Getting to the hospital
Limited parking spaces are available on the Biomedical Campus. If possible please consider other forms of transport or ask someone to bring and collect you. 'Park & Ride' buses run to the hospital from Babraham Road and Trumpington.

There is a free patient courtesy bus on site, with easy wheelchair access, which stops at car parks 1 and 2, the Addenbrooke’s Treatment Centre (ATC), the Rosie Hospital, Oncology and Outpatients.

For help and advice with travel please call:
Travel helpline 01223 586655

Disabled parking is available in bays close to the hospital entrances and in the car parks. Please display a valid badge. Please note that parking for registered disabled badge holders is not free in standard car parking spaces.

Discount parking
Outpatients, Day Surgery, Emergency Department patients are entitled to a discounted day ticket for up to 24 hours.

If you are receiving treatment for more than two consecutive days, you will be entitled to a discounted ticket for any length of stay up to a seven day period.

Regular visitors can choose a discounted ticket valid for up to either 7 or 14 days.

Full details on all discounted ticket prices can be found on entry to the car park, at the pay stations or customer service desk.

To obtain discount parking tickets, please take your car park entry and admission or appointment letter to the customer service desks located within the patients and visitors car parks 1 and 2.

For further car parking information, directions and maps visit: www.cuh.org.uk/finding-us/parking
Welcome to Addenbrooke’s and the Rosie hospitals. We want to make your stay as comfortable as possible. This leaflet is to help you with the things you need to know before you arrive.

For further information please visit www.cuh.org.uk

Time and place of admission

Your admission letter will tell you:
• the date and time of your admission
• the name of your ward
• your consultant
• any special instructions you may need to follow (such as not eating or drinking, or about any drugs you may be taking).

On the day of admission

Please follow the instructions in your admission letter. If you are unwell or cannot make the date given, please call the hospital as soon as possible so we can offer this time to another patient.

Your stay with us

We will care for you in same sex bays in wards with separate sanitary facilities for men and women. There are a few exceptions in some specialist services and critical care areas.

We ask patients and visitors to help us protect against infection by cleaning their hands on arriving and leaving, and in all patient areas.

We will discuss your treatment and discharge plans with you daily. If you have any questions, please ask the ward staff.

What should I bring?

You will need:
• nightwear, dressing gown and slippers to stay warm on the ward
• personal toiletries, ear plugs (if you can wear these) and some hand wipes for your personal use
• your own day clothes for comfort
• hand towel (ideally named)
• your mobility aids
• money for phone calls, TV and newspapers and something to help you pass the time such as a book, magazine or puzzles.

There is limited storage space in the bedside locker and on the wards. Please bring as few personal belongings with you as possible and, for your own security, leave valuables at home. The Trust is not responsible for any losses.

Medicines

Please bring all of your current medicines with you. If this is not possible please bring a list of your current medicines with instructions on how you take them. Please ask if you wish to take your medication yourself (self-medicate) during your stay. Pharmacists visit the wards regularly and can help with any medicine queries.

Discharge

We will discuss with you your expected duration of stay when planning your admission. If you have any questions about this, please ask.

Things for you to consider:
• Who will be at home with you when you go home?
• How will you get home?
• You may wish to prepare your home for when you are discharge, e.g., stock fridge and freezer so there is a meal at home
• Simple painkillers such as paracetamol and ibuprofen may be required after surgery. Simple bowel medication such as senna and lactulose may be required after surgery. It is suggested that you discuss with your pharmacist and have a seven day supply of these medications at home to take as you need according to the instructions.

Please be aware that on the day of discharge you may be transferred to a discharge lounge whilst the final preparations for your discharge are being prepared.

General information

Patient Advice and Liaison Service (PALS) is here to provide help, advice, support and information and to listen to your suggestions and concerns.
Tel: 01223 216756
Email: pals@addenbrookes.nhs.uk

Do you have a learning disability?
If you need help or support coming into hospital, please contact the learning disability specialist nurse via the hospital contact centre.

Need someone to talk to?
We are here to help you. Please call Chaplaincy 01223 217769

Help with this leaflet

Audio, large print or other languages

Please contact Patient Information 01223 216032 or go to www.cuh.org.uk/patientinformation

Wi-fi and mobiles

For details of free Wi-fi availability and the use of mobile phones, please ask the ward staff.

No smoking policy

We are now a smoke-free site: smoking will not be allowed anywhere on the hospital site.

For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169

Useful telephone numbers

Waiting List Office 01223 216460 or 01223 586919
Neuroscience Admissions 01223 217100
Gynaecology Waiting List 01223 217663
Oncology Bed Manager 01223 216319
Hospital Contact Centre 01223 245151