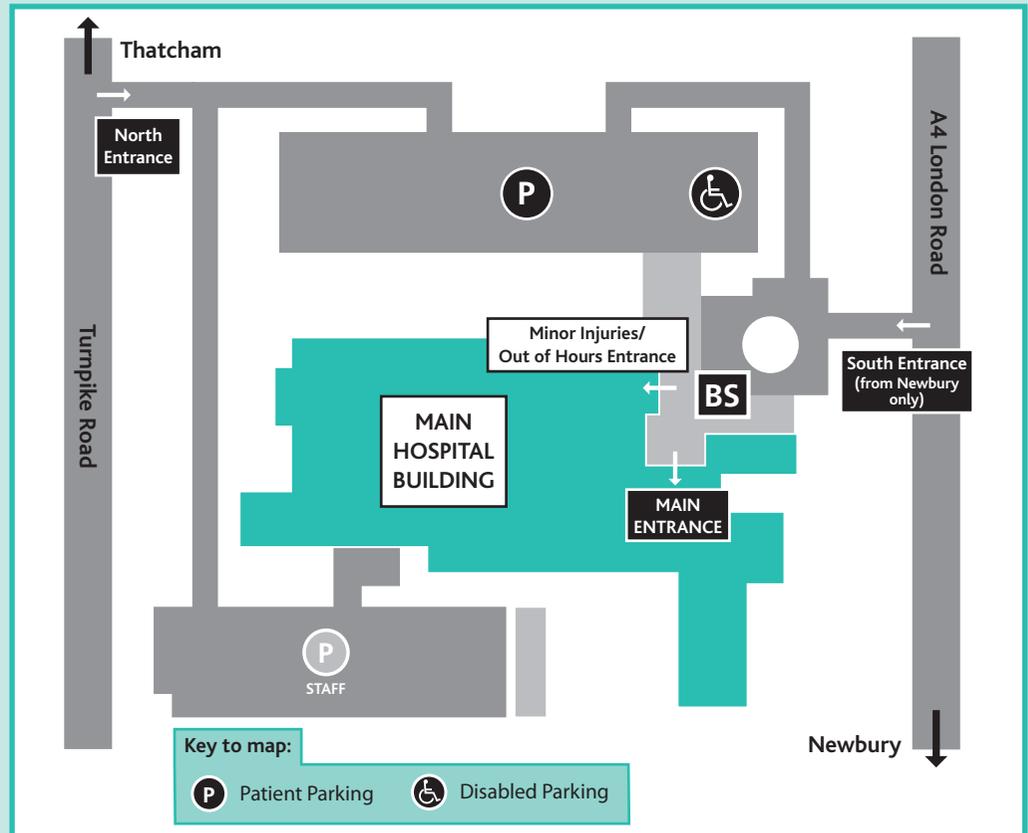
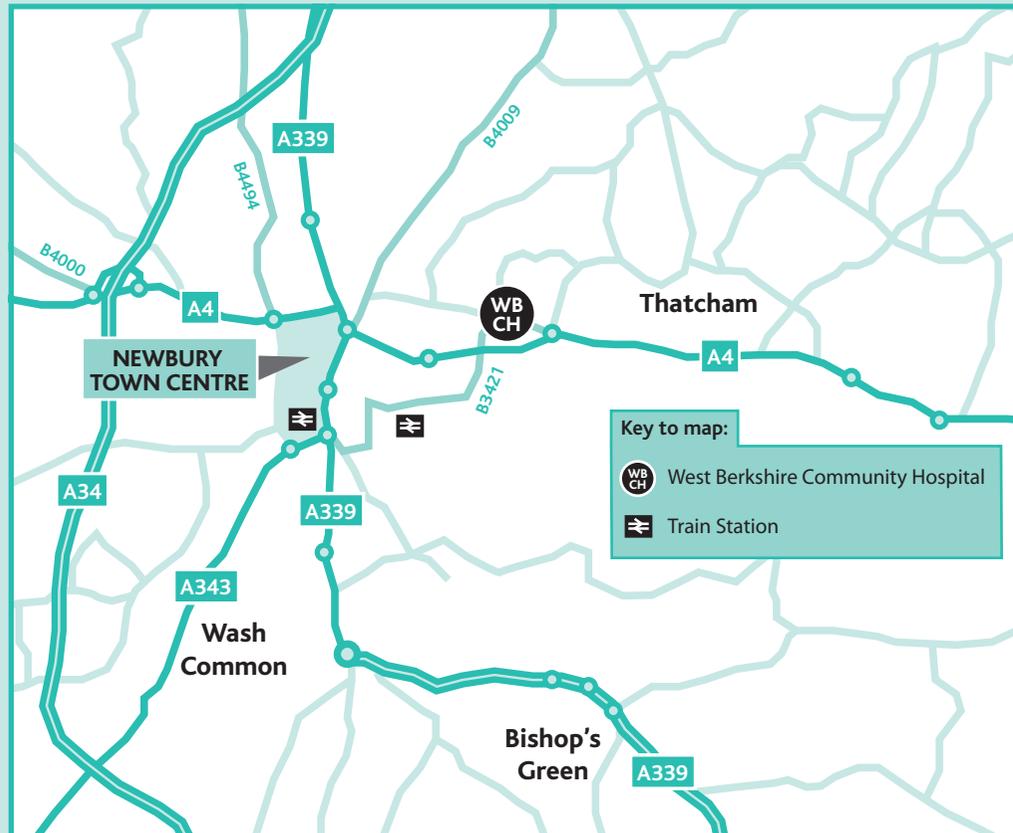


