

Family/Carer Information

This guide is designed to give the family and/or carers of patients being transferred to a Major Trauma Centre all the important information they need to make their initial journey and first visit.

Birmingham Children's Hospital NHS Foundation Trust

Steelhouse Lane

Birmingham B4 6NH

Main Switchboard: 0121 333 9999

How to get to the Birmingham Children's Hospital

By Car

The hospital is located in Birmingham's City Centre

- If you are using the M6 motorway, leave at junction 6 and follow the A38 for the city centre. You will soon see the red A&E road signs – follow the 'Main Entrance' one.
- If you are using local roads from the north, the A34 (Walsall Rd) brings you out at the hospital. Again, you will see the red A&E road signs – follow the 'Main Entrance' one
- If you are using local roads from the south, the A38 (Bristol Rd South), or the A34 (Stratford Rd) will bring you into the city centre. You will pick up the red A&E road signs from both these roads– follow the 'Main Entrance' one

For a detailed route and map, use <http://www.theaa.com/route-planner/index.jsp>

By Bus

If you are travelling by bus to Birmingham city centre, you can check your bus route and city centre bus locations by telephoning Network West Midlands on 0871 200 2233 or visiting their website- <http://www.networkwestmidlands.com>

By Train

The Hospital is close to three main railway stations: Birmingham New Street and Birmingham Moor Street, which are a 15-minute walk away, and Birmingham Snow Hill, a 10-minute walk away.

For information on local rail services telephone Network West Midlands on 0871 200 2233. For information on rail routes across the UK, telephone National Rail Enquiries on 08457 48 49 50 or visit the websites below-

<http://www.networkwestmidlands.com>

<http://ojp.nationalrail.co.uk/service/planjourney/search>

Parking

We have three car parks, next to the hospital, all of which operate a “pay on foot” system. One is located at the front of the hospital building on Steelhouse Lane, there is a second in the multi-storey car park on Whittall Street and the third is just opposite this, in Printing House Street.

Car Parking Charges:

- Up to 1 hour - £2.00
- Up to 2 hours - £4.00
- Up to 4 hours - £5.00
- Up to 6 hours - £6.00
- Up to 8 hours - £8.00
- Between 8 – 12 hours - £10.00
- Lost tickets will be charged at the full day rate of £10.00

There is also an NCP car park in Whittall Street. There is some roadside parking on nearby streets, for which payment is via cash or credit/debit cards.

Disabled parking spaces

- At the front of the Hospital building on Steelhouse Lane
- The multi-storey car park on Whittall Street (on the ground floor)

Access to into the hospital at night-time

The main entrance door is locked at 10pm. If you require access after this time, simply use the intercom at the side of the main entrance door. Security will check who you are and let you in.

Will there be staff available, able to direct family/carers to the right department?

The Welcome Desk is located just inside the main entrance. During the day it is staffed by reception staff and at night by security staff. Both will be happy to assist you with finding the right department

Relatives Accommodation

The hospital has accommodation available for parents and carers whose children are very poorly or if there are particular considerations, such as if you're disabled or have travelled a long distance, which is free-of-charge.

If you'd like to stay in hospital accommodation tell the nurse on the ward when you first arrive and they will contact the relevant accommodation. If there isn't a room immediately available, your name will be put on a waiting list and you'll be told when a room becomes vacant.

The hospital does have reduced rates arrangements with several nearby hotels.

Food and Drink

The hospital does have a variety of food outlets on site:

- **The Hospital Restaurant** serves hot and cold meals, snacks and drinks Monday to Friday from 7.30 am to 7.45pm; weekends 8.00 am to 2.30 pm. It is situated downstairs from the main corridor, close to the main entrance.
- **The Hospital Café** serves coffee, tea, hot and cold snacks. It also sells confectionary and some basic shopping items and is open Monday to Friday 7.30 am to 7.00 pm; weekends 8.00 am to 7.00 pm. It is located next to the hospital's Main Reception
- **The Hospital Snack Bar** sells hot and cold drinks and snacks from 7.30 am to 2.15 pm seven days a week. It is located in the Conservatory.

Outside of the hospital, you will find a Spar which is open 24/7, a variety of restaurants, a KFC style take-away open till 2.00 am and a fish and chip shop open till after midnight

Wheelchair Access

All areas can be accessed by wheelchair

Interpreter Services

The hospital provides an interpreting service to the black and ethnic minority communities who visit the hospital whose first language is not English.

Monday to Friday, between 9.00 am and 5.00 pm, we have an on-site interpreting team. They can be booked for any meetings or case reviews with your child's medical team.

Out-of-hours we access a telephone based interpreting system. The doctor or nurse will give a message to the operator, and they will relay it to you. Some areas have special phones with 2 handsets to save time passing the handset back and forth.

Public Phones

There are public phones located in the A&E department and just inside the main reception door beside outpatients. You can use your mobile phone on most of the wards, but check with the nurse in charge. If you need to charge it, the charger will have to be checked by our electricians.