

# Southend University Hospital

## Car parking

- 30 minutes - Free
- Up to 3 hours- £3.10
- 3 to 6 hours- £4.00
- 6 to 12 hours- £6.00
- Over 12 hours and up to 24 hours- £10.00
- 7 day concession- £10.00

Residential – side streets opposite the hospital and road parking but with many restrictions.

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## Public Transport

### **Taking the train to Southend Central station**

For Southend Central station take the C2C train line which begins at London Fenchurch Street station and also stops at:

### **Getting from Southend Central station to the Travel Centre**

Connecting buses to the hospital can be caught from the Travel Centre which is approximately a 5 minute walk from Southend Central station. Exit the train station by the main entrance on Clifftown Road, go down the steps or wheel chair ramp and turn left.

When you arrive at the pedestrianised High Street turn right and continue until you reach Alexander Road. Turn left on Alexander Road and continue with the Royals shopping centre on your right and BHS on your left.

- The Travel Centre is the glass building ahead of you and slightly to the left, you will need to cross the road to reach it; you can catch a bus to the hospital here.
- There is an information desk at the Travel Centre which is open from 8.50am and Timetable information is readily available.

### **Catching a bus from the Travel Centre to Southend Hospital**

The bus journey will take between 12 and 20 minutes depending upon traffic. The majority of buses that serve Southend Hospital have drop platforms and are accessible to wheelchair users.

Bus service	Timetabled journey length to Hospital	Frequency of service at peak times	Bus stop information
7/8 (Arriva)	14 minutes	10 - 15 minutes	Stops right outside hospital on Prittlewell Chase
17 (Arriva)	16 minutes	Hourly ~Thursday only	Stops right outside hospital on Prittlewell Chase
20 (First)	15 minutes	15 minutes	Stops right outside hospital on Prittlewell Chase
21/21A (First)	15 minutes	15 minutes	Stops right outside hospital on Prittlewell Chase
25 (First)	14 minutes	30 minutes	Stops on Carlton Avenue, 5 minutes walk to hospital rear entrance
29 (Arriva)	12 minutes	15 minutes	Stops on Fairfax Drive, 8 minutes walk to hospital

### Taking the train to Southend Victoria station

For Southend Victoria Station take the Greater Anglia line which begins at London Liverpool Street station and also stops at:

Liverpool Street  
Stratford  
Ilford  
Romford  
Shenfield  
Billericay

Wickford  
Rayleigh Hockley  
Rochford  
Prittlewell  
Southend Victoria

### Catching a bus from Southend Victoria station to Southend Hospital

Connecting buses to the hospital can be caught at bus stop VC which is approximately a 3 minute walk from Southend Victoria station. Map and directions are given below.

- Exit the station by the right hand entrance on Victoria Avenue. Please note you will not need to use steps to exit this station.
- Follow the walkway across the car park to the main pavement.
- Turn right to reach the pedestrian crossing and cross to the opposite side of Victoria Avenue.

- Turn right to reach the bus stops which are situated in front of the Custom and Excise building (Alexander House).

The bus journey from stop VC will take between 6 and 10 minutes depending upon traffic.

The majority of buses that serve Southend Hospital have drop platforms and are accessible to wheelchair users.

<b>Bus service</b>	<b>Timetabled journey length to Hospital</b>	<b>Frequency of service at peak times</b>	<b>Bus stop information</b>
7/8 (Arriva)	8 minutes	10 minutes	Stops right outside hospital on Prittlewell Chase
20 *(First)	9 minutes approximately	15 minutes	Stops right outside hospital on Prittlewell Chase
21/21A *(First)	9 minutes approximately	15 minutes	Stops right outside hospital on Prittlewell Chase
29 (Arriva)	6 minutes approximately	15 minutes	Stops on Fairfax Drive, 8 minutes walk to hospital

\*Please note that this stop is not a registered timing point in the Firstbus timetable.

## **Taxi**

01702 334444

Uber is now available in Southend but quite limited. It is worth checking the app as they tend to be cheaper at off peak times.

