

**RUH**

Information for Patients

# Outpatient information leaflet

## Easy read version



**An outpatient is when you do not stay in hospital overnight**



**The hospital is a smoke-free zone**

**Healthcare you can Trust**

## Welcome

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We understand hospitals can be busy places. They can be confusing for some people.

This leaflet can help you to understand more about your visit to the Outpatient Department.

You may ask any member of staff for help or support when you visit.



## How do I get to the hospital?

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### By car:

- Cars can drop off and pick up at all entrances
- There are car parks near all the entrances.
- You may have to pay to park a car
- There are disabled spaces available
- You do not have to pay if you have a disabled badge.



### By bus:

- Call Traveline on 0871 200 2233 for help with buses.
- By ambulance transport:
- Some people need extra help to get to hospital
- You can ask your doctor about ambulance transport.

## Just let us know if

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- you think you will be late for your appointment.
- you cannot come for your appointment.
- you would like to change your appointment.

## When you arrive

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Please try to arrive on time for your appointment.

Hospital volunteers can offer you assistance if you need it. They stand inside the hospital entrance and they wear a blue sash or an identity badge.



They can help you find the department you need. They can fetch you a wheelchair if you need it.

Remember to bring your appointment letter with you.

Go to the reception desk in the Outpatient Department.



Show the receptionist your appointment letter. The receptionist may ask you for further details.

Tell the receptionist if you need any help while you are here.

Some appointments might take a long time. You might have to wait at the hospital for test results.





## Did you know?

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We have a hospital shop and a cash machine.



We have disabled toilets and baby-changing areas.



We have a restaurant and cafes you can use while you wait.



## Additional needs

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If you have a learning disability. We can offer you assistance.



You can contact Gemma Box who is our Sister for Quality Improvement for Learning Disabilities and Mental Health.



01225 824246



[gemma.box@nhs.net](mailto:gemma.box@nhs.net)

Or we can contact her for you.

## Our address

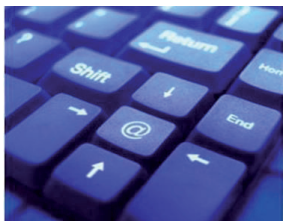
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[www.ruh.nhs.uk](http://www.ruh.nhs.uk)