

Travelling Expenses

Patients entitled to Working Families' Tax Credit or Income Support may apply for a refund of fares or petrol costs incurred by visiting the hospital, provided that the necessary Social Security documents and appointment letter/card are produced.

Please keep and produce any receipts/tickets to claim back costs.

Expenses are paid in the West Cumberland Hospital at:
The Cashier's Window on level 3

Your Health Information

We collect information about you to guide and administer the care you receive and to enable us to contact you for health checks. If you have any questions about how your information is used, please visit: www.ncuh.nhs.uk

It is essential that you inform us of any change in your address or GP surgery.

A Training Hospital

We train the next generation of doctors and nurses, so there may be students present in the clinic you attend. If you do not wish students to be present during your consultation, please inform the medical or nursing staff.

For this information in larger print, another language or on audio tape, please contact: **0344 776 0003**.

Visit: www.ncuh.nhs.uk for more information on the Trust.

Parking Charges at West Cumberland Hospital (Pay and Display)

up to 1 hour - £1	up to 2 hours 15 mins - £2
up to 3 hours 30 mins - £3	up to 24 hours - £5

There is no charge for registered disabled badge holders parked in a bay clearly displaying a valid Blue Badge. **Please note parking on these sites is operated by UKPC (UK Parking Control), not the Trust.**



North Cumbria University Hospitals
NHS Trust



West Cumberland Hospital – Whitehaven

Booking or rearranging your outpatient appointment

Your appointment will have been booked via a written referral sent to the hospital by your GP or through the 'eReferral' electronic booking system. **Please make contact if you cannot attend.**

The Contact Centre number is: **0344 776 0003** (calls are charged at a local rate). If you do not attend your appointment and do not contact us on this number in advance you may not receive another appointment.

Patient Transport Services (PTS)

Call: **0800 032 32 40** to speak to Patient Transport Services to enquire if you are eligible to access this hospital transport service. You will be asked for information about your medical condition and general mobility in order to assess whether you are entitled to hospital transport.

On the day please bring with you:

- Your appointment letter
- A list of your regular medications/tablets since you were referred
- A list of questions or issues you may want to discuss with the doctor/nurse
- We are happy for you to bring someone with you to your appointment
- If you are under 16, preferably bring someone with parental responsibility

Traveline Information

Call: **0871 200 22 33** or visit: www.traveline.info for guidance on planning your journey including bus / train times and distances. Please note calls cost 12p per minute plus your phone company's access charge.



West Cumberland Hospital

Homewood Road, Whitehaven,
Cumbria, CA28 8JG

For route descriptions visit:

www.ncuh.nhs.uk or
www.google.co.uk/maps

Behaviour on Site

Please help us to reduce anti-social behaviour and keep our staff, patients and visitors safe. **Acts of aggression or abuse towards staff, whether verbal or physical, will not be tolerated.**

Smoking is not permitted anywhere on any of the hospitals sites. This includes outdoor areas. Giving up smoking is the best thing you can do for your health. Contact the national NHS stop smoking service at: **0300 123 1044**

Please highlight to staff at pre-admission if you require support with smoking cessation.



You Said, We Did...

You told us that you find it difficult to find your way around, when you come to hospital, so we have produced this information to help.

If you would like to highlight any feedback on this information leaflet please e-mail: talktous@ncuh.nhs.uk