

Information Guide

Southampton General Hospital

Telephone: 023 8077 7222

Website: www.uhs.nhs.uk

Tremona Road
Southampton
Hampshire
SO16 6YD



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Introduction

The aim of this guide is to ensure that patients referred to Southampton Hospital for treatment and care can receive up to date and trusted information, specific to the hospital they have been referred to.

Please ensure you also have a copy of our generic Off Island Hospital information pack for all information regarding the Off Island Treatment Process which you can download, or request a paper copy, from our website.

The general pack will include:

- A step-by-step guide of your treatment journey from referral to discharge.
- A list of useful travel and accessibility Apps
- A checklist to reduce the stress of what to take and what you need to do after discharge.

Every effort is made to ensure that the information is accurate at the time of printing, should you become aware of any contact details that have changed, please email Health Connections: travel@healthconnections.gg

Last reviewed: August 2025

Feedback form

Please help us to improve our service by completing our Feedback form. A paper copy is included with your General Off Island Hospital Pack or complete the form on our website: www.healthconnections.gg/feedback/

Contact Information

Channel Islands Liaison Service

The two-person Liaison team are based at Southampton General Hospital within the Radiotherapy Department, Level A, East Wing. The Liaison service is set up to support patients during their stay in Southampton Hospital and to engage with relatives.

The primary role of the Liaison service is to engage with you and ward staff at the point of your discharge from hospital. They plan and coordinate timely travel back to Guernsey, including the preparation of your Discharge Summary and any Medication that needs to be dispensed by the hospital pharmacy. If you have any concerns and/or questions, you can contact the Liaison Service using the following contact details:

Opening times: 9am-5pm Monday to Friday.

Telephone: 023 8120 4515

- If engaged please leave a name and number and one of the Liaison team will call you back.

Health Connections

If you require further information or support, please contact the team at Health Connections who are here to help:

Telephone: 01481 227470

Email: travel@healthconnections.gg

Website: www.healthconnections.gg

Chemotherapy and Radiotherapy Emergencies

MacMillan Acute Oncology Service – Telephone 07867 973 649

This number is for urgent symptoms relating to your current radiotherapy treatment only and is answered 24 hours a day, 7 days a week by a qualified Oncology Nurse.

Southampton General Hospital

Telephone: 023 8077 7222

Website: www.uhs.nhs.uk

Patient Support Hub

The patient support hub helps patients, their families and unpaid carers.

Their volunteers can support you during a visit to hospital and at home, before, during and after discharge. They can also refer you to other community-based voluntary service providers who can help you depending on your individual needs.

This hub was developed to be a single point of contact for patients and their families who need extra support from UHS. The team of volunteers provide practical and emotional support to patients.

Volunteer call handlers will guide patients through arranging the help and support they need to ensure their visit to UHS goes smoothly.

Opening times:

Monday to Friday, 9.30am to 4pm (closed between 12.30 and 1pm)

Contact information:

Telephone: 0800 484 0135

Email: patientsupporthub@uhs.nhs.uk

Patient information leaflet: [Patient support hub - patient information](#)

Relatives' Accommodation

The Channel Island Liaison Team (CILT) is based in Southampton General Hospital. They, along with ward staff will be able to advise you of the availability of on-site accommodation.

Telephone:

023 8120 4515

Meller House (Emergency short term accommodation in Hospital grounds)

Meller House offers comfort to relatives and ensures they can focus on their loved ones and not worry about where to stay when far from home. It is a unique facility that provides comfortable accommodation for the relatives of patients at UHS who have accessed hospital services long distances from home or in emergency situations.

Bookings are taken on the day of arrival at the Hospital Security Office, Level C, at the front of the hospital. Cost of accommodation can be obtained at this time.

Mellor House has 8 ensuite twin bedrooms, a family bedroom with a separate bathroom, a communal lounge and kitchen area as well as parking and outdoor space. There is no single occupancy. All rooms are rented on the understanding that if there is a vacant bed in that room, it could be rented to another guest of the same sex.

Jean's House (for Paediatric Oncology patients' relatives only)

A Home from Home close to Southampton Hospital. Jean's House offers free accommodation for families to stay close to their child when they're having cancer treatment. The house is an 18 minute walk from the hospital and a 5 minute walk to the nearest shop.

Jean's House has 7 ensuite bedrooms, 2 kitchen areas, 2 lounge areas, a Young Persons' lounge, large garden and free car parking.

Induction times for new families are before 2pm Monday to Friday.

Jean's House Home from Home Manager is Lorraine Smith, available to contact on the number below.

100-104 Anglesea Rd
Shirley
Southampton
SO15 5QS

Telephone: 023 8077 7662

Email: jeanshouse@younglivesvscancer.org.uk

Relatives' Accommodation

The Priaulx Premature Baby Foundation

The PPBF assists in providing accommodation for families of premature babies and children undergoing care off island. For more information, please contact.

Telephone: 07781 160080

Email: ali@ppbf.org.gg

Website: www.ppbf.org.gg

Ronald McDonald House

Ronald MacDonald House - provides free 'home from home' accommodation for families with children in hospital. If you need a room, you must ask the hospital staff to refer you.

Address:

Ronald McDonald House

Tremona Road

Southampton

SO16 6YD

(Please use postcode SO16 6HU if you are using a sat nav)

Telephone: 023 809 30500

Email: info.southampton@uk.mcd.com

Website: www.rmhc.org.uk/our-houses/southampton/

Heartbeat House (for Cardiac patients' relatives only)

24 bedrooms, 11 twin and 13 single. No ensuite facilities, all bathrooms and showers are shared. There is a warm welcome with cooking facilities, free Wi-Fi, and a beautiful relaxed garden, so basically with all the comforts of home.