# Getting to: West Berkshire Community Hospital

London Road, Benham Hill  
Thatcham, Berkshire RG18 3AS  
01635 273300 (switchboard)

Royal Berkshire **NHS**  
NHS Foundation Trust



## Travel

West Berkshire Community Hospital is easily located approximately two miles east of Newbury at Turnpike, on the A4 between Newbury and Thatcham.

## By car:

There are two road entrances to the hospital:

The South Entrance is located directly off the A4 and may only be accessed by vehicles coming from Newbury and turning left into the site. No right turn is possible from the Thatcham direction.

The North Entrance and exit has unlimited access and is located on Turnpike Road, off the Garden Centre roundabout on the A4.

## By bus:

There are regular bus services from both Newbury and Thatcham which stop at the hospital.

Reading Transport 0118 959 4000  
[www.reading-buses.co.uk](http://www.reading-buses.co.uk) (Vitality 1 bus)

Thames Travel 01491 837988 [www.busbook.co.uk](http://www.busbook.co.uk)

National Bus Enquiries (Traveline) 0871 200 22 33  
[www.traveline.org.uk](http://www.traveline.org.uk)

National Rail Enquiries 08457 48 49 50  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## Parking

Pay on exit parking is available at the hospital, as well as designated spaces for disabled parking, motorcycles and bicycles.

There is also a Drop Off point and a taxi rank near the Main Entrance.

A photo is taken as you enter the car park, when you need to leave, please insert your registration number in the payment machines in Reception which will advise how much you need to pay. There is both a card machine and a cash payment machine available. A photo will be taken when you leave the car park to register the time you left the site.

If you are a disabled blue badge holder, then you do not need to display your badge in the vehicle. Please take your blue badge to Reception as evidence and enter your registration number into the terminal to ensure you receive free parking.

Please ensure you enter the vehicle registration details correctly to ensure you don't receive a fine.

## 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 relevant department. The main reception desk is located on the ground floor – please ask the receptionists or any members of staff if you need help in finding your way to your appointment.

## Facilities

There are public toilets and disabled toilet with baby changing facilities on the site. Wheelchairs and mobility scooters are available in the main reception area. A taxi phone is located in the main reception area and a public phone is located near the minor injuries unit in the outpatient department.

## 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.

## Refreshment and retail facilities

The restaurant is on the ground floor and is open 8.30am-3.30pm (vending machines available 24 hours).

The League of Friends tea bar is on the ground floor and is open 9.30am-12.30pm and 1.00pm-4.00pm Monday-Friday.

There is a Patient Information Point near the Main Entrance, providing general health information.

## 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 and using the hand gel which you will find in all clinical areas.

Do not visit the hospital if you are ill, have an infection or have recently had diarrhoea or vomiting. If you have had diarrhoea and/or vomiting, please do not attend until 48 hours has lapsed from your last symptoms.

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Thatcham, Berkshire RG18 3AS  
01635 273300 (switchboard)  
01635 273306 (fax)

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](mailto:talktous@royalberkshire.nhs.uk)

If you are unsure of what to do, or don't know if your condition is infectious then please telephone the department and ask for advice.

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.

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](mailto:talktous@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](http://www.royalberkshire.nhs.uk/surveys) or telephone the Patient Relations Team 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 NHS Choices website [www.nhs.uk](http://www.nhs.uk) under 'Find and choose services'.

# About: West Berkshire Community Hospital

The West Berkshire Community Hospital is a modern hospital located near Thatcham. The Royal Berkshire NHS Foundation Trust runs a number of services here, including outpatient clinics, x-ray, day surgery unit, blood tests, physiotherapy and occupational therapy.