

# Your child's visit to the outpatient department

## A guide for parents and carers

NHS Lothian  
The Royal Hospital for Sick  
Children, Edinburgh



The Royal Hospital for Sick Children, 9 Sciennes Road, Edinburgh, EH9 1LF  
**Main Switchboard Number: 0131 536 0000 / Appointments Desk 0131 536 0384**

## Welcome

Your child has an appointment to be seen in the Outpatient Department at the Royal Hospital for Sick Children, Edinburgh. We know that coming to hospital can be a stressful time for children, their families and friends. We will do all we can to help your child and to make his or her visit to the hospital as pleasant as possible.

After reading this leaflet, if you have further questions about your child's visit before attending, please don't hesitate to contact our appointments desk on the number above. Alternatively when you attend the outpatient department please ask the nurse in charge or any doctor or nurse involved in your child's care. They will be pleased to help you and if necessary, talk to other members of your family.

We are committed to making sure that the care and treatment your child receives is of the highest possible standard.

## Public transport travel information

**Bus** details available from:

Lothian buses on **0131 555 6363** or [www.lothianbuses.co.uk](http://www.lothianbuses.co.uk)

Traveline Scotland on **0871 200 2233** or [www.travelinescotland.com](http://www.travelinescotland.com)

**Train** details are available from:

National Rail Enquiries on **03457 484 950** or [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## Travel costs

If you receive certain social security benefits or are on a low income, you may be entitled to help with travel costs to the hospital for appointments.

When you come to hospital, please bring details relating to the benefits you receive and ask for a certificate of attendance from the reception in the department you are visiting. This certificate should then be taken to the Cashier's office.

**Cashiers Office Opening Hours** Monday – Friday: 8.30am-1.00pm & 1.30pm-4.30pm (4.00pm Friday). This can be found through the double doors, next to Ward 2 in the main corridor.

## Car parking

There is limited car parking and disabled spaces in and around the hospital. The car park is located at the back of the hospital (Rillbank Terrace). Please note the spaces are available on a first come first serve basis.

Many streets in the surrounding area are permit only zones, however some including Sciennes Road have ticket machines. Finding a parking space can be difficult, so please leave extra time for this or where possible, use public transport or arrange to be dropped off by family or friends.

Although there is car park security surveillance, please ensure that you lock your car and leave your valuables out of sight.

## Disabled access

The disabled access to the hospital is via the entrance at Sylvan Place or the entrance at the top of Rillbank Terrace.

## Patient transport

If you have a **medical/clinical need** for Patient Transport, telephone: **0300 123 1236\*** upto 28 days in advance to book, making sure you have your child's CHI number to hand (see top of appointment letter).

Hard of hearing or speech impaired? Use Text Relay: 18001-0300 123 1236\*. (\*Calls charged at local rates)

To cancel Patient Transport call: 0800 389 1333. (Freephone, 24-hour answer service)

## Interpreting and translation

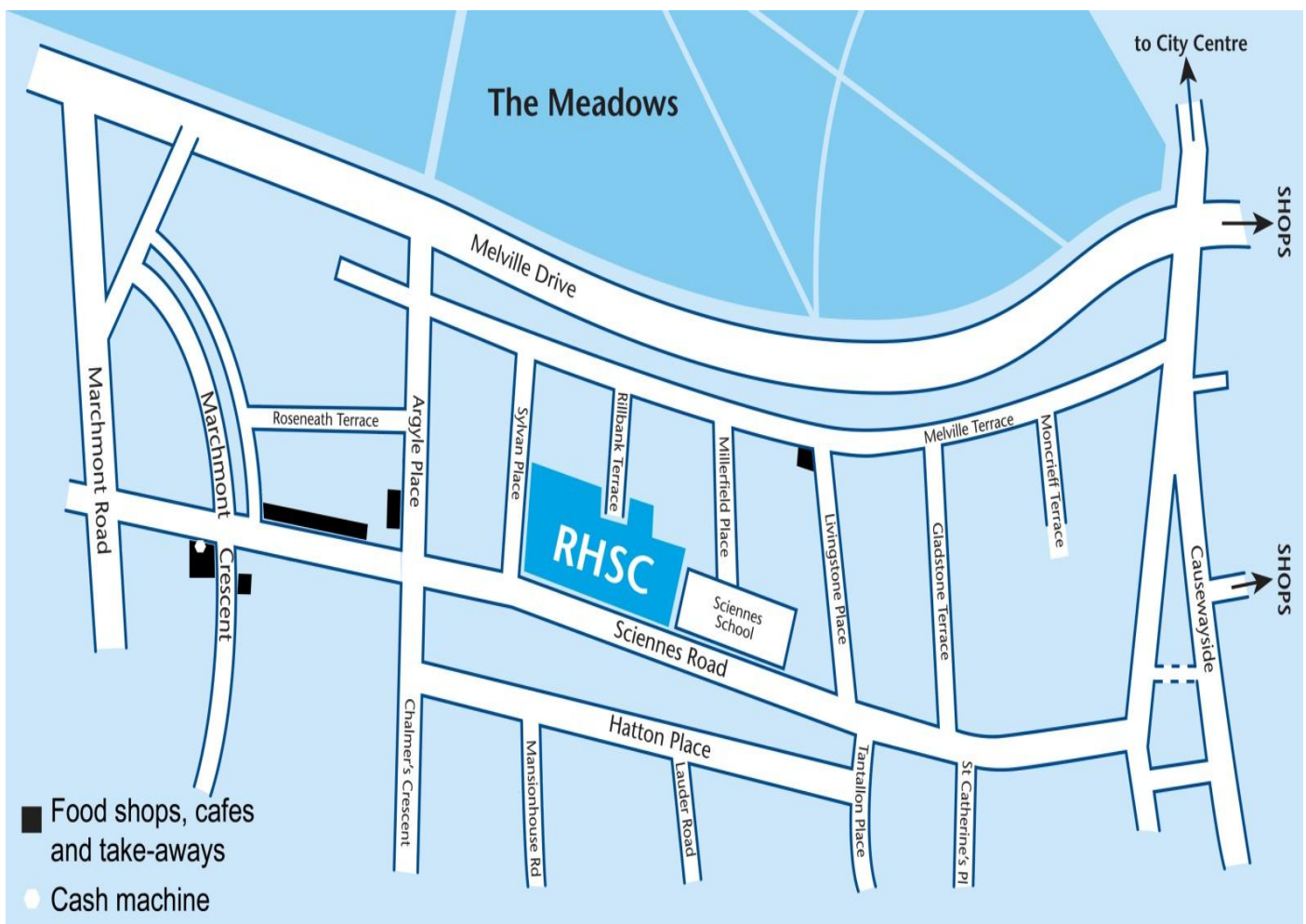
Your GP will inform us of any interpreting requirements you have before you come to hospital and we will provide an appropriate interpreter for you.

For a copy of this leaflet in a larger print, Braille or your community language, please telephone the Appointments Desk on 0131 536 0384.

## Keeping your Appointment

If you cannot keep your child's appointment or need to change it, please telephone **0131 536 0384**. Your call will give someone else the chance to be seen and will help us keep waiting times shorter.

## Map – location within Edinburgh



Smoking is not allowed on NHS Lothian premises or grounds.

This leaflet is available on the NHS Lothian website [www.nhslothian.scot.nhs.uk](http://www.nhslothian.scot.nhs.uk)

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