# Facilities

## **Accessibility**

- Braille translation service
- Disabled parking
- Disabled WC
- Induction loop
- Signing service available
- Wheelchair access

They have dedicated disabled car parking spaces at all main entrances to the hospital and a number of

disabled WC facilities across the hospital.

If you are deaf or hard of hearing, please let staff know to ensure they communicate with you in a way you can understand. Where necessary, they can arrange for a trained interpreter from the Royal Association for Deaf People to help you.

If you have any other disability or need assistance, please ask a member of staff to help you.

## **Accommodation**

- Access to TV
- Internet access
- Public telephone
- Mobile phones permitted
- Private rooms only
- Single sex accommodation only

To protect your privacy and dignity, they aim to provide separate washing, sleeping and toilet facilities for male and female patients.

Some patients needing high-dependency care may find themselves being cared for in a mixed-sex environment however.

They can provide single-room accommodation on some of the wards for patients who prefer to pay more for privacy during their stay in hospital. All these rooms have their own hand basin while many offer en-suite wc/shower facilities. Please telephone 01702 385336 for further details.

Patients on many of the wards are encouraged to wear their own comfortable clothes. Personal lockers are available for all our patients, but as storage space is limited it is best to bring only a few items of clothing.

Valuables may be deposited in the hospital safe. Please tell the staff on your admission if you have anything you would like to hand to staff for safe keeping.

Please check with the ward staff if you (or your visitors) wish to use a mobile phone. Please also have consideration for others when using your phone.

Many of the wards are equipped with bedside TV and telephones. A wide selection of digital and satellite TV channels is on offer with free TV periods between 10.30am and 11am and again at 3.30pm to 4pm each day. The system also includes free internet access and movies and games are also available.

They have their own hospital radio service run entirely by volunteers. All radio channels on our system are broadcast free of charge 24 hours a day.

As space around patients' beds is limited and because we frequently use hi-tech equipment on the wards they regret that for health and safety reasons, visitors are requested not to bring in flowers. We would suggest alternative gifts such as toiletries and magazines, or that flowers are delivered once you have

returned home.

### **Food and amenities on-site**

- Cafe
- Patient library
- Pharmacy
- Shop

They offer a wide selection of meals to suit all tastes, special diets, appetites, cultures and religions. Our carefully-balanced, nutritious meals are freshly prepared using the Steamplcity method - cooked on the ward in high-powered microwaves and brought to you by a member of our domestic staff.

Meals and beverages are generally served at:

- Breakfast \* - 7.30am - 8.30am
- Morning coffee/tea - 10am - 10.30am
- Lunch\* - 12noon - 1.00pm
- Afternoon tea - 3pm - 3.15pm
- Supper \* - 5pm - 6pm
- Late night drink - 8.30pm - 9.30pm

\*served with a choice of beverages

Times may vary slightly; your ward staff can let you know of any variation.

The hospital volunteers offer a Feeding Buddies service for patients needing help at mealtimes. Please speak to ward staff if you would like this service. They also offer picture and braille menus.

Light refreshments are available in the main outpatients department and in the Cardigan wing entrance foyer. Normal opening hours are 8am to 8pm every day.

More substantial snacks and meals are available from our Spice of Life restaurant on the first floor in the Prittlewell wing. The restaurant is open from 7am to 8pm and 11pm to 2.30am every day except Christmas Day and New Year's Day. Our DeliMarche coffee shop at the same location is open 8am to 4.15pm Monday to Friday.

Newspapers and magazines are available on the wards from a morning trolley service every day except Sunday while stationery, sweets, toiletries etc are brought round in the afternoon.

There are two convenience stores on the ground floor which are open 8am to 8pm Monday to Friday, 9am to 7pm Saturday and 10am to 7pm Sunday.

A free-to-use ATM cash machine is located in the tower block shop.

In most cases a book trolley or bookcase will be available on the ward for patients and visitors, and volunteers operate a rotating library service for wards. They also have a limited supply of large print

books.

They are happy to arrange outgoing and incoming post, and a postbox is located in the outpatients waiting area.

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## Dates of Evelina clinics in 2017

4 per year