

How do we book an amenity room?

Please speak to the staff on Hascombe ward on **01483 571122** ext. **4071** to check that a room is available on the day of admission. We will endeavour to honour your request for an amenity room however clinical needs may take priority over your request for a room.

Who do I contact about an Amenity Room?

Please speak to the nurse caring for your child on the day of admission to check the availability.

Do I need to book in advance?

Amenity rooms are not available to book in advance. Occasionally an amenity room may not be available. In this event, when a room becomes available, it will be offered to you.

Contact details

Hascombe Ward

Telephone: 01483 571122 **ext** 4071

Private Patient Team

Telephone: 01483 571122 **ext** 2442

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–3.00pm
Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

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Author: Jane James

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Amenity Room

Hascombe Ward



Patient information leaflet



What is an Amenity Room?

An amenity room is a single room which is available for NHS patients who would like privacy. Your child is still an NHS patient, who will be cared for by NHS doctors and nurses. This room may not be suitable for all children, due to their medical or nursing needs.

The amenity room could give you the additional privacy you require and that you may not get on the general ward; this may be particularly suitable for teenagers/young adults.

What facilities do the amenity rooms have?

The amenity rooms have an ensuite toilet, comfortable seating, a television with DVD player and access to a kitchenette area with microwave and fridge. There is lockable storage for your personal belongings.



Can I stay with my child?

One parent is able to stay with their child as they would on the ward, at no extra cost. As on the ward we will provide a foldaway bed for use at your child's bedside.

Will we be moved out of the Amenity Room?

Sometimes the amenity room will be required to provide isolation for another child. Should this happen whilst you and your child are using an amenity room, we will ask you to move to the ward setting.

How much do the rooms cost?

There is a charge for these rooms based on your length of stay. Whether it is as a day case or overnight stay.

Please contact the Private Patient Team on **01483 57112** ext. **2442**, who will be able to give you this information.

How do I make payment for an Amenity Room?

We will give you a form to complete which should have your child's personal details along with your preferred method of payment. This form will then be placed in a locked box accessed only by the Private Patients team. A receipt for payment, once processed will be posted to the address detailed on the form.

Your private medical insurance may cover amenity room charge, an invoice can be provided to you for reimbursement from the insurance company. The Royal Surrey County Hospital does not claim directly from insurers for this charge. Please note it is your responsibility to contact the insurance company directly.

Should you have any question related to finance please contact the Private Patient Team at the Royal Surrey County Hospital, **01483 571122** ext. **2442**.