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.

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 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.

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.

It’s really easy – just follow these 3 steps and you’re there.
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
**t:** 020 7188 3514 (complaints)
**e:** 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

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

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