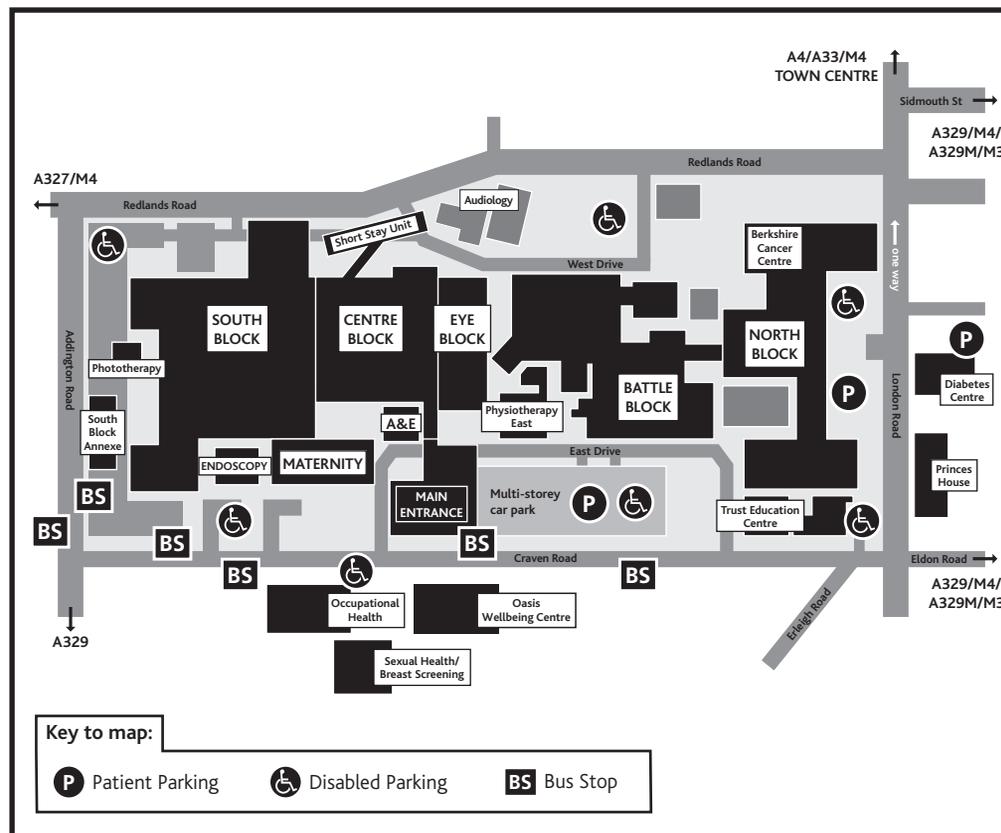
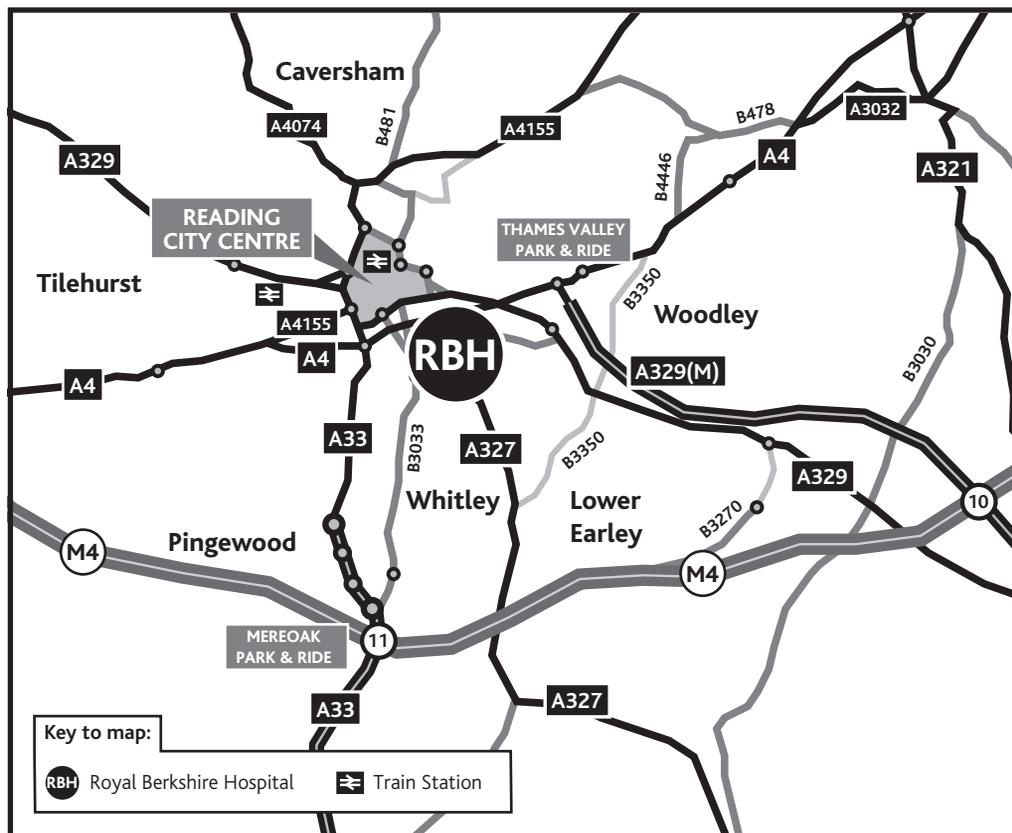


