

# **FACILITIES AT THE NSIC**

## **Reception**

Patients for admission or who are attending the Outpatient Department, should first report to the receptionist at the main reception desk in the entrance hall.

## **Accommodation**

If your family or friends require temporary accommodation whilst you are here, please contact Reception for a current list. The Tourist Information Centre 01296 330559 also produces a brochure of local B&B's.

## **Quiet Rooms**

Two quiet rooms' are available within the Spinal Centre where patients may go with or without friends or relatives if privacy is required. A simple booking system is operated on St Andrew Ward - keys are signed in and out in the patient's name and are returned to the ward after use.

## **Visiting Times**

There is open visiting at the discretion of the Ward Sister. Visitors should leave the Centre by 11.00pm. The wards operate a protected meal time between 12.00pm and 1.15pm when the ward is closed to all visitors other than those who will be assisting the patient's to eat.

## **Hand Hygiene**

Visitors are asked to use the alcohol gel provided at the entrance to each ward to help us achieve high standards of infection control.

## **Family Room**

This is a family space and play area – somewhere you can go when your children or other young friends and relatives are visiting. It is located next to St Francis ward near the main entrance. The room contains a television with a DVD and video player and some equipment for younger children. You are welcome to bring your own toys and DVDs/videos to use in the room when children visit. Please note that children must not be left unattended in the room at any time. Please leave the room tidy before you go.

## **Hairdresser**

Emma runs the Hair Salon, located opposite the WRVS cafe. Call 01296 315837 to make an appointment. This is an independently run salon and availability is subject to change.

## **Library**

A librarian visits the wards every Friday morning with a book trolley. Once you are out of bed the St John's Ambulance Library, situated in the old eye outpatient department behind the new Wendover Wing, is open every day, Monday to Friday, between 9.30am and 3.30pm. The Library also has a wide range of ex-library books for sale. A trolley selling these is situated in the NSIC reception area.

**Cash Machine**

A cash machine is situated between the doors to the WRVS cafe and the entrance to St. Joseph Ward.

**Baby Changing Facilities**

Baby changing facilities are available in one of the disabled toilets next to the main entrance doors to the Spinal Centre.

**Photocopier**

A photocopier is available for patient use in the Patient Education Room.

**Meals*****The Ward Meal and Beverage Service***

During your stay you can expect the ward meal and beverage service routine to be as follows, times can vary depending on the ward routine.

**Early Morning** A beverage served prior to breakfast if required  
**7.30am** Breakfast

**Mid Morning** Beverages and biscuits

**12.00 Noon** Lunch

**3.00pm** Beverage and biscuits

**5.30pm** Evening meal service

**Evening** Beverage

***NHS Mealtime Service***

You will be asked to complete a menu card every day. For patients who are mobile you can choose to have your meal on the ward or in the WRVS cafe.

The menu card has symbols next to certain foods to help you choose an appropriate meal should you have particular dietary requirements. Please don't forget to ask the catering staff taking your order to point out the different symbols next to each meal option. These include:

= **Healthier choice**

**HE = High Energy**

**D = Diabetic**

**S = Soft**

**GF = Gluten free**

**V = Vegetarian**

Alternative menus are available to all patients with cultural and religious needs. If you require a special diet during your stay the ward staff can refer you to the Dietetic Department.

**Snack Box**

If you have missed a meal because you were having treatment or tests, or have been admitted and not had the opportunity of a meal, then a Snack Box is available. It is also available should you want a lighter alternative to the normal menu. This service is available 24hrs a day, just ask the ward staff to request one on your behalf through the catering department during the day, or via the Portering service in the evening.

You may choose up to 3 of the following items to go in your snack box:

Egg sandwich

Cheese sandwich

Bread, butter and jam

Orange juice

Fresh fruit

Fruit Yoghurt

Box of cereal, cornflakes or weetabix

Chocolate bar

Cheese & biscuits with butter or spread

**WRVS cafe** – provides dining and leisure facilities on the ground floor of the Spinal Centre. Hospital meals are provided here for patients from 12.00pm - 1.30pm and 5.00pm – 6.30pm. Also provides a variety of drinks, hot & cold snacks, newspapers, magazines and other sundry items.

Opening hours: 09.00am – 8.00pm Monday – Friday

11.00pm – 6.00pm Saturday & Sunday

**General Hospital Restaurant and Cafeteria** – situated in the main part of the hospital, to the left of the Spinal Centre, and signposted.

