need to attend
- arrange to write to you offering a future appointment date

Different clinics book appointments differently.

Prescriptions

You will only be given a hospital prescription for medicines which you need to start taking immediately, or those which your GP is unable to prescribe.

Please do not ask the hospital doctor for medicines you routinely obtain from your GP (repeat prescriptions).

If your hospital doctor wants you to start taking a new routine medicine a letter will be sent to your GP. This letter will advise your GP what to prescribe. Please allow sufficient time for details of your new prescription to be sent from the outpatient clinic to your GP surgery before requesting a new prescription.

If the hospital doctor issues you with a prescription, this should be taken to the Boots Pharmacy on C Floor (main entrance) of the Huntsman building.

The Boots Pharmacy is open Monday to Friday from 9.00am to 8.00pm; and on Saturday and Sunday from 9.00am to 5.00pm

Outside these times prescriptions should be taken to the hospital pharmacy on C floor of Firth Wing. The main pharmacy is open Monday
to Friday from 8.00am until 7.00pm; and on Saturday and Sunday from 8.30am until 4.00pm.

A hospital prescription must be dispensed at the hospital and cannot be taken to your local chemist.

White prescriptions and clinical trial prescriptions should be taken to the Hospital Pharmacy, while blue prescriptions should be taken to the Boots Pharmacy located within the hospital.

If you normally pay a prescription charge then the current charge will be made. If you are exempt from payment please make sure you bring proof of this, for example a pension book or exemption certificate.

If you do not have proof of exemption, there will be delays in processing your prescription as you will be asked to complete and sign a form at the pharmacy.

It is important that you understand clearly how to use the medicines you are prescribed. If you are unsure please ask the pharmacy staff who will be pleased to help.

Orthotic devices / appliances

Orthotic devices / appliances may be prescribed on a prescription form by the doctor who sees you in clinic. This form should be taken to the Orthotics Clinic in Outpatients 1 in Huntsman Wing from where you will be assessed for the appropriate items.

Orthoses will either be assessed and fitted on the day or ordered and supplied at a further appointment, or in some instances can be collected or posted out. Any additional appointments for fitting or supply of orthoses will take place in the Mobility and Specialised Rehabilitation Centre on Herries Road Drive. Please note that a statutory charge is made for some orthotic appliances although there are exceptions to this.
Other important information about your visit

Screening

To protect all our patients from potential infections, we ask everyone coming into hospital or attending outpatients a number of questions about their health. These questions may include ones about Creutzfeldt-Jakob disease (CJD) and MRSA. Asking these questions doesn't mean that we think you may have these illnesses. The Department of Health requires us to ask these questions to protect all patients, so please don't worry.

In addition to this, we now routinely swab patients for MRSA when they are admitted to hospital. We also swab many patients for MRSA when they are outpatients and we are preparing for them to be admitted to hospital for planned operations. This is in line with Sheffield Teaching Hospitals’ policy.

Consent

A large number of the treatments and procedures we undertake at STH have an associated risk. We will inform you of these risks beforehand, and give you the opportunity to ask questions, as you require. You may also be asked to sign a consent form, to acknowledge that you clearly understand what is going to happen to you and the associated risks involved.

Second opinions

Advice from a different healthcare professional either here or elsewhere is usually available. We would be happy to advise you how to go about this if necessary.

Medication and other treatments

Some of the medicines and treatments we use contain ingredients that come from human or animal sources. If you have any concerns about
this, please tell your doctor so that we can tell you if this applies to any medicines or treatments planned for you and discuss alternatives.

**Hospital notes and confidentiality**

To provide you with the best medical care we need to keep notes of your condition, treatment and progress. We would like to assure you that this information, which forms your medical record, is kept confidential at all times. For more details about how we use your records and what the law allows see: www.nhs.uk/records or our leaflet 'How we use your personal information' (PIL3040) on our website: http://publicdocuments.sth.nhs.uk/pil3040.pdf

You also have a legal right to see your medical records. If you wish to view your records or to have copies supplied, you should apply in writing to the following address (please note that we do charge for making copies of your records):

The Medical Records Manager  
Sheffield Teaching Hospitals NHS Foundation Trust  
Northern General Hospital  
Herries Road  
Sheffield  
S5 7AU

**Teaching at the hospital**

As a teaching hospital, we have a responsibility to train future doctors, nurses and other health professionals. This means that students may be present during your treatment and be involved in your care. All our students work under the supervision of a qualified member of staff.

