

**Grove House Surgery - Shepton Mallet**  
**Patient Participation Group (PPG)**  
**Access Information to Local Hospitals**

**The Data in this Document was updated February 2020**

NHS Patient's who live in the Mendip Area and require Hospital Appointments, may need to attend any one of the Hospitals which are located over a large area.

It is therefore important for Patients to have access to data that will help them get to the chosen Hospital for their appointment.

There are options for patients who are able to go independently or with friend or relative by car.

- a) Park & Ride if available**
- b) Drive direct**
- c) Community Transport is another option**

If you have a medical need and want to check if you are entitled to free NHS transport, patients can call the NHS Transport Advice Centre. Also seek advice as to whether or not you can claim a refund for cost of transport to the Hospital.

**As a result of feedback from patients** at Grove House Surgery, the Grove House Patient Participation Group, decided to create a document that would give Patients a ***Hospital access information guide***, to help them get to a Hospital in the Area.

**We hope the *Hospital Data* attached to this Document will be of Use.**

The Information gathering to produce this guide, was done by PPG Member **Mr. Neville Everett** with the assistance of **fellow members** of the Grove House PPG

**Data Correct at time of Publication. Parking Charges are subject to change**

If you Have any comments regarding the attached data, or want to add any information We will be pleased to hear from you.

Best wishes

**Rachel Witcombe**

**Grove House Surgery Practice Manager. February 2020**

**Patient Participation Group access to Local Hospitals (1)**

**See attached data sheets (2) to (14)**

Patient Participation Group Data sheet to Local Hospitals (2)

**NHS Patient Transport Advice Centre Somerset**

Patient Participation Group Data Sheet to Local Hospitals (3)

**Somerset NHS Patient Transport**

Patient Participation Group Data Sheet to Local Hospitals (4)

**Access to Bath Royal United Hospital (RUH)**

Patient Participation Group Data Sheet to Local Hospitals (5)

**Visiting Bristol Hospital(s) Via Brislington Park & Ride**

Patient Participation Group Data Sheet to Local Hospitals (6)

**Visiting Bristol Hospitals Using Cabot Circus Car Park**

Patient Participation Group Data Sheet to Local Hospitals (7)

**Southmead Hospital Via Long Ashton Park & Ride**

Patient Participation Group Data Sheet to Local Hospitals (8)

**Musgrove Hospital Parking**

Patient Participation Group Data Sheet to Local Hospitals (9)

**Yeovil District Hospital Parking Details**

Patient Participation Group Data Sheet to Local Hospitals (10)

**Bath Circle Hospital Access details**

**Paulton Hospital Address**

Patient Participation Group Data Sheet to Local Hospitals (11)

**Chard Community Hospital Details**

Patient Participation Group Data Sheet to Local Hospitals (12)

**Frome Hospital Details**

Patient Participation Group Data Sheet to Local Hospitals (13)

**West Mendip Community Hospital Details**

Patient Participation Group Data Sheet to Local Hospitals (14)

**Shepton Mallet Community Hospital Details**

## **Patient Participation Group Data access to Local Hospitals (2)**

## **NHS Patient Transport Advice Centre Somerset**

Website <http://www.somersetccg.nhs.uk/your-health/patient-transport/>

**Description** Find out about healthcare transport

**If you have** a medical need and want to check if you are entitled to FREE NHS hospital transport please call the NHS Patient Transport Advice Centre on 01278 727444 between 8:30am and 6:30pm, Monday to Friday or email [transport@somerset.nhs.uk](mailto:transport@somerset.nhs.uk).

**If you are not entitled** to free hospital transport we can advise on transport options such as public buses, park and ride and community transport schemes.

### **Organisation Type Statutory Service**

This organisation provides support around Regions

### **Is there a cost for these services? No**

Free if you are entitled to free hospital transport

**How can people access this service?** Telephone 01278 727444

**Business Hours** Monday to Friday From 08.30am to 06.30pm

### **Refunds of hospital transport costs are available subject to conditions**

You may be able to claim a refund for the cost of transport to hospital or other NHS premises through the Healthcare Travel Costs Scheme if you: **(a)** are not eligible for patient transport services: **(b)** cannot meet the cost of travelling to the hospital ..... **(c)** cannot get a friend or relative to take you.

