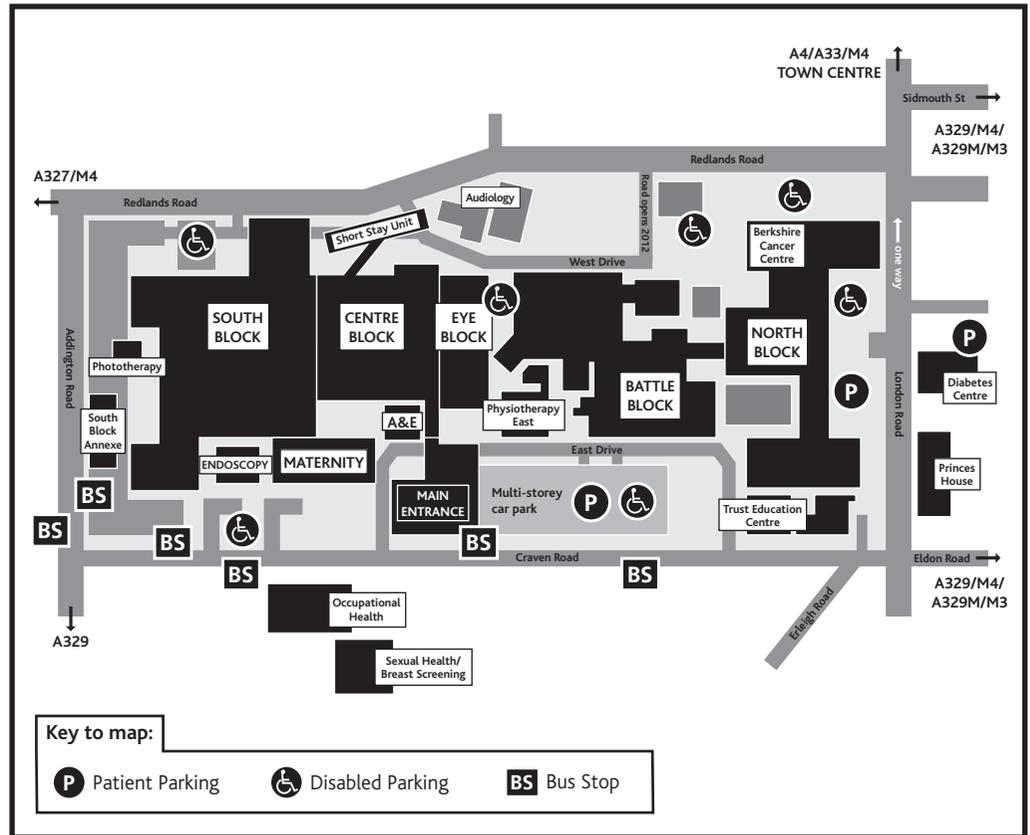
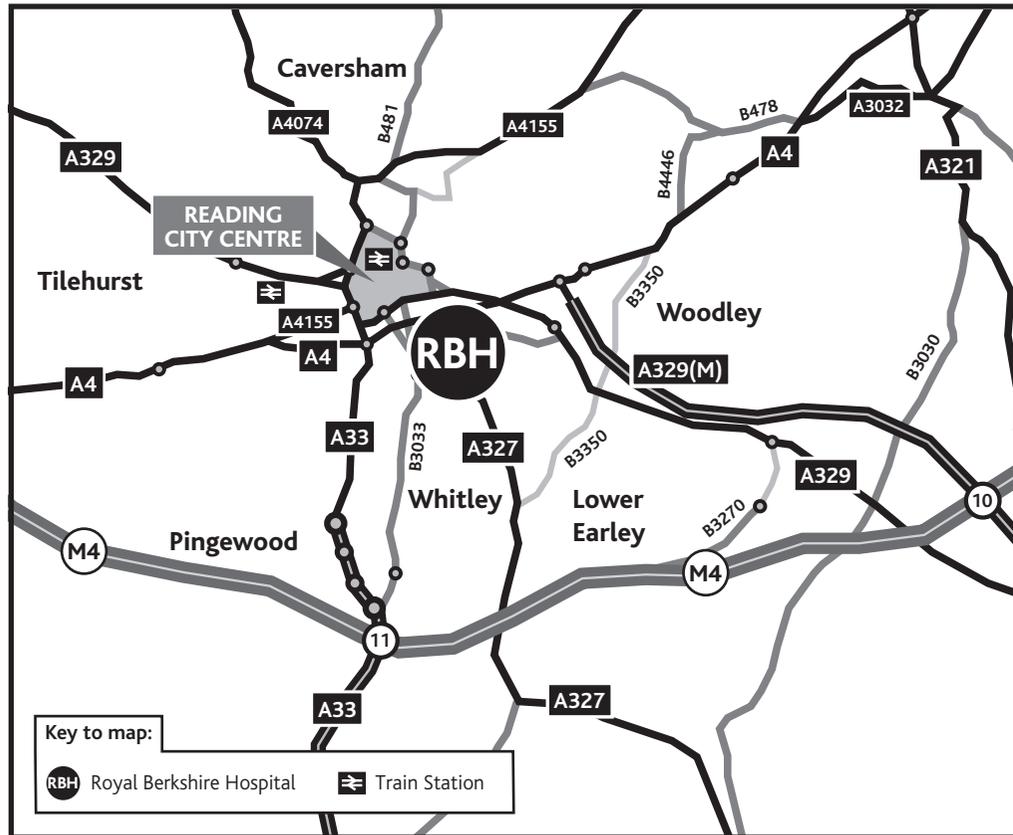


