

Transport

We can provide transport to the hospital however; we can only offer transport home on the same day if you live within a 30 mile radius of the hospital.

A local taxi firm is used and they operate a No Smoking Policy, and do not tolerate abusive or aggressive behaviour. They also ask the following:

- Food should not be consumed in the taxi without permission of the driver.
- The taxi should be left clean and tidy when you leave the vehicle

If you need to cancel your taxi **you** should contact A1 Taxis on 01709 555555 and inform them as soon as possible. Please ensure that the Photopheresis Nurses have a current contact number so that A1 Taxis contact you if they are delayed.

The Taxi will drop you off at the Maternity Entrance of the Hospital for your treatment and take you back to your home address or the Photopheresis nominated hotel.

A1 Taxis and the Photopheresis team strive to deliver an efficient and courteous service at all times however, if you are not happy with your transport arrangements or any driver and wish to raise concerns please report them to the Nursing team in the first instance.

If you have any suggestions on how A1 can improve their service please telephone 01709 555555 or email tony@a1taxis.com

Accommodation

If you live out of the 30 mile radius we can offer overnight accommodation at a local Photopheresis nominated hotel.

One room is provided free of charge for you and a companion (a family room is available if a child is the patient)

The Hotel operates a No Smoking Policy, and does not tolerate abusive or aggressive behaviour.

There are no telephones in the rooms, so please ensure that you have access to a mobile telephone.

There is no restaurant within the Hotel, but the meals are available in the adjoining Public House.

If you are using the provided taxi service please could you ensure that you are ready for a prompt pick up by the driver.

Meals

Please note drinks and biscuits will be offered while you are being treated, all other meals must be provided by you. There is a restaurant within the Hospital and a Coffee Shop, and other local outlets where snacks can be purchased however, you may prefer to bring a packed lunch.

Please Note: the restaurant does not open at the weekends.