**There are conditions you must meet to be eligible for a refund under this scheme. For more information, see the [Healthcare Travel Costs Scheme](#)**

## **Participation Group Data access to local Hospitals (3)**

### **Somerset NHS PATIENT TRANSPORT**

**Getting to a hospital for an appointment** If you're going for an appointment, tests or treatment, you'll normally be expected to make your own way there. **Try** to get a friend or relative to take you to hospital and collect you after you've been discharged. If you visit a district hospital you will have to pay for parking.

**NHS funded patient transport** You may be eligible for free non-emergency patient transport services. These services provide transport to and from hospital for people who have a medical need for it.

**Find out** if you are entitled to NHS free hospital transport by phoning the NHS Patient Transport Advice Centre on **01278 727444** between 8.30am and 6.30pm, Monday to Friday.

**Please note**, transport services have to be booked in advance, at least two days before your appointment.

In Somerset, patient transport services are provided by [NSL Care Services](#), [Somerset County Council's Transporting Somerset](#), and [British Red Cross](#).

**Community transport** If you are not entitled to free hospital transport, [Somerset County Council](#) lists a wide range of community transport service options. This might include buses, park and ride and community transport schemes \_\_\_\_\_ **They also** provide advice on transport for Somerset residents who do not qualify for free NHS hospital transport to attend medical facilities

### **Refunds of hospital transport costs**

You may be able to claim a refund for the cost of transport to hospital or other NHS premises through the Healthcare Travel Costs Scheme if you: **(a)** are not eligible for patient transport services: **(b)** cannot meet the cost of travelling to the hospital ..... **(c)** cannot get a friend or relative to take you.

**There are conditions you must meet to be eligible for a refund under this scheme. For more information, see the [Healthcare Travel Costs Scheme](#)**

## Patient Participation Group Data Access to Local Hospitals (4)

### Bath Royal United Hospital

*Sheet 1 of 2*

Combe Park, Avon BA1 3NG Tel 01225 428331

**Via Odd Down Park & Ride** Located on the A367

**Post Code for Sat Nav. users BA2 8PA**

**Bus Service 42 from Odd Down to Bath Royal United Hospital**

The **Odd Down - Royal United Hospital** service operates every 30 minutes, Mondays to Fridays and is wheelchair accessible **Approx. driving time from Shepton Mallet to Odd Down is approx.. 30 minutes**

**Operating Times:** Monday to Friday 6.25 am to 7.15 pm

**Bus Times:** **First Bus** leaves **Park & Ride** at 6.25 am.

Last bus leaves the **RUH** at approx. 6.35pm **Journey Time:** 20 minutes

**Frequency of buses:** Every 30 minutes between 7am and 5pm

**(Hospital Bus Stop Location: at RUH main entrance**

**BATH Bus Station to RUH Direct Service 4 Service 3a & Service 20**

The RUH Hospital car parks now work via automatic number plate recognition (ANPR).

## **WHEN TO PAY**

### **ON EXIT**

Note your arrival time,  
your vehicle registration  
number & pay the parking  
tariff before leaving

**OR**

### **ON ARRIVAL**

Note your vehicle registration  
number & pay the parking  
tariff in advance

Additional parking tariffs can  
be purchased before leaving

**Please Note: That all cars will have their number plates on Camera**  
A computer based parking payment system has been installed.

### Parking fees

**Up to 20 minutes - Free**

- **Up to 1 hour - £2.00**
- **Up to 2 hours - £3.00**
- **Up to 4 hours - £4.00**
- **Over 4 hours and up to 24 hours - £6.00**
- **7-day ticket - £15.00**

Here's a guide to what you need to know and how to use the new cash machines.

**When you arrive you have 2 options to pay** Note your arrival time and simply go about your hospital business. You don't need to display a ticket in your vehicle. You don't need to pay on arrival, you can pay when you leave **or**

- **You** can choose to pay on arrival if you know how long you're going to be. **You** can always pay for more parking time during your stay if it lasts longer than expected

### **When you come to leave and pay**

Make be sure you have enough money in Coins, or a Bank Card on you

- Remember your arrival time and vehicle registration details
- Enter those details in the cash machines using the keyboard
- Pay for the time you know you have been parked

**Disabled Parking Concessions** **Free parking is available for blue badge** holders close to the main entrance and in designated spaces. To qualify, You need to log your vehicle registration number(s) and blue badge details on to the ANPR computer database.

