

Your visit to the Luton and Dunstable University Hospital

Parking - For parking and drop off points please see the map. Parking at the L&D is limited, where possible, we advise you to use public transport.

Drop off and pick up is free but there is a minimum charge of £1 to park or wait in all car parks. Special concessions are available for some patients. For full details of parking and transport links please see www.ldh.nhs.uk/patient-visitor-information.

Please note that if you are more than 15 minutes late for an appointment you may not be seen.

Hospital/Patient Transport - For advice on eligibility please phone **0300 303 2101**.

Medications - Please remember to bring your current medications in their containers.

Health concerns prior to visit (inpatients only)

- If you feel unwell during the week before your appointment please ring the Pre-assessment Team for advice on **01582 718 228**.

Teaching - Medical students may be present at your appointment, for training. If you have objections please tell the nurse in charge; this will not affect the standard of your care.

No smoking - The L&D is a restricted smoking site, we do provide smoking shelters on site (see map). Call **0300 123 1044** for help to quit.

Wheelchairs - It is advisable to bring your own wheelchair, if you have one. We have limited stock and cannot guarantee availability.

Interpreting - Patients who speak little or no English can book interpreter services by calling **01582 497 990**, at least one week in advance of the appointment.

Comments or concerns - We are always keen to hear about ways to improve your experience at the hospital. Please phone PALS on **01582 497 990**, who will be happy to help you.

Confidentiality - Any information you give us will be treated in the strictest confidence, within national guidelines. For more details, a leaflet 'Your information, your health record' is available at the PALS office.

Hospital site map - As part of our site redevelopment programme, we are rebuilding and relocating parts of the hospital. Please check our website for more information.

