

Parking – There are a number of parking and drop off points located in the town, please see the map for information. Where possible, we advise you to use public transport. Please allow time to park – if you are more than 15 minutes late you may not be seen.

For more information on parking and public transport visit www.themall.co.uk/luton/visiting/getting-here/

Hospital/Patient Transport – For advice on eligibility please phone **01603 481 208**.

Medications – Please remember to bring your current medications in their containers.

Teaching – Medical students may be present at your appointment for training. If you have objections please tell the nurse in charge; this will not affect the standard of your care.

Wheelchairs – If you are dependant on a wheelchair there is elevator access from the Mall car parks.

Interpreting – Patients who speak little or no English can book interpreter services by calling **01582 497 990** at least one week in advance of their appointment.

Comments or concerns – We are always keen to hear about ways to improve your experience. Please phone **PALS** on **01582 497 990** who will be happy to help.

Confidentiality – Any information you give us will be treated in the strictest confidence within national guidelines. For more details, please contact the hospital and ask for a copy of the 'Your information, your health record' leaflet.

Your visit to the Luton & Dunstable Hospital at Arndale House