**You can do this** by going to the main hospital reception desk with your documents, **or you can phone 01225 824100** and then present your Blue Badge for database validation at reception when you next visit the RUH.

### **Each blue badge holder can register up to three vehicles.**

Once registered and confirmed, you still need to display your badge in your vehicle while parked. Please note, if your blue badge has been renewed/replaced since it was originally registered you will need to re-register the new vehicle so that you can continue to park without charge.

**If the main disabled car park is full, you can park in any of the pay and display car parks also free of charge when you display your blue badge**

**Patient Participation Group Data Access to Local Hospitals (5)**

**Bristol Hospital(s) via Brislington Park & Ride**

**Service operator: CT Plus Bus No. 904 at Park & Ride**  
**Located** On the A4 Bath Road, next to the junction with Stockwood Road. **Postcode: BS4 5LR for Satnav users. Service runs from**  
 • Monday to Saturday • **No Sunday or Public Holiday service.**  
**Get off 904 Bus at Bond Street South for Cabot Circus at Oi Stop** From here catch the Hospital Mini-Bus which runs from the Cabot Circus Car Park that is close by.

**The Hospital Mini-bus Route** The FREE Hospital mini-bus runs from the Cabot Circus car park every 20 minutes to the following hospitals.

Bristol Eye Hospital                      Bristol Dental Hospital,  
 Bristol Royal Infirmary                  Bristol Royal Hospital for Children,  
 Bristol Heart Institute and the  
 Bristol Haematology & Oncology Centre.

**Route taken By the Hospital Mini-Bus As Listed Below**  
 Cabot Circus *Departs on a circular route*

Bristol Eye Hospital  
 Bristol Royal Infirmary & Bristol Heart Institute  
 Bristol Haematology & Oncology Centre *Depart Back to*  
*Cabot Circus Via* St Michaels Hospital  
 Bristol Royal Infirmary & Bristol Heart Institute *Depart*  
 Cabot Circus *Arrive*

## **Patient Participation Group Data Access to Local Hospitals (6)**

### **Visiting Bristol Hospitals using Cabot Circus Multi-Story Car Park and then catching Hospital Mini-Bus**

Cabot Circus Multi-Story Car Park has over 2500 car parking spaces available for customers, 24 hours 7 days a week.

### **CAR PARKING DATA    Postcode for Sat Nav users BS2 9AB**

Daily Parking Charges 6am - 6pm:    £3.40 for up to 2 hours :  
£5.40 for up to 4 hours: £12. for up to 8 hours: £15 for up to 12 hours  
Bus stops for the majority of local bus services are located close to Cabot Circus and in The Haymarket a short walk away.

**Details for the Hospital Mini-bus** There is a FREE Shuttle bus that runs from the Cabot Circus car park to the following hospitals, *It does a Circular Route (Monday to Friday only)*  
Bristol Eye Hospital, Bristol Dental Hospital, Bristol Royal Infirmary, Bristol Royal Hospital for Children, Bristol Heart Institute and the Bristol Haematology & Oncology Centre.

As you approach Bristol City Centre, the Cabot Circus car park can be found at the end of the M32 when you come into the Bristol City Centre, on the left is a Staples Store, and Car Park is the next building on the left hand side (POST CODE - BS2 9AB).

