

Welcome to Neurophysiology at City Hospital

Information and advice for patients

The Neurophysiology department at City Hospital is split into two different locations at the hospital.

- Our main department is situated on the second floor at the front of the main hospital building. Take the lift or stairs by the Arches Café area. From the car park please follow signs to the main hospital.
- Our department in the Birmingham Treatment Centre is located on the first floor next to X-ray. Please follow signs to the Birmingham Treatment Centre.

The map on the back of this leaflet shows where each location is. It is important that you look on your appointment letter to see which department you need to attend.

Public transport

The following buses stop outside City Hospital: 11A, 11C, 82, 87, 89 and X7. The nearest train station with bus links to the hospital is Birmingham New Street. Further public transport information can be found on <https://www.tfwm.org.uk/plan-your-journey/> or by calling Transport for West Midlands on 0345 303 6760.

Car parking

If you are travelling by car, the main entrances to the hospital are from Dudley Road and Western Road. There is no charge for the first 15 minutes parking, after which charges apply for all patients, including blue badge holders. Frequent visitors can buy a car parking season ticket from the reception desk at Birmingham Treatment Centre.

From the visitors car park follow signs to the main hospital.

Facilities

- There are a number of cafes and shops on site.
- A cashpoint machine is situated on the main corridor of the main hospital building.
- Free taxi-phones are available near the main entrances.

Cancelling appointments

If you are unable to attend for your appointment, or if you don't want to have the test done, please phone us on 0121 507 4319 as soon as possible, to rearrange or cancel your appointment.

This means we will be able to give the appointment to another patient instead of wasting it. 1 out of 10 patients fail to attend neurophysiology appointments, meaning we have many hours of wasted time each week.

Help and advice

There is a Patient Advice and Liaison service (PALS) which you can contact:

Tel: 0121 507 5836

Email: swb-tr.pls@nhs.net

Interpreting

If you need an interpreter please contact the department you will be attending.

Smoking

Our Trust is a Smokefree site, which means no smoking in any outdoor areas, including in cars parked on our grounds. We support vaping in our grounds, but not in our buildings or entrances, and it will be in line with the current Public Health England advice.

Violence and aggression

Behaviour which threatens the safety or health of hospital staff, patients or visitors will not be tolerated. Anyone who is violent, abusive or aggressive will be reported to the police.

Students

We are a teaching hospital and have a number of students working with us. We always make sure our students are supervised and safe to be involved in your test. If you have any concerns about this please talk to a member of staff.

Contact details

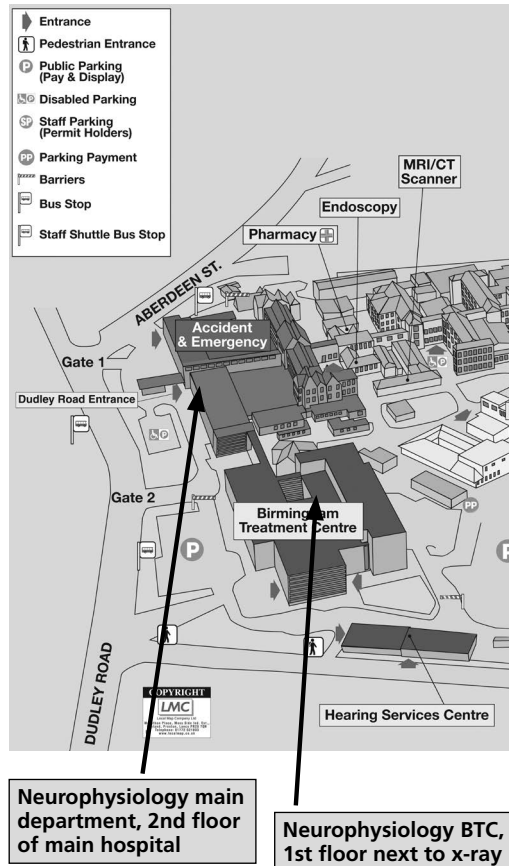
You will be able to ask any questions or tell us any concerns before the test is carried out but if you would like to contact us before your appointment please call us on:

Tel: 0121 507 4319

Monday to Friday, 9:15am to 12:30pm and 1:30pm to 4.00pm

Further information

For more information about our hospitals and services please see our website www.swbh.nhs.uk, follow us on X [@SWBHnhs](https://twitter.com/SWBHnhs) and like us on Facebook www.facebook.com/SWBHnhs.



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