By allowing students to be involved in your care you can make a valuable contribution to their training. If you prefer not to, please tell a member of staff as soon as possible. You have a right to do this, and your decision will not affect your treatment in any way.
**Research at the hospital**

Many of the treatments available today have been developed as a result of patients and families taking part in laboratory and clinical research. The Trust is one of the country’s leading centres of this research and undertakes studies across a vast range of specialties. In taking part in a study you can help improve treatments not just for yourself but for many others too. If you are interested in finding out what studies are taking place, please speak to a member of staff. Alternatively you may be approached to take part in a study – you do not have to agree and your decision will not affect the treatment you receive.

**Organ and tissue donation**

Organ transplantation saves and enhances people's lives. It is often the best or even the only treatment for many patients suffering from disease or failure of a major organ such as the kidneys, liver or lungs. Many patients each year benefit from a transplant, but this depends entirely on the generosity of donors and their families who are willing to consider organ and tissue donation. If you would like more information about joining the NHS Organ Donor Register, visit the organ donation website www.organdonation.nhs.uk or call free on 0300 123 23 23. Please also speak to your family and friends about your donation decision so that they are aware of your wishes in the event of your death.

**Mobile phones and mobile devices**

It is our hospital policy for mobile phones and mobile devices to be switched to silent when entering a hospital ward or department. This is to respect the hospital environment for patients and staff. If you need to receive or make a call, please do so away from the ward or clinical areas.

To protect patient confidentiality, mobile phones and devices with cameras should not be used to take photographs/videos in areas where
other patients are present. Any other photographs/videos taken should be with the permission of the individuals. The photographing/videoing of clinical records, x-rays, scans or examinations is not permitted.

**Free Wi-Fi**

Sheffield Teaching Hospitals offers a free, browsing only Wi-Fi service for all patients and guests on Trust premises. To connect to the internet, select ‘Guest Wi-Fi’ from the list of available networks listed on your device (Settings >> WiFi >> Guest WiFi). This will load a login page. Simply accept the terms and conditions. Upon acceptance, you’ll be redirected to the Sheffield Teaching Hospitals website, and connected to the internet.

Please note that this service is restricted to browsing only, and some sites are restricted to align with the Trust commercial obligations and policies.

The Guest Wi-Fi service is free, but patients and visitors must supply their own devices, headphones, and chargers. Sheffield Teaching Hospitals cannot provide technical support for patient and visitor devices, so please check the ‘Guest Wi-Fi Access - Common Problems’ user guide prior to your stay, to ensure that your device settings are compatible with the service. This guide can be found on our main website: www.sth.nhs.uk/wifi

It is also hospital policy that you should not display or play any material on a mobile device which might cause offence to other people.

There are some areas of the hospital where mobile phone and mobile device usage is forbidden or restricted. These areas are generally where specialist medical equipment is being used to treat a patient e.g. critical or intensive care wards and units. Please follow local signage. If you are in an area where you are not allowed to use your mobile device, you must switch it off and not leave on silent or vibrate as this can still affect medical equipment.
Telephones

Public telephone facilities are available in the main Huntsman entrance. Please ask the receptionist in your clinic for directions.

Smoking

Smoking is not allowed anywhere within our hospital buildings or grounds. Vaping is allowed within the grounds away from entrances.

