

This patient fact sheet provides general information you need before and when you attend your appointment at King's. It is sent out with your appointment letter, which should state your appointment date and time, any specific patient instructions (for example, how to bring in a sample or do a test) and how to cancel your appointment if you cannot attend.

Coming for your appointment

Before your appointment

Please consider using public transport – there are good public transport links. Car parking spaces close to King's are very limited and we cannot guarantee that a parking space will be available. If a car is the only suitable form of transport for your visit here, we recommend using a taxi or asking a friend or relative to drop you at the hospital. There are drop-off zones in front of Day Surgery Centre and the main entrance. There are freephones in the hospital for booking taxis home.

Train stations:

- Denmark Hill (approx 5 – 10 minute walk)
- Loughborough Junction station (approx 15 minute walk)

Denmark Hill is fully accessible with lifts to the platforms, but Loughborough Junction has stairs only. For further train information contact National Rail enquiries on 08457 484950 or visit www.nationalrail.co.uk

Buses:

Numbers 40, 42, 68, 176, 185, 468 and 484 stop directly outside the hospital. Many services also stop in Camberwell Green or Coldharbour Lane which are within a short walking distance of the hospital. For more information, contact Transport For London (TfL) on 020 7222 1234 or visit www.tfl.gov.uk

Car parking

Our main car park is accessed via Caldecot Road, off Coldharbour Lane. It costs £2.50 an hour or part hour for the first two hours (£2 per hour or part hour thereafter). There is a flat fee of £2 for overnight parking from 10pm – 7am. All revenues from parking fees go towards patient care. Our aim is to keep traffic flowing briskly and make the maximum use of our limited space. But spaces are limited, so there are often queues for this car park.

Disabled parking

We provide 23 clearly marked disabled parking spaces, all of which are free to those who are registered disabled and have a Blue Badge. These spaces are located around the various entrances to the hospital for easy access. If these spaces are not available, disabled drivers can use the main car park, where the usual parking fee is payable. The roads within the hospital campus are private and they do not constitute on-street parking for the purposes of parking under the Blue Badge Scheme. All of the roads within the hospital campus are subject to our conditions relating to parking irrespective of whether a driver is disabled or not.

Transport policy

Patient transport will be arranged for you only if you meet the medical need criteria. If you are under 16, or have particular clinical needs, then one person may be allowed to travel with you. They must meet the criteria as an escort. To book, contact the Patient Transport Assessment Centre on 020 3299 8000 at least 24 hours before and no earlier than five days before your hospital appointment.

Valuables

Please do not bring in valuables, jewellery or large sums of money. If you must bring them with you, please keep them with you at all times. The Trust cannot accept liability for the loss of items.



Contact us

Hospital switchboard:
020 3299 9000

Please visit our website at www.kch.nhs.uk if you require more information

King's College Hospital, Denmark Hill, London SE5 9RS

Patient Advice and Liaison Service (PALS)

The PALS team acts as a central contact point where you can get information about the hospital's services and help with accessing other health information.

The team can also help you to sort out problems or concerns you may have about the hospital's services and pass on your views and comments.

PALS can also give you information about the hospital's complaints procedure and guide you through the process.

The PALS office is situated on the ground floor of the main hospital site, just inside the main entrance from Bessemer Road. The office is open from 9am - 4.30pm, Monday to Friday, and can be contacted in person, by telephone, by email or in writing.

Telephone: 020 3299 3601

Email: kch-tr.PALS@nhs.net

Interpreter

King's has access to an interpreter service. If you speak little or no English, we recommend that you have a professional interpreter with you when we explain planned treatment. Please let us know in advance by telephoning the number in your letter and we will do our best to ensure that someone is available to assist you.

When you arrive

If you need help to find your way to your appointment, ask at either of the help desks situated near the front entrances of Hambleden Wing and Golden Jubilee Wing on Bessemer Road.

When you arrive at the clinic or suite, go to the reception desk to book in.

Mobiles

If you need to use a mobile phone while in the hospital we ask that you do so in public areas such as corridors and refreshment areas. This is because using mobile phones in wards and clinics may cause a disturbance for other patients and the staff who are treating them.

Mobile phone use is not allowed in high-risk areas such as intensive care units, high dependency units and operating theatres.

