

# Your appointment at Southend University Hospital



Southend University Hospital **NHS**  
NHS Foundation Trust

## Reading and understanding your appointment letter



Please read your appointment letter carefully before coming to hospital.

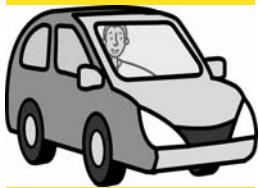


Check your letter to see if you have to call us before your appointment.



Sometimes you need to visit different departments for tests before your appointment.

## Travelling to the hospital



You can get to the hospital by car.



You can get to the hospital by bus.

We have lots of car parks.



Park for up to 2 hours for  
£2.00

Park for 2 to 4 hours for  
£2.50.

Park for 4 to 24 hours for  
£4.00.

## At the hospital Finding where you need to go

Our hospital is very big and it is easy to get lost.



On the back of your appointment letter is a map of the hospital.



There are lots of maps on the walls at the hospital to help you.



We have lots of people who can help you if you are lost.

Ask the people at the desks by the main doors for directions or help.

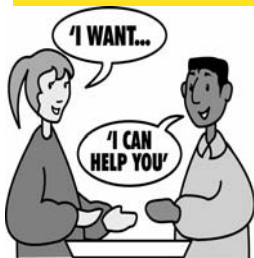
## At the hospital



Sometimes appointments are late. We will see you as soon as we can.



Come early if you need tests.



If you are given information or need to fill in a form, you can ask our staff for help.

## Changing your appointment



If you cannot come to your appointment please let us know.

We can offer it to someone else and give you a new one.

Please call the number on your appointment letter.

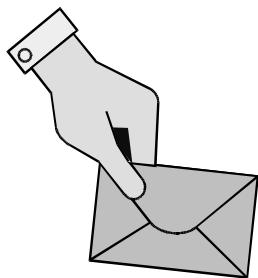


If you don't attend and don't tell us you may need to go back to your GP.

## Reading and understanding your appointment letter



Sometimes you need to bring things with you for your appointment. This might include your medication, a urine sample or a questionnaire.



Your letter will tell you all of this information. Please bring your appointment letter or card with you.

## Coming back to the hospital

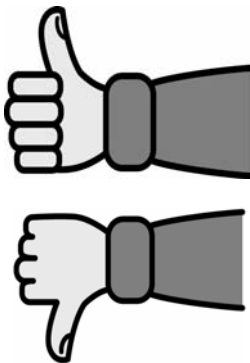


You might need to arrange another appointment. You can do that at our reception desk.



You might need to come back and see us again.

We will send you a letter or we will ask you to call us if you need to come back.



Tell us if you are happy or unhappy with us.

Telephone number: 01702 385333

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