

Patient Information

## Plastic Surgery

# Transfer of patients to University Hospitals Coventry and Warwickshire

Welcome to University Hospital Coventry and Warwickshire (UHCW). Your treatment will continue here, either as an outpatient or inpatient. Below are some useful contact details:

### University Hospital Coventry

Address: Clifford Bridge Road, Walsgrave, Coventry, CV2 2DX.

Telephone: 024 7696 4000

### Hospital of St Cross, Rugby

Address: Barby Road, Rugby, CV22 5PX

Telephone: 01788 572831

## Parking

All staff and visitors are required to pay for parking at the hospital. In some circumstances, you may be entitled to concessionary parking. Please ask at the general office, where staff will be happy to help with any questions.

Car park fees are paid at the pay machine located on-site.

For more information about travel to the hospital and parking charges, please visit: [www.uhcw.nhs.uk](http://www.uhcw.nhs.uk)



## Patient Information

### **Ward 53**

Location: 5th floor, East Wing, University Hospital Coventry and Warwickshire (UHCW).

Contact Telephone numbers: 024 7696 7830 or 024 7696 7831.

### **Plastic dressing clinics**

**Location:** Outpatient clinic 3, Ground floor, UHCW

#### **Clinic times:**

Monday: UHCW 09.00am – 12.00am

St Cross 1.30pm – 4.05pm

Tuesday: UHCW 09.00am – 4.00pm

Wednesday: UHCW 09.00am – 12.00pm

Thursday: UHCW 09.00am - 4.00pm

Friday: UHCW 09.00am – 4.00pm

Contact Telephone: 024 7696 4000 (Main Hospital Switchboard)

Ask for bleep 1676.

### **Hospital of St Cross - outpatients**

Clinic times:

Monday: 1.30pm - 4.00pm

### **Important reminder**

Before attending your dressing clinic appointment, please take your pain relief medicines as discussed with the hospital team when you were transferred.

## Patient Information

### **Children's wards - UHCW**

**Ward 14** - Adolescent Ward Telephone 024 7696 7433

**Ward 15** - Infants Ward Telephone 024 7696 7006

**Ward 16** - Children's ward Telephone 024 7696 7224

### **Smoking policy**

Our buildings and grounds, including car parks are completely smoke-free.

- Smoking is not permitted anywhere on hospital property.
- The policy protects patients, visitors, staff and hospital equipment from the dangers of second-hand smoke.

### **Need help to stop smoking?**

The NHS Stop Smoking Service can help you before, during and after your hospital visit. They offer:

- Personalised advice and support
- Medicine options to help you quit
- Call 024 7696 4760 to speak to an advisor and get started.

### **Patient Advice and Liaison Service (PALS)**

PALS is here if you have:

- A questions or concern about your care
- A difficulty you want us to resolve
- An enquiry but do not want to make an official complaint.

The team will listen, provide advice and support you to resolve issues wherever possible.

Freephone: 0800 028 4203

Email: [feedback@uhcw.nhs.uk](mailto:feedback@uhcw.nhs.uk)

The Trust has access to interpreting and translation services. If you need this information in another language or format, please ask or contact 024 7696 5225 and we will do our best to meet your needs.

## Patient Information

The Trust operates a smoke free policy.

### **Did we get it right?**

We would like you to tell us what you think about our services. This helps us make further improvements and recognise members of staff who provide a good service.

Have your say. Scan the QR code or visit:

[www.uhcw.nhs.uk/feedback](http://www.uhcw.nhs.uk/feedback)



#### **Document History**

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