Unless you have the use of a blue badge, you will normally find that the ground floor is full each day from around 08:15, once you have parked, take any of the 5 lifts in the centre of the car park to the ground floor, when you leave these lifts, turn right and follow the signs on the floor and the wall along the walkway, when you get to the end of the walkway, press the button on the right of the blue doors to go out. Follow the walkway around to the left and out of the car park through the glass doors and into the square. If the Hospital mini bus isn't waiting in the square, please wait under the glass canopy and allowing for traffic the mini bus runs every 20 minutes between the hours of 07:00 - 8:00pm Monday to Friday

## **Patient Participation Group Data Access to Local Hospitals (7)**

### **Southmead Hospital Post Code BS10 5NB**

Southmead Road, Westbury-on-Trym , Bristol Tel. No. 0117 9505050

Driving time from Shepton Mallet is Approx.70 mins. direct to Hospital

**Long Ashton Park & Ride - Post code for Sat Nav. users BS3 2HB. Catch Wessex Bus No. 505. The park & Ride is located just off the A370 to the South West of Bristol. Driving time from Shepton Mallet to Park & Ride is approx.50mins. Park & Ride Services accept Senior Citizens Bus Pass**

**Some of the Hospital car parks work via automatic number plate recognition (ANPR). Pay when one returns to the car park.**

All other visitor parking is pay and display.

For long term parking options, visit the Security Travel and Parking office in the **Atrium of the Brunel building** open from 6am-8:30pm, **or call 0117 414 3334 for assistance** if you have difficulty parking. Tariffs are clearly displayed in all public car parks and with more information.

**Disabled drivers, displaying a blue badge, park free of charge** and disabled parking bays are provided in all public car parks. If there are no available disabled bays you may park in any space within a public car park free of charge provided that you display your blue badge.

For disabled parking in the **ANPR** car parks, please follow the instructions on the payment machines before you exit. **Parking on double Yellow lines is forbidden Please be aware, it can take 15 minutes to walk the length of the Brunel Building Atrium. There is a motorised buggy that is operated by Volunteers and is available inside which seats six.**

**Parking Fees** :- 0 to 2 Hrs £3.50, 2 to 4 Hrs £5, 4 to 6 Hrs £7, 6 to 8 Hrs £8, 8 to 24 Hrs £9.50, 7 Day ticket £30

**By Bus** There are other ways that you can travel to **Southmead Hospital**. Many buses come onto site and pick up and drop off at a dedicated bus stop **outside the main entrance** to the Brunel building. Real time information regarding bus times is available within the Atrium of the building and at bus stops. **contact Travel line 0871 200 2233**

## **Patient Participation Group Data Access to Local Hospitals (8)**

### **MUSGROVE PARK HOSPITAL Taunton TA1 5DA**

**Tel. 01823 333444**

#### **Coming by car Drop off points**

Taxis can drop off patients and visitors at any of the main entrances. You can call to book a taxi free of charge from special telephones in Duchess outpatients, the emergency department and the Beacon Centre ( Musgrove's cancer centre ).

#### **Car parks location and charges**

The main patient and visitor car park is the Cedars multi-story car park, which is run by Q-Park. In addition there is a smaller surface car park outside the Duchess building.

#### **Parking charges ( Note. all the Car Parks are operated by barriers**

The current parking charges are as follows:

0 to 1 hour **£1.70**    1 to 2 hours **£4.20**    2 to 4 hours **£6.80**    4 to 24 hours **£11.00**

**(there is no free parking for BLUE BADGE HOLDERS)**

Parking charges may be paid for with coins, notes or credit and debit cards (excluding American Express). Lost car park tickets will cost £11.00

**Please note:** the car parking ticket payment machines do not accept £20 notes.

#### **Concessionary tariff**

There are certain circumstances when patients, visitors and carer's should be considered for reduced rates of parking. These include when people are visiting the hospital three or more times a week, for a prolonged period of time. Ward managers and sisters are most aware of these people, and can offer concessionary parking rates accordingly.

Senior nurses in the outpatient department can offer concessionary parking rates to people who visit the department frequently. These people are considered on a case-by-case basis.

**Park and ride services** **In Silk Mills** Post Code TA1 5AA and **Taunton Gateway** Post Code TA3 5LU. The bus route stops opposite Musgrove Hospital.

**Patient Participation Group Data access to Local Hospitals ( 9 )**

**Yeovil District Hospital                      Tel. 01935 475122**  
**Higher Kingston, Yeovil, Somerset BA21 4AT (out Patients Tel. 01935 384432 )**

**The Multi-storey car park** is situated opposite the hospital's main reception and provides 650 spaces. Lifts are available from all floors.

The car park is barrier-controlled, and uses pay-on-exit system.

