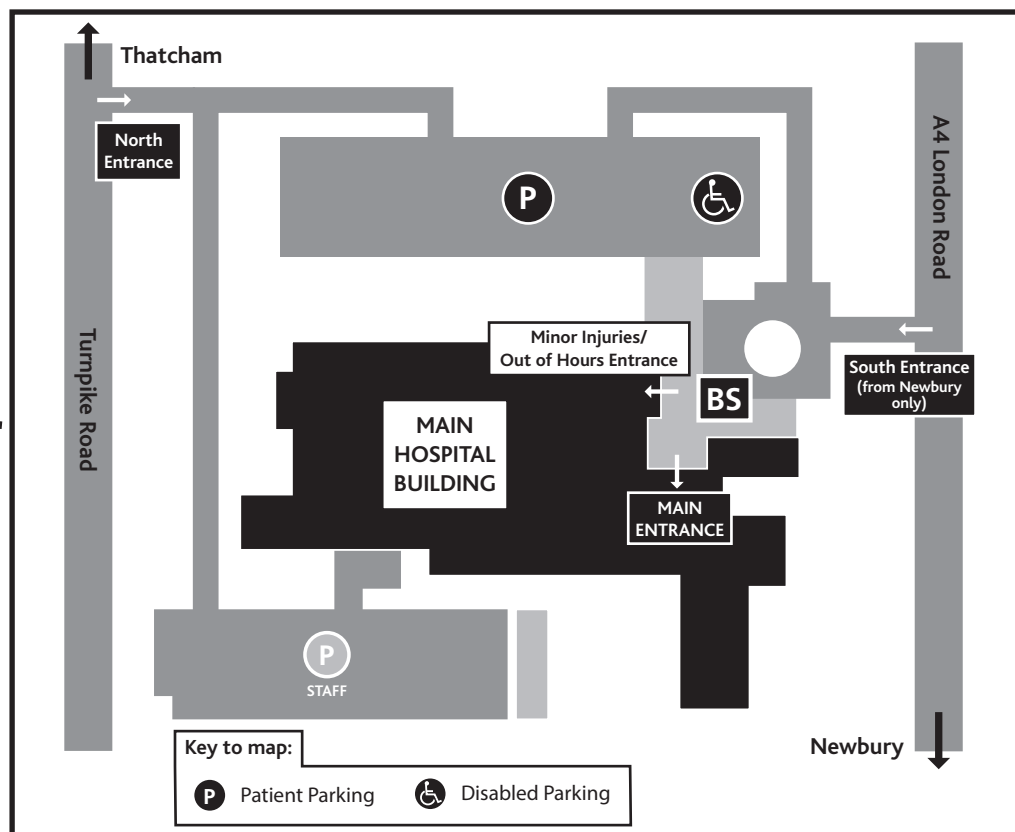
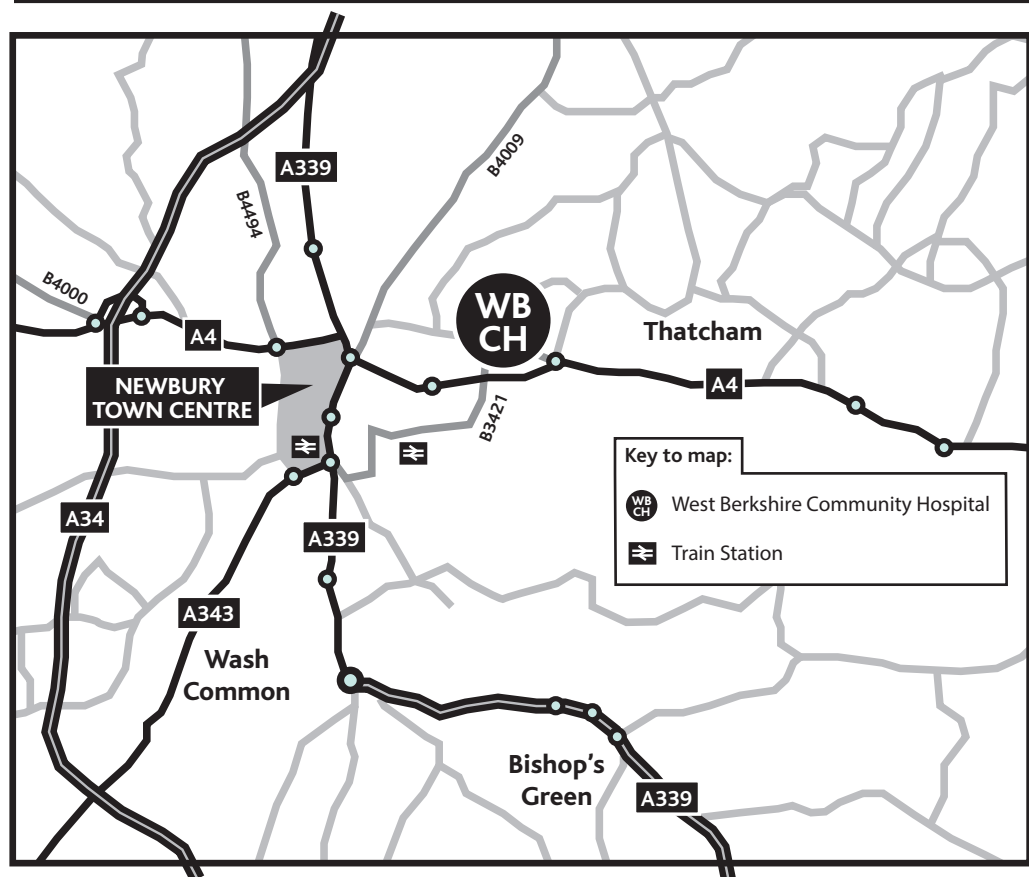


Getting to: West Berkshire Community Hospital

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

NHS
Royal Berkshire
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 Buses 0118 969 4000
www.reading-buses.co.uk

Traveline 0871 200 22 33
www.travelinesoutheast.org.uk

National Rail Enquiries 03457 48 49 50
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.

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

Your appointment

Your appointment letter will tell you the date and time of your appointment. Please check it 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 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.

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

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 we can make arrangements.

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.

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

Infection control: what you can do

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.

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.

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 (PALS) on 0118 322 8338 or email PALS@royalberkshire.nhs.uk.