Getting to: The Royal Berkshire Hospital

London Road, Reading
Berkshire RG1 5AN
Tel: 0118 322 5111 (switchboard)

NHS
Royal Berkshire
NHS Foundation Trust



Travel

The Royal Berkshire Hospital is about 20 minutes' walk from the centre of Reading and is on a regular route for local buses. Reading buses run the leopard 3, 8 & 9 and little orange 19a, 19b & 19c which combine to give a 5-10 minute frequency from Reading station stop SA to the hospital. The fare is just £1.30 each way (but this may change) - national concessionary or access bus passes can be used on the bus. You can find out more information on Reading Buses' services and fares at www.reading-buses.co.uk or download the Reading Buses app from Google Play or the App Store.

Winnersh Triangle park and ride - coming from the North or East is based at Winnersh Triangle Station, off the A329(M) near junction 10 of the M4. Visit www.reading-buses.co.uk for park and ride timetable information.

Reading train station is 1.2 miles from the hospital and offers high-speed rail links from London and Southampton. There is also easy access from the M4 motorway.

Reading Buses 0118 959 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

Bicycle racks are available across the site and near the road entrance of the multi storey car park.

Parking

During peak periods, there is often difficulty finding a parking space. Please take this into consideration when deciding how and when to travel to the hospital.

Public parking in the multi storey car park is 'pay on foot'. Take a ticket from the barrier as you enter and pay appropriate fee at pay station before leaving. Pay stations are located on Level 0 and Level 2 in the car park block. North Block and Endoscopy car parks remain 'pay & display'. Parking for disabled badge holders is free of charge.

Parking concessions are available for the parents of children in paediatric wards, to the partners of women in labour and to the immediate relatives of long term patients. Speak to a nurse on the ward for more information on concessions.

Multi storey car park

Levels 0, 1, 2 and 3 are public. Most wards and departments are accessed from Level 2. There is no public access to A&E or Endoscopy from inside the main hospital.

Disabled parking

Level 2 has 26 disabled-only spaces and leads straight to the reception and to most wards and departments in the hospital. There are also seven disabled spaces on Level 0. A limited number of disabled spaces are also available near West Drive buildings, South Block, North Block, Endoscopy, Sexual Health and Battle Block.

About: The Royal Berkshire Hospital

The Royal Berkshire NHS Foundation Trust is one of the largest general hospital trusts in the country.

We provide acute medical and surgical services to Reading, Wokingham and West Berkshire and specialist services to a wider population across Berkshire and its borders.

Your appointment

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

The hospital is spread out over a large area and the wards and departments are located over several levels.

Please follow any instructions given in your appointment letter or card and follow the signs for the BLOCK and not the level. Wards, departments and clinics are signposted within each block.

The main reception desk is located on Level 2 and there is a Welcome Desk at the junction of Centre Block, Main Entrance and Eye Block – please ask the receptionists, welcomers or any members of staff if you need help in finding your way to your appointment.

Getting around

Please be aware that it may take up to 15 minutes to walk to some wards and departments. Please take this into consideration when allowing time to get to your appointment.

An electric buggy driven by volunteers is also available Mon-Fri 9am-4pm to transport patients.

If your passenger is disabled and you require assistance between the multi storey car park and the hospital, to a receptionist. If you are parked in other areas around the hospital site, please be aware there may be no one to assist you in these areas.

Facilities

There are public toilets (including changing facilities) and telephones in every block.

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.

There is also an adult changing facility (Changing Places) on level 1 in the main entrance on Craven Road.

Refreshment and retail facilities

The site has a number of cafés and shops, vending machines and a restaurant available to visitors and members of the public. Please ask a member of staff or one of the welcomers for directions to these.

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Tel: 0118 322 5111 (switchboard)

Infection control: what you can do

You must wear a face mask / covering over your nose and mouth (unless exempt) while you are in the hospital and please continue to follow social distancing guidance.

We take infection prevention and control very seriously. Whether you are an outpatient, inpatient or a visitor, 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 outside the entrance to all clinical areas.

PLEASE DO NOT VISIT if you have any symptoms of Coronavirus (COVID-19) - high temperature, new continuous cough, loss of taste and smell.

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 face masks, tissues or sweet wrappers) in the waste bins provided.

Tell us your views

If you have any concerns or suggestions about our service, please contact the Patient Advice & Liaison Service on 0118 322 8338 or email 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 the PALS Team to get a paper copy of the questionnaire sent to you.

You can also give feedback on the Trust by the visiting the NHS website www.nhs.uk under 'Find and choose services' or scan the QR code using your smart phone QR Reader.



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