Patient Information Service

Women and children’s business unit
Nightingale centre

Women’s clinic
Smoking policy

There is a no smoking policy inside the hospital grounds. If you are a smoker and would like help to give up, we can offer you a smoking cessation support service that is free of charge. See the contact phone numbers on page eight for details.

Telephones

Pay phones are available within the main hospital building.
Your GP, hospital doctor or midwife has recommended that you attend women’s clinic.

The purpose of this leaflet is to introduce you to the women’s clinic. We hope that you will find this information helpful.

You will find the women’s clinic on the ground floor of the Nightingale building which is situated at the back of the main hospital block. The most convenient entrance is via Carlingford Avenue (see the map on the back page for details).

The women’s clinic runs a variety of maternity and gynaecology clinics. The antenatal and gynaecology clinics are based in separate areas of the building. These will be clearly signposted.

### Maternity clinics
- Antenatal
- Antenatal screening
- Antenatal ultrasound
- Diabetic / Antenatal
- Multiple birth / Antenatal
- Mental health / Antenatal
- Haematology / Antenatal
- VBAC clinic

### Gynaecology clinics
- Gynaecology
- Gynaecology ultrasound
- Colposcopy / Laser
- Termination of pregnancy
- Menopause
- Infertility clinic
- Outpatient hysteroscopy
- Minor procedures

### Clinic appointments

Clinic appointments are usually made well in advance. Please let us know if you are unable to keep your appointment and
we will make an alternative appointment for you. This will also enable us to offer the appointment to another person. There is limited seating. We would appreciate that if you wish to be accompanied, you bring just one companion and, if possible, find alternative child care arrangements.

Please note: If hospital transport has been ordered and you are changing your appointment, please telephone the appointments clerk so that your transport can be re-arranged.

Transport

Ambulance transport can only be authorised by a doctor. If this is your first visit and you need an ambulance on medical grounds, please contact your GP who will arrange this. Transport for subsequent visits can be arranged by the hospital.

Please be ready to be collected about one and a half hours before your appointment time.

Travel by public transport

Bus routes
Basildon, Wickford – 25
Rayleigh, Eastwood – 25, 20, 7 and 9
Canvey – 21
Benfleet – 21, 21B
Hadleigh – 21, 21A
Shoebury, Thorpe Bay – 7, 8 and 9
Rochford, Ashingdon, Hockley – 7, 8
Southend Town Centre – All
Southend, Westcliff, Leigh, Eastwood – 29
Traveline contact number: 0871 200 2233
Travel planning website: www.traveline.info
Southend University Hospital website: www.southend.nhs.uk

Car parking

Please note that car parking spaces are very limited and at certain times during the day they are very difficult to find. If you are parking outside hospital property, park in designated spaces only and do not block resident’s driveways. Please allow extra time for parking because if you are late for your appointment you may not be seen.

On arrival at the women’s clinic

Please report to the women’s clinic reception desk where a clerk will book you in and advise you which area to wait in.

You will be seen as near to your appointment time as possible. If you are likely to have to wait for more than 30 minutes we will try to let you know.

If unforeseen delays have occurred, we will inform you as soon as possible.

Please note: There is often more than one clinic running at a time, so waiting times may vary between these clinics. You will be seen by appointment time and not by time of arrival.

Outpatient clinics provide valuable training opportunities for students working within the health service. If you would prefer not to have students present during your examination, please do not hesitate to speak to a member of staff.
Other services within the hospital

If you are given a prescription, you can collect it from the hospital pharmacy department. The opening times are:

Monday to Friday 9.00am to 6.00pm
Saturday 9.00am to 12.00noon
Sundays and bank holidays 9.00am to 2.00pm

The pharmacy is sited on the ground floor in the Tower block of the main building, near the main outpatients department.

If you require any tests or investigations not provided by the women’s clinic, you will be directed to the relevant department.

Important reminders

• If you are attending the antenatal clinic, please bring your hand-held-notes and a fresh sample of urine

• If you are attending a gynaecology clinic, please bring a fresh sample of urine

• To avoid unnecessary delay, book in at the reception desk on arrival

• If you are currently taking any medicines or tablets, please remember to bring them with you or a list of their names and dosages

• Before you leave, please make any follow-up appointments at the reception desk

• Please tell the receptionist if you have been discharged from the clinic.
Note: You can buy a urine sample bottle from your local chemist.

Information and refreshments

Information desk:
- The main entrance to Cardigan wing
- The main entrance to Prittlewell wing
- The main outpatients department in the Tower block

General office:
- The main entrance to Prittlewell wing

Costa Coffee:
- The main entrance to Cardigan wing
- The main outpatients department in the Tower block

Restaurant:
- The first floor of Prittlewell wing

WHS shop:
- The main entrance to Cardigan wing
- The main outpatients department in the Tower block
Your comments

Comment cards are available at the reception desk in the women’s clinic. Please feel free to pick one up, complete it and send it back to us. All comments are treated individually and receive a response. Alternatively you can speak to the sister in charge of the clinic.

Helpful telephone numbers (code 01702)

Southend University Hospital switchboard 435555
Women's clinic
    – Appointments 385159
    – Enquiries 385512
Gynaecology sister 435555 ext 6973
Urogynaecology sister 435555 ext 5705
Midwifery sister 435555 ext 6472
Gynaecology admissions office 385153
Early pregnancy unit 435555 ext 5534
Nurse colposcopist 385326 or 435555 ext 6886
Hysteroscopy sister 435555 ext 6868
Gynaecology oncology nurse specialist 435555 ext 6465
Family planning 456860
Genito-urinary medicine 385121
Antenatal screening 385160
Smoking cessation support

NHS Smoke Free
www.nhs.uk/smokefree
0300 123 1044

Stop smoking service (Southend)
www.southend.gov.uk – search stop smoking
01702 212000

www.essex.gov.uk/smokefreepregnancy
0300 303 9988
Where we are

Women's clinic,
Nightingale centre,
Carlingford Drive
Patient Information Service

If this leaflet does not answer all of your questions, or if you have any other concerns please contact the women’s clinic on: 01702 385512.

www.southend.nhs.uk

For a translated, large print or audio tape version of this document please contact:

Patient Advice & Liaison Service (PALS)
Southend University Hospital NHS Foundation Trust
Prittlewell Chase
Westcliff-on-Sea
Essex, SS0 0RY

Telephone: 01702 385333
Fax: 01702 508530
Email: pals@southend.nhs.uk