Opening hours: 7.00am – 8.00pm Monday – Friday

8.30am – 5.30pm Saturday & Sunday

**Paper Shop and Coffee Bar** – follow signs to Accident and Emergency Department.

## TRANSPORT/TRAVEL

### Car Parking

You may park in any of the car parks in the hospital grounds. The car parks are barrier operated and a ticket is issued on entry. Payment should be made at the pay machine prior to departure. Please ensure you park in the appropriate bay and pay the correct fee – penalties are in place for those who do not pay and display, and the car parks are patrolled on a regular basis. Disabled parking is free and should you have to park in the main car park an exit ticket can be obtained from the spinal reception desk.

If you are visiting on a regular basis, it may be worth purchasing a weekly ticket – contact the parking office just outside the A&E department.

Current parking charges are as follows:

Up to 1 hour £1.00    3-8 hours £4.00    7 Days £10.00

1-2 hours £2.00    8-12 hours £5.00

2-3 hours £3.00    12-24 hours £6.00

Pay machines accept £5, £10 & £20 notes. Change will be given.

Owner's park vehicles at their own risk and the hospital will accept no liability for loss or damage to vehicles.

### Getting Out and About

When you are well enough your relatives and friends may like to take you shopping in Aylesbury or Milton Keynes where wheelchair facilities are excellent. There are also many local restaurants where customers in wheelchairs are made unobtrusively welcome.

### Volunteer Drivers

SMH currently has four registered drivers who will transport patients to appointments. Of these, two will undertake longer trips, the others undertake local trips only. As volunteers, they make no charge for their time. However, their petrol expenses are paid by the department which requests their services. Since our drivers have other jobs or volunteer roles around which they fit their driving, they require as much lead time as possible regarding bookings. Departments seeking to book drivers should ensure they give dates, times and destinations and durations of visit if requiring a return to SMH.

### Trains

Chiltern Railways serves Aylesbury station. There is a regular service to London Marylebone. Train times can be obtained by telephone – 08456 005165 or via the web site [www.chilternrailways.co.uk](http://www.chilternrailways.co.uk)

### Buses

The Number 9 bus runs a regular service between the hospital and town. The 323, 324, 65 and 66 also stop at the hospital. For further information ring 0870 608 2608 or via the website [www.buckscc.gov.uk/traveline](http://www.buckscc.gov.uk/traveline)

## Taxis

### Information Relating To Taxi Services In The Aylesbury Area

Aylesbury Vale District Council (AVDC) has provided us with a list of taxi companies who can accommodate Patients / Clients with wheelchairs.

Please see list, but can you note that as Private Hire Companies they set their own fares, and AVDC recommend that a quote is obtained first before booking. For Vehicles that have a TAXI sign and a meter, the driver MUST use the meter and charge what the meter says or less and no more.

<p>All taxi firms were written to, but these 3 were the only to provide information, which has been shared with Bucks County Council.</p> <p><b>Company</b></p>	<p><b>Telephone Number</b></p>	<p>* These taxi companies have confirmed the following:- Wheelchairs are secured No Waiting fees</p> <p>** This taxi firm confirmed the following:- Wheelchairs are secured Check tariff for Wheelchair vehicle, advised same as a minibus Waiting fee to be added to fare, whether wheelchair user or able-bodied</p> <p>Fares do vary, the most reasonable were provided by Falcon Taxis. <a href="http://www.falcontaxis.co.uk">www.falcontaxis.co.uk</a> AVDC Taxi Licensing Department can be contacted on 01296 585605 or 66 High Street, Aylesbury, HP20 1SD</p>
ABC Taxis	01296 423232	
Alexander	01494 583690	
Alpha Travel	01296 431722	
Amin Travels *	01296 392156	
Atlas Cars	01296 339999	
Bucks Executive Cars	01296 334444	
Five Two's Taxis	01296 422222	
Falcon Taxis *	01296 437649	
Foster Taxis **	01296 398200	
Lookie Travel	01296 422222	
M Anwar	01296 337333	
M & M Taxi	01296 390526	
Redcars	01280 812518	
Sab Taxis	01296 423154	
Shahzad's	01296 484184	
Sky Cars	01296 331133	
Taxis Direct	01296 338875	
UK Taxis	01296 399993	
Vale Private Hire	01296 484348	