Travel information

Where possible, please try to use public transport

Tube and Bus: Please see the map below

Train: The nearest train stations are Euston station (5 minutes walk), King’s Cross, St Pancras (10-15 minutes walk)

Hospital Transport: If you require hospital transport this must be arranged by your GP for your first appointment. For further appointments please call our Transport Department on 020 3456 7010

Car parking: There is very limited and expensive car parking in the area.

Disabled parking: Normal disabled parking permits are not valid on local streets. Please contact the hospital PALS service on 020 3447 3042 to find out more.

Claiming for travel fares – If you receive benefits or tax credits you may be entitled to claim for your travel (by public transport). Please bring proof of your entitlement to the hospital. The clinic staff will give you a form and direct you to the cashiers office on the ground floor of the main hospital (open 9am-5pm).

Getting a taxi home: This can be booked through the Transport Desk in the main foyer of the main hospital, but you will have to pay for this.

Address:
Children & Young People’s Outpatient Department,
Lower Ground Floor,
EGA Wing, 235 Euston Road,
London NW1 2BU
(Entrance through Grafton Way)

Website: www.uclh.nhs.uk

Appointments Line: 020 3456 7014
e-mail: uch.appointments@uclh.nhs.uk

Please use the appointments line for all queries about your appointment including if you need to change the date and time, or if you are running late on the day.
If you would like this leaflet in another format, for example large print or audio, or the services of a translator please ring: 020 3447 9489. We will do our best to meet your needs.

If you need to change or cancel your appointment please let us know as soon as possible by calling the hospital Appointments Line on 020 3456 7014

It is very important that you are able to attend your appointment. If you miss your appointment and you don’t tell us you may be returned to the care of your GP.

Please allow 2 hours for your visit as you may be required to have some tests. Please bring some snacks and a drink for your child whilst you are waiting. Please also bring your appointment letter.

Please try to arrive 5-10 minutes before your appointment time

Our department is on the lower ground floor in the EGA Wing. Please take the stairs or the lift to -1 and follow the signs. You will need to allow time to book in at reception and for your child’s measurements to be taken. Measurements may include weight, height/length, blood pressure and a urine sample. If your child is under age 2 they will need to be fully undressed for this, and we will ask that you prepare by taking off coats and shoes in the waiting room.

Play Specialists are available to help make your waiting time a pleasant experience

There are two friendly play specialists dedicated to working in our department who would be delighted to play with your child or talk to you about any concerns you may have.

Please try to arrive 5-10 minutes before your appointment time

There are a range of facilities and refreshments available

There are facilities in or near the department for baby changing and feeding, and for warming bottled milk. Refreshments are available from the canteen, coffee shop and snack shop on the ground floor in the main hospital building. You are welcome to eat and drink in the department but we do not allow hot drinks and ask that you consider the needs of other patients (for example patients with allergies). We welcome mothers who wish to breastfeed in our department.

If you arrive late for your appointment you may have to wait until the end of the clinic to be seen

All patients are seen according to their appointment time rather than arrival time. The clinic staff will keep you informed about any delays or expected waiting times. If you are concerned about the length of time you have been waiting please ask a member of staff. Please do not leave your child unsupervised in the department.

You may see the named consultant or a member of their team during your appointment

Your doctor and clinical team will make sure you are involved in discussions and decisions about your treatment. We will ensure you receive a clear explanation of your condition and treatment choices, including any risks and benefits. Please ask if there is anything that is not clear.

After your appointment we will write to your GP summarising your appointment and send you a copy

Please let us know if you do not wish to receive copies of these letters.

If the doctor or nurse gives you a prescription you will need to collect your medication from the hospital pharmacy before you go home

The hospital pharmacy is on the ground floor in the main hospital (tower) building. It is not possible to use the prescription at your local chemist. The hospital pharmacy is open Monday and Wednesday 9am – 7pm, Tuesday, Thursday and Friday 9am – 5:30pm.

Website

Please visit our website for more information: www.uclh.nhs.uk/YoungPatients

Young people – If you want to you can ask to speak to the doctor, nurse or therapist without your parent present.