If you would like help to stop smoking please telephone Yorkshire Smokefree Sheffield on **0800 612 0011** (free from landlines) and **0330 660 1166** (free from mobiles) or see their website: http://sheffield.yorkshiresmokefree.nhs.uk/

Zero tolerance

Our staff are here to help you so please treat them with respect. Violent or abusive behaviour, either physical or verbal, is not acceptable and will not be tolerated, we will take appropriate action, which may include prosecution.
Services available

Refreshments

There are various places to eat and drink with a range of hot and cold options:

- Clock Tower Dining Room
- Main Hospital Dining Room - Huntsman (C Floor)
- AMT coffee shop/cafe - Huntsman (C Floor)
  (Mon to Sat 7.30am - 7.30pm; Sun 7.30am - 5.30pm)
  (Closed on Christmas Day)
- Northern Perk - Herries Road Drive
- Café - Chesterman (C Floor)
- RVS shop/café - Spinal Injuries Unit (Osborne)
  (Open: Mon 10.00am - 3.00pm; Tue to Fri 11.00am - 3.00pm)
- League of Friends kiosk - Brearley (B Floor)

There are also vending machine facilities around the hospital site.

Shops

There are the following shops on site:

- Boots - Huntsman (C Floor)
  (Mon to Fri 9.00am - 8.00pm; Sat & Sun 9.00am - 5.00pm)
- WH Smith - Huntsman (C Floor)
  (Mon to Fri 7am - 8pm; Sat 7.30am - 7pm; Sun 9am - 7pm)
- RVS shop/café - Spinal Injuries Unit (Osborne)
  (Mon 10.00am - 3.00pm; Tue to Fri 11.00am - 3.00pm)

Cashpoint
- Royal Bank of Scotland cashpoint - Huntsman Main Entrance (C Floor)
Volunteer Service

The Volunteer Service in the hospital is delivered in partnership with Sheffield Hospitals Charity. Volunteers play a vital role within Sheffield Teaching Hospitals and giving your time helps make a big difference to our patient’s lives.

We have around 600 volunteers carrying out many different roles including:

• **Ward Volunteers** who talk to patients or involve them with activities to help pass the time on the wards. They can also support patients at mealtimes.
• **Welcomers** who provide a friendly and courteous welcome to patients and visitors and help them find their way around the hospital.
• **Outpatient Volunteers** who provide a friendly and welcoming presence to patients and help to make the visit for their appointments comforting and pleasant.
• **Accident & Emergency Support Volunteers** who provide support to nursing and medical staff, housekeepers, patients and their relatives. This could include providing companionship for vulnerable patients.
• **Patient Feedback Volunteers** who carry out surveys and audits across the hospital.
• **Clothing Project Volunteers**. The Clothing for Patients project offers clothing to patients who have no suitable clothes to travel home in on discharge. Volunteers help run the project and make sure wards are fully stocked.
• **Arts in Health Volunteers**. Volunteers assist in arts sessions on different wards in the hospital, helping patients to get involved.

All our volunteers will have hospital identification badges and wear a distinctive blue and yellow volunteer uniform.
If you are interested in becoming a volunteer and would like more information please visit our website www.sth.nhs.uk/work-for-us/volunteering, call the Voluntary Services Team on 0114 271 5735 or email us at sth.volunteer@nhs.net

Hospital chaplains

The chaplains on the hospital staff are drawn from a range of faiths and beliefs. They offer broad support to anyone who is facing the deep personal issues that hospital may raise, as well as religious care to those from faith groups.

If you would like to see a chaplain, ask a nurse, relative or friend to leave a message on 0114 271 4999.

The hospital chapel on Vickers E Level is available to all throughout the day as a place of quiet or prayer. There are also Muslim prayer rooms on Chesterman (D Level) and Vickers (E Level), and a multi-faith room in Robert Hadfield Wing (A0 Level).

Sheffield Hospitals Charity

Help your local doctors and nurses to deliver the best possible care for patients. Your support will enable them to continue delivering world class care by funding state-of-the-art equipment, pioneering research, patient support services and the transformation of your hospitals into more comforting and welcoming spaces.

For more information, or to make a donation, visit us in the Fundraising Hub based in the Huntsman entrance at the Northern General Hospital, call 0114 226 7351, email charity@shct.nhs.uk or visit Sheffieldhospitalscharity.org.uk
Your opinion is very important to us

Whether you are happy or unhappy with the care and treatment that you have received we’d like to know about it.

If we are not getting it right and you want to raise a concern, you can speak to any member of staff. If the problem can be resolved quickly we will do our best to put things right.