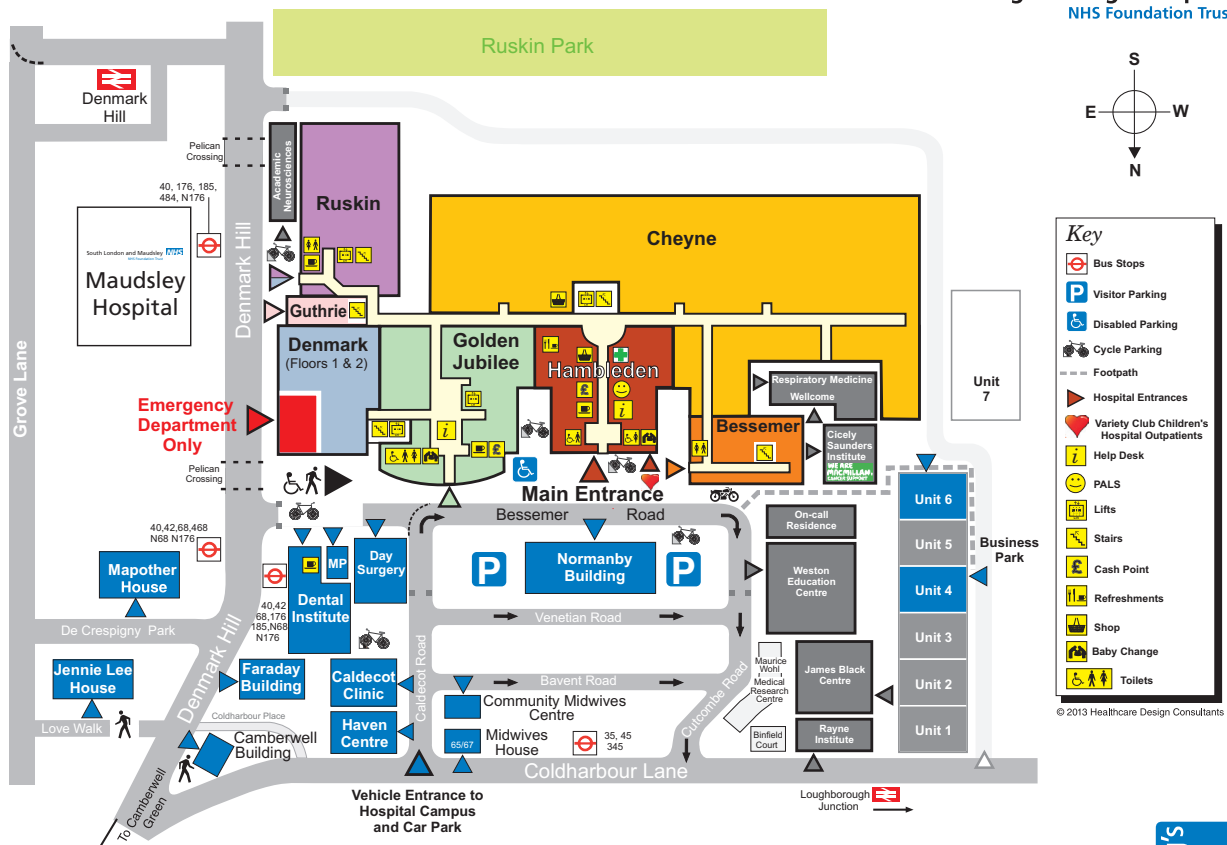
No smoking policy

King's College Hospital is a smoke-free hospital. This means smoking is not permitted anywhere in the hospital grounds. The use of e-cigarettes (vaping) is permitted in outside areas. If you would like information on giving up smoking, please ask a member of the nursing staff or contact 020 3299 2600.

You are entitled to expect that our staff will treat you and your visitors with respect and courtesy at all times. Equally, our staff are entitled to carry out their duties without fear of verbal or physical harassment or abuse. We will take steps to address incidents of unacceptable behaviour.



King's College Hospital
NHS Foundation Trust



No smoking
It is against the law to
smoke on these premises.

KING'S HEALTH PARTNERS

An Academic Health Sciences Centre for London

Pioneering better health for all