Getting to: The Royal Berkshire Hospital

Craven Road, Reading
Berkshire RG1 5LE
Tel: 0118 322 5111 (switchboard)

NHS
Royal Berkshire
NHS Foundation Trust



By foot or bus

The Royal Berkshire Hospital is about 20 minutes' walk from the centre of Reading. 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 currently £2.30 each way (subject to change) - national concessionary or access bus passes can be used on the bus. Find out more at www.reading-buses.co.uk or download the Reading Buses app from Google Play or the App Store.

Park and ride

As an alternative to parking on-site, patients and visitors can now use the 300 'hospital' park and ride service between Royal Berkshire Hospital and the Merooak and Thames Valley Park park and ride sites. The 300 bus service runs Monday to Friday from 6am until 7pm buses run up to every 20 minutes, journeys cost £2 per single and parking costs £1 at Merooak and £1 per hour at Thames Valley Park, capped at £4 per day. Visit www.reading-buses.co.uk for park and ride timetable information.

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

By rail or car

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.

Parking

Parking for hospital patients and visitors is on levels 0–3 of the Craven Road multi-storey car park, North Block car park on London Road, and Melrose House car park on London Road.

Multi-storey, North Block and Endoscopy car parks

You do not need to take or display a ticket when you enter as your car will be registered with Automatic Number Plate Recognition. Pay on exit. The barriers at the multi-story car park will automatically rise whether you have made payment or not. Pay machines are on levels 0, 1, 2 and 3 and accept card or coins (no change given). You can also pay on the APCOA Connect app or on their website using the 'Late Pay Option' within 24 hours of exiting the car park.

Melrose House car park is a pay and display basis. Pay before you leave your car and display the ticket.

Blue badge parking

There are Blue Badge parking spaces on levels 0 and 2 of the multi-storey car park, North Block car park, Endoscopy car park, South Block car park, Melrose House Car Park and West Drive (Redlands Road). Blue Badge holders are eligible for free parking. Leave the clock section of the Blue Badge in your car and validate your parking with the ID section of the blue badge at main reception on level 2. Pre-registering your vehicle and Blue Badge with APCOA will give you access to all participating APCOA managed UK car parks and you will not need to register during your visit. www.bluebadge.apcoa.co.uk

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, speak 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.

The Royal Berkshire Hospital
Craven Road, Reading, Berkshire

RG1 5LE Tel: 0118 322 5111 (switchboard)

Infection control: what you can do

Face masks are no longer needed in most areas – however, if you wish to still wear one, you can. A few clinical areas will require you to still wear one – visit royalberkshire.nhs.uk/patients-and-visitors/visitor-guidelines to identify those areas.

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.

DO NOT VISIT if you are feeling unwell or have any symptoms of COVID, colds, FLU and other respiratory infections or vomiting and diarrhoea.

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 royalberkshire.nhs.uk/patients-and-visitors/patient-experience or telephone the PALS Team to get a paper copy of the questionnaire sent to you.

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