If you prefer, you can call the Patient Services Team on 0114 271 2400. They will be happy to listen to you and assist you by putting you in touch with the right person to address your concern. The Patient Services Team can also give you further advice on how to make a complaint.

How to make a complaint

We can send you a complaint form or you can complete one online at the Sheffield Teaching Hospitals website www.sth.nhs.uk/patients/tell-us-what-you-think. Or if you prefer you can write to us regarding your concerns by sending your letter to the Chief Executive using the address below:

Chief Executive
Sheffield Teaching Hospitals NHS Foundation Trust
8 Beech Hill Road
Sheffield S10 2SB

Your complaint will be treated confidentially and will not affect your current or future care and treatment in any way.
Support with making a complaint

If you need further help and support to make your complaint you can contact the NHS Complaints Advocacy Service on:

- free phone: 0800 035 0396
- textphone: 0796 002 2939
- email: info@sheffieldadvocacyhub.org.uk

Further information is available at:

- www.nhscomplaintsadvocacy.org
- https://sheffieldadvocacyhub.org.uk/

Further help and support

If you are still unhappy after you have received our answer to your complaint you can contact the Parliamentary and Health Service Ombudsman on 0345 015 4033 or visit www.ombudsman.org.uk.

You can also have your say about how Health Services are delivered in Sheffield by contacting Healthwatch on 0114 253 6688 or visiting www.healthwatchsheffield.co.uk.
**Friends and family test**

This hospital takes part in the Friends and Family test which asks the simple question:

- “How likely are you to recommend our service to friends and family if they needed similar care or treatment?”

We will send this question to you by our approved survey contractor either as a text message or automated telephone survey. Responses are free and anonymous. Your feedback is very important to help us improve our services.

If you receive the survey and you do not wish to take part, you can simply reply STOP when you receive the message, or follow instructions on the call to opt-out of the survey. If you do not want us to contact you with this question then please inform a member of staff and we will ensure you are not contacted for the Friends and Family Test.

Thank you for your help.
Foundation Trust membership

Sheffield Teaching Hospitals NHS Foundation Trust is the organisation that runs the adult hospitals in Sheffield. Being a Foundation Trust means that our hospitals are no longer run directly by the Government. Instead, we are accountable to local people like you. For the Foundation Trust to work it needs your support and input by becoming a member. It's completely free of charge. Over 11,000 local people have already become members. Membership is open to everyone.

As a member:

- You will be invited to exclusive member's events such as open evenings where you get to listen to some of our medical experts.
- You will receive our free quarterly member's newsletter ‘GoodHealth’ which is full of health tips and advice direct from our doctors and nurses as well as valuable information on the hospitals and what’s going on in the NHS.
- You will get the chance to have your say by taking part in surveys about the hospital or letting the Hospital Governors (who represent members) know your views.
- You will be eligible to stand for election as a Governor.
- You can vote in elections for Governors.

To become a member complete and return the form over the page or alternatively send an email to jane.pellegrina1@nhs.net.
Membership registration

Please register me as a member of the Sheffield Teaching Hospitals NHS Foundation Trust, my details are as follows:

Title: □ Mr □ Mrs □ Ms □ Other

Family name: ........................................................................................................

First name: ........................................................................................................

Address: ...........................................................................................................

Postcode: ...........................................................................................................

Tel. No: ...............................................................................................................

Email address: .................................................................................................

Date of Birth: .................................................................................................

Gender: □ Male □ Female

This section is optional but allows us to ensure that our potential membership reflects the diversity of our community.

