

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.

The New Queen Elizabeth Hospital Birmingham (UHB)

Mindelsohn Way

Edgbaston

Birmingham

B15 2WB

Main Switchboard: 0121 627 2000

How to get to the new Queen Elizabeth Hospital by car

From the M5 motorway

- Leave M5 at Junction 4 and follow A38 Birmingham for 6.75 miles, after which you will encounter a major set of traffic lights
- Turn left following A4040 Harborne/Queen Elizabeth Medical Centre, passing the large Sainsbury's store on your right
- At the roundabout, take the second exit onto the Selly Oak New Road. Continue over the next roundabout onto New Fosse Way
- At the next roundabout, turn left onto Hospital Way for car parks for both the QEHB (Car Park A) and old QE (Car Park D)

From Birmingham City Centre.

- Follow the A38 Bromsgrove (Bristol Road)
- After leaving the city centre, continue along the dual carriageway
- As the dual carriageway ends, turn right into Edgbaston Park Road, following signs for Queen Elizabeth Medical Centre
- Take the next left into Pritchatts Road, then turn left onto Vincent Drive (after canal bridge)
- At the roundabout (University Station) take the second exit into New Fosse Way and at the next roundabout turn right onto Hospital Way for car parks for both the QEHB (Car Park A) and old QE (Car Park D)

How to get to the new Queen Elizabeth Hospital by Bus

- National Express Routes 76, 84, 448, 448A, 636
Full details at- <http://nxbus.co.uk/west-midlands/places-to-visit/local-facilities/hospitals/queen-elizabeth-hospital->
- The Green Bus 64
Full details at- http://www.thegreenbus.co.uk/daytime_64.php

How to get to the new Queen Elizabeth Hospital by Train

The nearest station to the hospital is University station, which is less than 10 minutes' walk from the hospital. A minibus service is available, which carries patients, visitors and staff from University station to the new Queen Elizabeth Hospital building.

University station is on the Cross City line. There are trains approximately every 10 minutes from New Street station in Birmingham City Centre (final destination: Longbridge or Redditch).

Parking

Parking for blue badge holders is available at the drop-off "loop" near the new Queen Elizabeth Hospital main entrance and in car parks A2 and D

Disabled parking is free in designated disabled areas only.

There are drop-off areas outside the QEHB Main Entrance and Emergency Department entrance.

Car parking charges as at March 2012 are:

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|---------------------|--------|
| • 1 hour | £2.50 |
| • 2 hours | £3.60 |
| • 3 hours | £3.70 |
| • 4 hours | £4.30 |
| • 5 hours | £5.00 |
| • 6 hours | £5.60 |
| • 8 hours | £6.20 |
| • More than 8 hours | £12.50 |

Payment can be made by cash or debit/credit card.

Access into the hospital at night-time

The Emergency Department is open at all times and the Main Entrance is open from 06.00-22.00, (Outside these hours you can access the Main Entrance via an intercom outside).

Staff will be available to direct family/carers to the right department

Wayfinding kiosks are located in the main entrance and by the visitor lifts on level 0 to help you find your way around the new hospital. Should you need further assistance, one of our team of welcomers will be able to help you.

Outside of normal hours there will be staff available in the Main Entrance and the Emergency Department to provide initial assistance.

Relatives Accommodation

The Relatives' Wing is a 16-bed unit in Nuffield House, directly opposite the Queen Elizabeth Hospital.

The unit is set up to offer relatives of inpatients close accommodation whilst their family members are receiving treatment.

- We are unable to accommodate children under the age of 16
- Animals are not permitted in the Relatives' Wing

Most of the bedrooms have twin beds, with the provision of fresh linen. There are bathroom, shower, toilet, kitchenette and lounge facilities within the wing.

The cost of this accommodation is £20.50 per night for single stay and £30.50 per night for twin stay. Prices are reviewed every April.

If you are interested in staying in the Relatives' Wing, please let a member of staff know or contact the Accommodation Manager on 0121 627 2595.

Refreshments

Restaurant (Level 2) is open to staff and visitors 7 days per week from 08:00 – 19:00 offering all snacks, beverages, hot meals and cooked breakfasts. Exit the lifts on Level 2 and turn left following the signs.

Vending machines serving hot and cold beverages, snacks and sandwiches are at various locations throughout QEHB and accessible all day.

Wheelchair access

All areas are wheelchair accessible.

Access to translators

Our interpreters provide an in-house translation service for both inpatients and outpatients who require information in foreign languages.

Public phones

Payphones are available in the Main Entrance and Emergency Department

Further Information:

<http://www.uhb.nhs.uk/>