You can book via the Cardiac Ward staff or call Rotary Heartbeat House and the Heartbeat office for further information.

A £50.00 non-refundable key deposit is required at check in. There is no charge to stay but donations are welcome.

Address:

Rotary Heartbeat House

152 - 154 Tremona Road

Southampton

SO16 6HW

Relatives' Accommodation

Continued:

Rotary Heartbeat House Telephone: 023 80 390548 (between 9am - 4pm)

Heartbeat Office Telephone: 023 80 706095

Email: Info@heartbeat.org.uk

Website: www.heartbeat.co.uk

Accommodation

Holiday Express Inn

Address: Adanac Park, Redbridge Lane, Nursling Southampton, SO16 0YP

Website: www.hiexpress.com

Telephone: 0871 902 1550

- Free Wi-Fi
- TV, towels, free breakfast, free parking, restaurant/ bar, disabled access, coffee & tea making facilities.
- 2.5 miles from Hospital

Double Tree by Hilton Hotel

Address: Bracken Place, Chilworth, Southampton, SO16 3RB

Website: <https://www.hilton.com/en/brands/doubletree-by-hilton/>

Telephone: 023 8022 4517

- All rooms' en-suite, TV, Tea & coffee making facilities in all rooms, restaurant/bar, Disabled access, laundry room, fitness centre.
- 3 miles from Hospital

The Mayfair Guest House

Address: 11 Landguard Road, Southampton, SO15 5DL

Telephone: 023 80 22 9861

- Wifi
- Fresh and contemporary feel. En suite facilities tea and coffee facilities, flat screen TV, ironing station.
- 2.5 miles from Hospital

Travel

How to organise your travel

Please contact HSC Travel as soon as you receive your appointment. They can book your flight and train tickets.

- Airport choice depends on flight availability and time/ date of your hospital appointment. It will be either Gatwick (South Terminal) or London City Airport.
- Please note the details regarding onward travel for each airport may differ slightly. This is outlined in the Transport section (page 7).
- HSC provide a DLR travel card zone 1-6 which allows travel on all trains, buses and underground services.

Travel

Taxis

Should your flight be delayed or cancelled, and you are not going to travel please telephone the taxi company to rearrange/cancel your taxi transfers.

Radio Taxis

Telephone: 023 80 666 666

Note: They do not provide child boosters seats, so, if necessary, please take your own.

Bus

There are several bus operators in Southampton. The best way to plan your journey is to check the journey planner on My Journey Southampton.

My Journey Southampton

Website: www.myjourneysouthampton.com

A platform to help you plan your journeys around Southampton. They have a journey planner to help you find the services you need.

Bluestar

Website: www.bluestarbus.co.uk

Bluestar provides services in and around Southampton, to and from Winchester, Eastleigh, Southampton, Hedge End, Totton, Hamble, Netley, Romsey and Fawley.

National Express

Website: www.nationalexpress.com

There are two national coach companies operating in Southampton, providing long distance travel options and routes to Heathrow and Gatwick airports.

Trains

Upon arrival, exit the airport terminal, to the left, approximately 50 metres away is Southampton Parkway Train Station. This station uses self-service ticket machines in addition to their Ticket Office. Please note: There is a lift and bridge joining platforms should you have mobility concerns.

The station closest to the hospital is Southampton Central. You can catch a bus from here to the hospital.

Travel

National Rail Enquiries

Telephone: 03457 48 49 50

Open 24 hours every day except Christmas Day.
Note: They cover all railway companies in the UK

Southern Rail

Telephone: 0800 138 1016

Textphone: 0800 138 1018

For rail assistance, Southern Rail require 2 hours-notice to ensure there are no delays to your travel. If this is not possible, make yourself known to a member of staff or use a help point on your arrival to the station. Go to the website and click assistance, then click on the assisted travel booking form.

Passenger Assistance App

Website: www.passengerassistance.com

This is a new app for disabled people and their carers to request assistance for rail travel in Great Britain.

Further Information on all travel operators:
www.myjourneyhampshire.com

Shops & Cafés

WH Smith

Location: C level, main entrance, Southampton General Hospital

Opening times: Monday to Sunday, 6am to 10pm. Saturday and Sunday 8am to 8pm

WHSmith sells books, magazines, cards, sandwiches, drinks and snacks.

M&S Simply Food

Location: C level, main entrance, Southampton General Hospital

Opening times: M&S Simply Food open Monday to Sunday, 7am to 9pm.

M&S Café

Location: C level, main entrance, Southampton General Hospital

Opening times: M&S Café open Monday to Sunday, 8am to 8pm.

Our M&S Simply Food shop offers a great selection of M&S food and drinks, from sandwiches and ready meals to fruit and porridge and all your store cupboard essentials. Perfect if you need to grab something for lunch or for a family dinner. Nearby is an M&S Café where you can grab a hot snack, sandwiches and drinks.

Costa

Location: C level, main entrance, Southampton General Hospital

Opening times: Monday to Sunday, 24 hours a day

Costa serves hot and cold drinks, sandwiches, and snacks. Vegetarian and vegan options are available, including non-dairy milk for drinks. The team works closely with the hospital charity and regularly donates items to wards. To find out more about Costa's ethos, visit their website.

Subway

Location: C level, main entrance, Southampton General Hospital

Opening times: Monday to Friday, 10am to 6pm.

Visit Subway for made-to-order sandwiches, drinks and snacks. Gluten- free bread is available. Subway is also able to cater for team lunches and training events with a selection of made-to-order sandwich and cookie platters. For details on how to order and what platters are available, read more [here](#).