Other parts of the hospital site, including the drop-off points outside main reception and outside the Women's Hospital entrance remain monitored by automatic number plate recognition cameras. ( AMPRC )

**Disabled parking** is located on the ground floor of the multi-story car park. These visitors can also park in any other available bays (excluding parent and child, and reserved bays) provided they display their Blue Badge

**Motorists parking in disabled bays, and displaying a Blue Badge are subject to the same tariff as other users. There is no need to register your Blue Badge before or after parking.**

**Pick up and drop-off spaces**, offering a maximum of 20-minutes free parking, Are available outside main reception (including some wider-bays for increased accessibility) and outside the Women's Hospital entrance.

**These are monitored by automatic number plate recognition cameras. (AMPRC)**

**Vehicles parked for longer** than the allowed time in drop-off areas or other parts of the hospital site may incur a parking charge notice. Parking charge notices are issued automatically, monitored and managed exclusively by the company **ParkingEye**.

**Electric vehicle charging** There are two charging points for electric vehicles, situated on the ground-floor, right-hand side of the multi-storey car park. Standard parking charges and charging tariff apply.

**Parking in the multi-storey car park** can be paid for with cash (coins and notes) and credit/debit card. Pay machines are located by the lift lobby on the ground floor,

**Tariff** 30 mins £2.50 1hr £3 2hr £5 3hr £6.50 4hr £8 5hr £9 **Day rate** £12.50

**Other Parking Areas Close to Hospital**

**Postcodes: For Sat Nav user                      Goldcroft Car Park    BA21 4DH**  
**Huish Car Park    BA20 1AQ                      South Street East Car Park:    BA20 1QE**



## **Patient Participation Group Data access to Local Hospitals ( 10 )**

**The Bath Circle Hospital      Tel. 01761 422288**

**Foxcote Ave,   Peasedown St John, Bath   BA2 8SQ**

**For SATNAV location   please use postcode: BA2 8SF**

**Offers free parking for patients and their visitors.**

### **Access By car**

Travelling from the direction of Shepton Mallet, keep on the A367 going through the centre of Radstock following signs to Bath. After the double mini roundabout in the town centre follow the A367 for approximately 2.5 miles. You will come to the outskirts of Peasedown St John, do not take any turning into the village but remain on the A367 for another half mile. At the first roundabout take the third exit into Wellow Lane. Then take the first left into Foxcote Avenue and the Bath Business Park. Circle Bath is located immediately on your right hand side and the entrance is opposite the entrance to Mercedes-Benz.

### **By public transport**

The hourly Bus No.175 travels from Bath city centre and stops outside the hospital

### **How far is Bath Circle from my home?**

Bath 6 miles; Bristol 17 miles; Frome 9 miles; Shepton Mallet 12 miles; Warminster 15 miles; Wells 15 miles; Yeovil 32 miles

**Paulton Memorial Hospital Tel 01761 412315**

**Salisbury Road, Paulton , Bristol, Avon,   BS39 7SB**

**The Hospital is managed by Virgin Care. There are 28 Inpatient Beds.  
Plus an Out Patient Service which operates 5 days a week**

**Time From Shepton Mallet      approx. 10 miles and allow 25 mins**

## **Patient Participation Group Data access to Local Hospitals (11)**



### **Chard Community Hospital Crewkerne Road, Chard, TA20 1NF. Telephone 01460238220**

Chard Community Hospital has 20 inpatient beds. There is a team of doctors, nurses and therapists who support patients during their hospital stay and who deliver personalized care in line with an agreed care plan. The hospital has a nurse led Minor Injuries Unit. For more information about opening times please visit our [Minor Injuries Unit](#) webpage.

The hospital has one ward, Swinbanks Ward. The Trust complies with the Government's requirement to eliminate mixed-sex accommodation. While it is possible that there may be both men and women patients on the ward, they will not share the sleeping area. For more information about [same sex accommodation](#) in our hospitals please visit our webpage.

You can find more information for patients & visitors by downloading our booklet.

[Welcome to Chard Hospital Directions](#) Chard Hospital is clearly signposted on the A30 Crewkerne Road. The bus stop is situated in Avishayes Road outside the Fire Station. The one-way system enters on Crewkerne Road and exits on Avishayes Road. Visitor parking spaces are provided and are free of charge.

