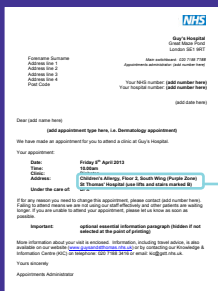


# Find your way around the hospital in 3 easy steps

# How to find your way around the hospital in 3 easy steps

Knowing which way to go is really simple at Guy's and St Thomas' hospitals. Just follow these **3 easy steps** for the quickest and simplest route.

Before you arrive, be sure to check your appointment letter for details of the site, wing, lobby and floor number you need. Always bring the letter with you to the appointment.



**NHS**  
Guy's Hospital  
Great Maze Ford  
London SE1 1UL

Mr. [redacted] 020 7188 7188  
appointments administrator (add number here)

Consultant Surgeon  
Address line 1  
Address line 2  
Address line 3  
Address line 4  
Post Code

Your NHS number (add number here)  
Your hospital number (add number here)  
(add date here)

Dear (add name here)  
(add appointment type here, i.e. Dermatology appointment)

We have made an appointment for you to attend a clinic at Guy's Hospital.

Your appointment:  
Date: Friday 27 April 2012  
Time: 10.00am  
Clinic: [redacted]  
Address: **Children's Allergy, Floor 2, South Wing (Purple Zone)**  
St Thomas' Hospital (see lifts and stairs marked B)

Under the care of: [redacted]

If for any reason you need to change this appointment, please contact (add number here).  
Please do not cancel unless we are not using our staff effectively and other patients are waiting.  
Surgery: If you are unable to attend your appointment, please let us know as soon as possible.

Important: **upload essential information paragraph (includes if not selected at the point of printing)**

More information about your visit is enclosed. Information, including travel advice, is also available on our website: [www.gstt.nhs.uk/gstt](http://www.gstt.nhs.uk/gstt) or by contacting our Knowledge & Information Centre (KIC) on telephone: 020 7188 3478 or email: [kic@gstt.nhs.uk](mailto:kic@gstt.nhs.uk)

Yours sincerely  
Appointments Administrator

**Children's Allergy, Floor 2, South Wing (Purple Zone)  
St Thomas' Hospital (use lifts and stairs marked B)**

Your appointment letter may look different from the example above.

If you find that details of the wing, stair/lift or floor number in your letter are wrong or missing, please email **[wayfinding@gstt.nhs.uk](mailto:wayfinding@gstt.nhs.uk)** so we can make this right for future patients.

# 1 Start at the ground floor

Head to the main entrance, then follow the signs to your wing.

Each wing is colour-coded, and there are A to Z directories at the entrance giving extra information.



Sometimes clinics and departments move, so if you're unsure, ask a member of staff where to go.



Once you reach the correct wing, you will see signs for the lift or stairs mentioned in your appointment letter.

All lift and stair lobbies are labelled with a letter of the alphabet to make them easy to spot.

Use the lift or stairs recommended in your appointment letter.

# 2

## At the right wing

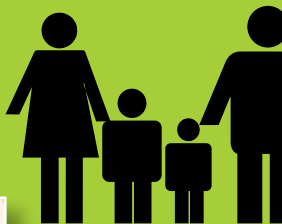


# 3

## Using the right lift or stairs

There are signs inside the lift and stair lobbies to show you where you need to go.

Once you are on the right floor, more signs will show you the way.



# Lift

← Eye Emergency	Blood Test Centre →
← Adamson Centre	Central Hall →
← Dental Centre (St Thomas')	Governors' Hall Suite →
← Dermatology (St Johns')	← MediCinema
← Discharge Lounge	← Prayer Room & Post Room
←	← ① Shepherd Hall
← EvelinaLondon	← Prideaux
← Eye Department	← ② Lifts and Stairs B,C,D
← Lane Fox Respiratory Unit	Toilets ① ② ③ →
← Lecture Theatre (South Wing)	Way Out (and Car Park) →

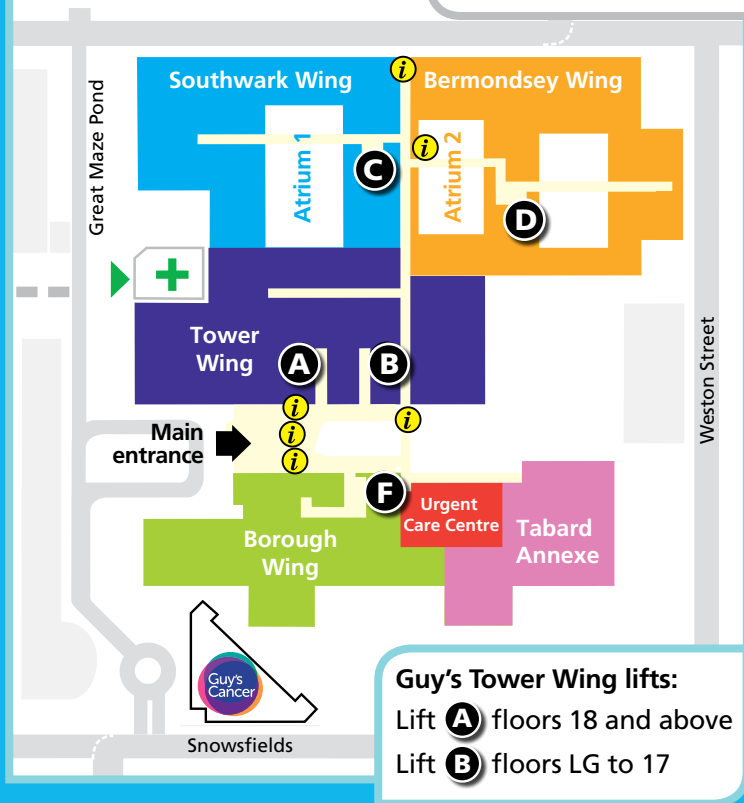
It's really easy – just follow these 3 steps and you're there.

# Guy's Hospital

Blood Test Centre  
Tower Wing, 4<sup>th</sup> floor

X-ray  
Tower Wing, 2<sup>nd</sup> floor

↖ River Thames



**Key:** Directory Outpatient pharmacy

# St Thomas' Hospital

Blood Test Centre  
South Wing, Ground floor

X-ray  
Lambeth Wing, 1<sup>st</sup> floor



Lift or stair lobbies

The interior of each wing is colour-coded, so you always know where you are.

## **Your comments and concerns**

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

**t: 020 7188 8801 (PALS)**

**e: [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)**

**t: 020 7188 3514 (complaints)**

**e: [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)**

## **Language and accessible support services**

If you need an interpreter or information about your care in a different language or format, please get in touch:

**t: 020 7188 8815**

**e: [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)**

## **Step-free access**

There is step-free access around the hospitals, and between:

- London Bridge station and Guy's Hospital
- Waterloo station and St Thomas' Hospital

For more information go to:

**[guysandstthomas.nhs.uk/patients-and-visitors/getting-here](https://guysandstthomas.nhs.uk/patients-and-visitors/getting-here)**

Leaflet number: 3982/VER2

Date published: April 2017

Review date: April 2018

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