



# PATIENT INFORMATION GUIDE

Harrogate District Hospital  
Lancaster Park Road, Harrogate HG2 7SX  
Telephone: 01423 885959  
www.hdft.nhs.uk



## Private Patient Care

The Harlow Suite is a dedicated private patient facility within Harrogate District Hospital.

The Suite offers excellent accommodation for patients undergoing major surgery, day cases and minor treatment and offers:

- En suite rooms with bath or shower, all with radio, satellite TV and direct dial telephone
- 24 hour specialist medical staff or manage ongoing patient care
- Access to theatres equipped with the latest medical technology, diagnostic facilities including MRI and CT scanning, a full range of Allied Health Professional Services and specialist nursing support
- Experienced nursing team delivering high quality care
- Excellent catering facilities - providing a choice of freshly prepared meals.

The income earned by the Harlow Suite helps to support a wide range of the foundation trust's NHS services. For full details contact the Private Patient Coordinator or feel free to visit the Suite.

## Fixed Price Surgery

The Harlow Suite can provide fixed price, all inclusive packages, whatever the operation, offering guaranteed quoted prices and no hidden extras (subject to medical condition).

For more details contact the Private Patient Coordinator on (01423) 555430.

Alternatively ask at the Admissions Office on arrival or contact any of the ward staff during your stay.

## Message from the Chief Executive

Welcome to Harrogate and District NHS Foundation Trust. This information guide provides you with useful information to assist you during your visit to the hospital. There are direction maps included to help you find the clinic or ward you require as quickly and easily as possible. Please do not hesitate to ask for help, should you require it.

During your visit we will endeavour to:

- Treat you with skill, care and consideration
- Treat you as an individual with individual needs
- Provide a warm welcome, whether you are from our local area or further afield.

**Richard Ord, Chief Executive**  
Harrogate and District NHS Foundation Trust

## How to Get Here

Directions to Harrogate District Hospital are signposted on all major routes leading into Harrogate. From the train and bus stations in Harrogate town centre the hospital is approximately 10 minutes by road or around 25 minutes walking distance. There are frequent bus services operated by Harrogate and District Travel, contact (01423) 566061 or visit the website at [www.harrogateanddistrict.co.uk](http://www.harrogateanddistrict.co.uk) for more information or email an enquiry to [enquire@harrogateanddistrict.co.uk](mailto:enquire@harrogateanddistrict.co.uk)

There are also taxi ranks outside the bus and train stations and a freephone telephone service is available at the hospital for booking return journeys.

## Car Parking

The trust operates an airport style payment system so that on approaching the barrier the driver takes a ticket to gain entry. On completion of your visit, tickets should be taken to one of two pay stations located in the main hospital foyer, inserted into the pay station and the required fee should be paid for the time spent in the car park. This will then validate the ticket to insert into the exit barrier and allow departure of the car park.

The first 30 minutes are free and all those dropping off or collecting visitors or patients are advised to make use of this free 30 minute facility to avoid congestion in the car park. There are 7 spaces allocated to disabled 'blue badge' holders who should present their car park ticket at the front reception desk to obtain free parking. Other concessions are available and patients and visitors should ask in the department or ward for more details.

## What to Bring With You

### Outpatients, inpatients and day surgery patients:

- Any letters relating to your appointment
- All medicines, tablet, inhalers and other medication you are currently using
- Your spectacles and hearing aids
- Any specimens as requested
- Your Income Support or Family Credit Book if you are eligible to claim travelling expenses
- Any questions you wish to ask hospital staff.

### Inpatients only

- Night clothes - including dressing gown and slippers

- Toiletries

- Change for the Hospedia bedside entertainment system.

### Day Surgery patients only

- Dressing gown and slippers

**Do not bring valuables or jewellery when you visit the hospital.**

## Outpatient Appointments

The date and time of your appointment will be on the enclosed letter. Should this not be suitable, please telephone the number in the letter so we can rearrange another time. This will also mean all appointment times are fully utilised. If you do not attend your appointment without telling us, you may not be offered another appointment and your GP will be informed.

We make every effort to ensure you are seen as quickly as possible, but delays can occur for a number of reasons. staff will endeavour to keep you informed of any delays, where possible.

On arrival, please report to the appointments desk located on the far right hand side once you have entered the main foyer. You will be booked in here and your details confirmed.

Please return to the appointment desk at the end of your consultation in order to make any further appointments or to be discharged.

Your consultation will take place in the privacy of an individual room. Each Consultant has a team of doctors and nurse working with them and you will be seen by a member of the team. This may not be the Consultant every time. As the hospital is allocated medical students there may also be students present during your visit. If you would prefer not to have a student present, please inform the nurse in charge of your clinic.

Please note that should you need to use the Pharmacy, the prescription charges are the same as you would pay at your local chemist, unless you are exempt.

