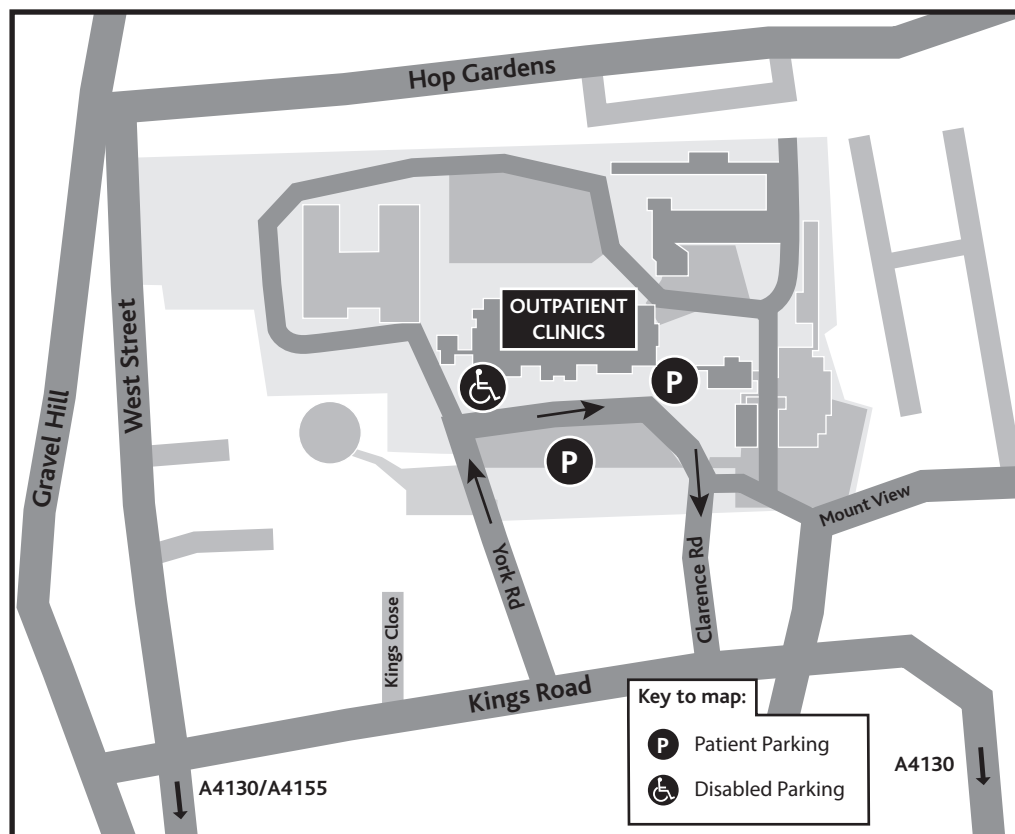
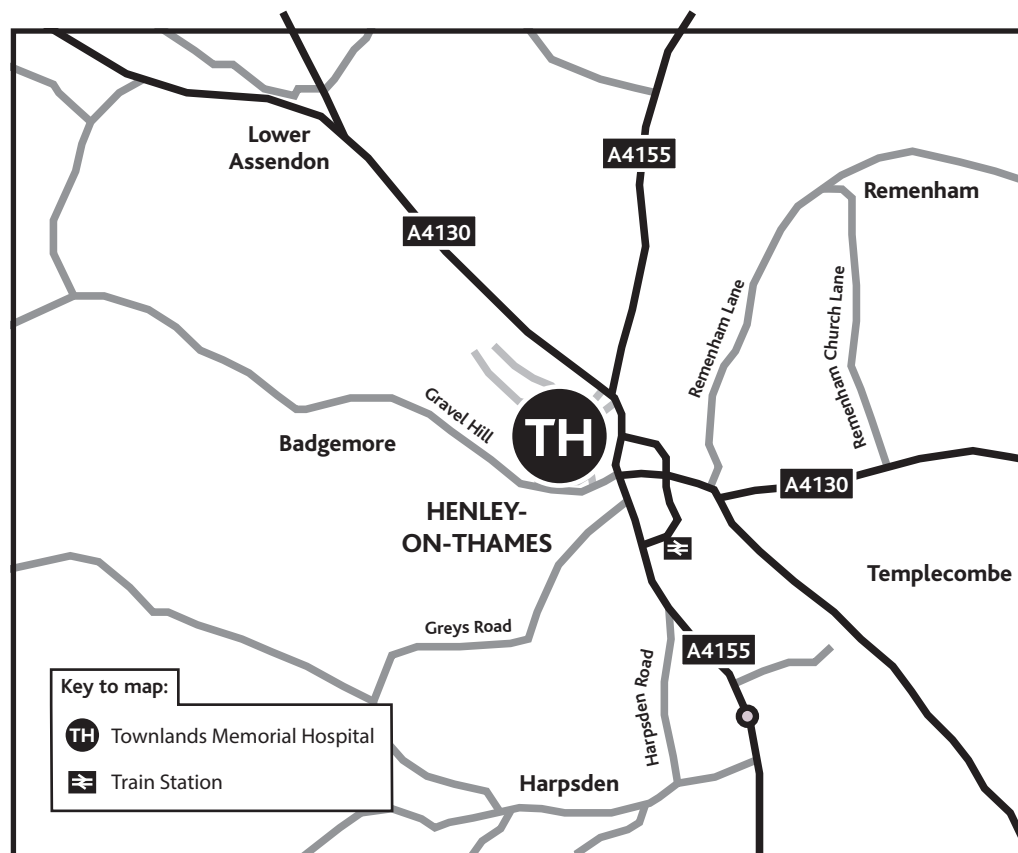


Getting to: Townlands Memorial Hospital

York Road, Henley on Thames
Oxfordshire RG9 2DR
01865 903703

NHS
Royal Berkshire
NHS Foundation Trust



Travel

Townlands Memorial 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. Bus service 153 goes from Henley Town Hall into the hospital grounds.

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 six disabled parking spaces available on the site.

National Bus Enquiries (Traveline)
0871 200 22 33
www.travelinesoutheast.org.uk
National Rail Enquiries 08457 48 49 50
www.nationalrail.co.uk
Reading Buses 0118 959 4000
www.reading-buses.co.uk

About: Townlands Memorial Hospital

Townlands Memorial 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 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 Advice & Liaison Service on 0118 322 8338 or email

**York Road, Henley on Thames
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01865 903703**

If you would like this information in another language or in large print or Braille, please contact the Patient Advice & Liaison Service (PALS) on 0118 322 8338 or email PALS@royalberkshire.nhs.uk

PALS@royalberkshire.nhs.uk.
If you would like to give feedback – positive or negative, please complete a survey on the ward or department you visited by visiting www.royalberkshire.nhs.uk/surveys or telephone PALS to get a paper copy of the questionnaire sent to you. You can also post feedback into any of the suggestion boxes around the hospital.
You can also give feedback on the Trust by the visiting the NHS website www.nhs.uk or Care Opinion www.careopinion.org.uk/tellyourstory