I would describe my ethnic origin as:

□ White British □ White Other (non-British)

□ Asian or Asian British □ Mixed or Multi-heritage

□ Black or Black British □ Any other background

I would like to register my interest in becoming:

□ a public member living in Sheffield □ a public member living outside Sheffield

□ a patient member

Signed: ....................................................   Date: .....................
## Useful numbers and websites

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<th>Contact Information</th>
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<td>Sheffield Teaching Hospitals</td>
<td><a href="http://www.sth.nhs.uk">www.sth.nhs.uk</a></td>
</tr>
<tr>
<td>Hospital leaflets</td>
<td><a href="http://www.sth.nhs.uk/patients/patient-information">www.sth.nhs.uk/patients/patient-information</a></td>
</tr>
<tr>
<td>Northern General Hospital</td>
<td>0114 243 4343</td>
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<tr>
<td>Royal Hallamshire Hospital</td>
<td>0114 271 1900</td>
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<tr>
<td>Jessop Wing</td>
<td>0114 271 1900</td>
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<tr>
<td>Weston Park Hospital</td>
<td>0114 226 5000</td>
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<td>Charles Clifford Dental Hospital</td>
<td>0114 271 7800</td>
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<td>Patient Services Team</td>
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<tr>
<td>Yorkshire Smokefree, Sheffield</td>
<td>0800 612 0011</td>
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<td>NHS 111 (non-emergency service)</td>
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<td>Gov.uk</td>
<td><a href="http://www.gov.uk">www.gov.uk</a></td>
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</tbody>
</table>
How to use this map

Please note that the hospital is situated over different levels. We have marked on the map the floor on which the main entrance to each building is located and corresponding link corridors.

Further help is available at our reception points or entrances to help guide you to the department or ward you are looking for.

Key to symbols

1 Entrance number
2 Floor level
3 Lift
4 Pay & display parking
5 Disabled parking
6 Bicycle parking
7 Hospital shuttle bus
8 NGH courtesy bus (stops on request)

Barnsley Road
Norwood Road
Herries Road
Herries Crescent
Vickers Crescent
Firvale Way
Barnsley Drive
Cafe
Nurses Home
Palliative Care Unit
Day Surgery Unit
Breachley
Renal Outpatients
Critical Care
Pain Clinic
Mobility Rehab Centre
Podiatric Surgery
Mental Health
Bone Unit
Metabolic Bone Unit
Nursing Home
Radiotherapy
Nursing Home
Cafe
Breachley Outpatients
Huntsman Building
(Huntsman Outpatients 1
and Huntsman wards)
Huntsman Drive
Huntsman Wing
Huntsman Building
(Critcal Care, Outpatients 1
and Huntsman wards)
Huntsman Drive
Huntsman Wing
Aisle
Road
Haul
Pain
Drafe
Sohn
Road
Road
Haul
Pain
Drafe
Sohn
Numbered entrances

All the entrances to the hospital are numbered on your appointment letter, on this map and on the entrances themselves, to help you find your destination. Further help is available at our main reception at the entrance of Huntsman Building (door 3 on the map overleaf).
<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Anaplastology Dept Access from Vickers Corridor</td>
</tr>
<tr>
<td>18</td>
<td>PET/CT Centre</td>
</tr>
<tr>
<td>19</td>
<td>Clinical Immunology and Allergy Unit</td>
</tr>
<tr>
<td>20</td>
<td>Access to Vickers Corridor and wards</td>
</tr>
<tr>
<td>21</td>
<td>Hand Unit</td>
</tr>
<tr>
<td>22</td>
<td>Critical Care Unit Intensive Therapy Unit High Dependency Unit</td>
</tr>
<tr>
<td>23</td>
<td>Pain Clinic</td>
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<tr>
<td>24</td>
<td>Vickers Courtyard Access to Vickers Corridor and wards</td>
</tr>
<tr>
<td>25</td>
<td>Renal Outpatients</td>
</tr>
<tr>
<td>26</td>
<td>Metabolic Bone Unit</td>
</tr>
<tr>
<td>27</td>
<td>Palliative Care Unit</td>
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<tr>
<td>28</td>
<td>GP Centre</td>
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<tr>
<td>29</td>
<td>Outpatients Department 2</td>
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<tr>
<td>30</td>
<td>Children's Outpatients Department</td>
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<tr>
<td>31</td>
<td>Anaplastology Dept Access from Vickers Corridor</td>
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<tr>
<td>32</td>
<td>Mobility and Specialised Rehabilitation Centre</td>
</tr>
<tr>
<td>33</td>
<td>Podiatric Surgery</td>
</tr>
</tbody>
</table>