The following Local Buses serve the hospital.

[Stagecoach South West](#) Bus no. 91, 99, 99 a.

[First Bus in Dorset and South Somerset](#) Bus no. 30, 30 a

**Patient Participation Group Data access to Local Hospitals (12)**

## **Frome Community Hospital**



**Frome Community Hospital** Enos Way, Frome. BA11 2FH  
**General Phone No.** 01373 454740

**Frome Community Hospital** has 26 inpatient beds. There is a team of doctors, nurses and therapists who support patients during their hospital stay and who deliver personalized care in line with an agreed care plan.

The hospital has a nurse led Minor Injuries Unit. For more information about opening times please visit our [Minor Injuries Unit](#) webpage.

**The hospital** has one ward, **Marshfield Ward**. The Trust complies with the Government's requirement to eliminate mixed-sex accommodation. While it is possible that there may be both men and women patients on the ward, they will not share the sleeping area. For more information about [same sex accommodation](#) in our hospitals please visit our webpage.

### **Directions by Road For Sat Nav users Post Code BA11 2FH**

From leaving the A36 towards Frome, take the first exit at the next roundabout and continue on A361. Go straight on the roundabout by the Frome Flyer and Premier Inn and on next roundabout the second exit continuing on A361. Take the first turn right into Clink Road towards Town Centre. At the traffic lights by the Vine Tree Pub turn right into Rodden Road, towards Bath. Turn right at the pedestrian crossing with traffic lights into Enos Way. The hospital is at the end of the lane.

**Patient Participation Group Data access to Local Hospitals (13)**

**West Mendip Community Hospital**

**Old Wells Road Glastonbury BA6 BJD Tel. 01458 836450**

The West Mendip Community Hospital has 25 inpatient beds. There is a team of doctors, nurses and therapists who support patients during their hospital stay and who deliver personalized care in line with an agreed care plan.

The hospital has a nurse led Minor Injuries Unit. For more information about opening times please visit our [Minor Injuries Unit](#) webpage.

The hospital has two wards, Cathedral Ward and Abbey Ward. The Trust complies with the Government's requirement to eliminate mixed-sex accommodation. While it is possible that there may be both men and women patients on the ward, they will not share the sleeping area. For more information about [same sex accommodation](#) in our hospitals please visit our webpage.

You can find more information for our patients & visitors by down loading our booklet.

**Hospital Directions**

Turn off at the **Tinbridge** roundabout on the A39 from Wells or Street ( in either direction ) and follow the signs to the Hospital.

There are parking facilities which include Disabled bays, which require Blue Badge Display.

There are currently no parking charges.

**Patient Participation Group Data access to Local Hospitals (14)**

## **Shepton Mallet Community Hospital**

**Bucklers way. Old Wells Road, Shepton Mallet BA4 4PG  
General Enquiries 01749 342931**

The Hospital has an ambulatory care unit. There is a team of doctors, nurses and therapists who support patients during their hospital stay and who deliver personalized care in line with an agreed care plan.

The hospital has a nurse led Minor Injuries Unit. For more information about opening times please visit our [Minor Injuries Unit](#) webpage.

The Hospital has one ward, Fosse Ward. The Trust complies with the NHS's requirement to eliminate mixed sex accommodation. While it is possible that there may be both men and women patients on the ward, they will not share the sleeping area.

Also on the same site is the

### **Shepton Mallet Treatment Centre (Care UK)**

**Reception Tel. 03333218278**

This is a joint venture between Care UK and Somerset Partnership NHS Trust. The Campus extends the range of healthcare services available in the town. Among the services available are Cataract Surgery, Endoscopies, Diagnostic imaging and Joint replacements.

#### **PARKING FACILITIES**

There is a large car park which covers both units and includes Disabled Parking with some quite close to the entrance of both units,  
Currently there are no parking charges

Directions Take the A37 into the center of Shepton Mallet, Take B3136 signpost to Glastonbury, just passed the King William Inn take right turning signpost to wells. Take the second turning on the Right into St. Peters Road, then take second turning on the left into Bucklers Road. The Hospital is on the right and the treatment center can be seen on the left

