Travel
Townlands Hospital is approximately a 15-20 minute walk from the railway station. The bus service from Reading will stop in Henley town centre and it is approximately a seven minute walk to the hospital.

Parking
There is limited parking at the front of the outpatients Department and also elsewhere around the site. During peak periods, it is often difficult to find a parking space. Please take this into consideration when deciding how and when you travel to the hospital. There are only two disabled parking spaces available on the site.
About:
Townlands Hospital

Townlands Hospital is a small community hospital in the centre of Henley on Thames. The Royal Berkshire NHS Foundation Trust provides a variety of outpatient clinics at the site. These run Monday to Friday, 8.30am-5pm.

Your appointment

Your appointment letter will tell you the date and time of your appointment. Please check your letter carefully before you set off for your appointment and please let us know if you are unable to attend.

Please follow any instructions given in your appointment letter or card and follow the signs to the outpatients department building.

Facilities

There are public toilets (including baby changing facilities). Wheelchairs are also available – please ask at reception.

Special requirements

If you have any special needs relating to a disability, or you require language or communication support, please ring the telephone number given in your appointment letter so that appropriate arrangements can be made.

Infection control: what you can do

We take infection prevention and control very seriously. As an outpatient, the best way you can help contribute to preventing germs passing from one patient to another is by washing your hands or using the hand gel which you will find in reception and the entrance to all clinical areas.

If you have recently had diarrhoea and/or vomiting, please wait until 48 hours has elapsed from your last symptom before visiting the hospital. Patients/visitors who suspect that they may have an infection should telephone the ward or department and ask for advice before coming in.

Please help us keep our hospitals clean and tidy. By disposing of waste (for example used tissues or sweet wrappers) in the household waste bins provided.

Tell us your views

If you have any suggestions on how we can improve our service or if you have any concerns you would like addressed, please contact the Patient Relations Team on 0118 322 8338 or email talktous@royalberkshire.nhs.uk.

York Road, Henley on Thames Oxfordshire RG9 2EB
01491 637417

If you would like this information in another language or in large print or Braille, please contact the Patient Relations Team on 0118 322 8338 or email talktous@royalberkshire.nhs.uk

Friends and Family Test

You will be asked to give feedback by answering the government’s Friends & Family test question – How likely are you to recommend our ward or department to family and friends if they needed similar care or treatment? - by filling in a card given to you before you leave hospital. If you haven’t been given a card, please ask for one at the reception area in the ward or department you visited.