For more help with choosing your hospital, contact:

Patient Choice Coordinator
Referral Management Centre
Chipping Sodbury Memorial Day Centre
248 Station Road
Yate
Bristol
BS37 4AF

Tel: 01454 883655

A copy of this booklet is also available on: www.nhs.uk
What is patient choice?

If you and your GP decide that you need to see a specialist for further treatment, you can now choose where to have your treatment from a list of hospitals or clinics. From April, you may have an even bigger choice – full details will be on the NHS website (www.nhs.uk).

This guide explains more about how the process works. It also gives you answers to some questions you may have. Plus, there are details of the hospitals you can choose and some information to help you choose the one that will be best for you. If you need more help, details of your local support services are on the back of this booklet.

As well as the hospitals listed in this booklet, your GP may also be able to refer you to community-based services, such as GPs with Special Interests or community clinics. Alternatively, if your GP decides to refer you to a Clinical Assessment Service and you then need to go to hospital, you will be able to choose from this list of hospitals.

Things to think about

Where can I go for treatment?
You might already have experience of a particular hospital or know someone who has. Now you can choose – where would you like to go? Or, if you like, your GP can recommend a hospital where you can be treated.

How do I find out more information about my condition?
Your GP should be able to give you the answers to some of the questions you have. Or contact NHS Direct: visit www.nhsdirect.nhs.uk or call 0845 464 7 and ask to speak to a health information advisor.

How long will it take?
How quickly do you want to be treated? Would you be willing to travel further away if it meant you could be treated quicker?

Where’s closest?
You might want to think about how you will get to hospital. Who will take you there and pick you up when your treatment is finished? If you are going to stay in hospital for a while, do you want to be close to family or friends?

Where’s best for me?
Different people have different priorities. You know what’s most important for you – hospital cleanliness or location, for example. This booklet gives you an overall idea of what each hospital is like, so you can work out which one suits you. If you want to find out more visit www.nhs.uk, the NHS website.
Making your choice

You may already have a clear idea as to where you would like to be treated. If so, this booklet will give you more information on the hospital you have chosen. If you haven’t made up your mind, you could:

Find out what your choices are
Talk to your GP or local support services about the choices that are available to you and where you can get more information and support.

Get the information you need
This guide should give you most of the information you need to help you make your choice. For more details visit www.nhs.uk, the NHS website.

Talk it through with someone else
You may want to discuss your choices with family or friends, especially if you are going to need their help with travel or care after your treatment.

Weigh up the pros and cons
Consider your needs and compare each hospital using the information you have, bearing in mind what is most important to you.

Book your appointment
You will be advised how to book your hospital appointment. Once you have decided where you want to go, follow this guidance. And don’t be afraid to ask if you need help with booking an appointment.

Your hospitals

The next few pages will help you decide which hospital will be best for you:

Where can I have my treatment? shows which Hospital Trusts treat which conditions. There are descriptions of each of your local hospitals and how to get to them. The map shows where each hospital is.

How do your hospitals score? gives ratings for each Hospital Trust, so that you can compare their performance in nine different categories.
**Where can I have my treatment?**

Use the chart below to check which hospitals provide the service you need. In addition to the hospitals listed, your GP may be able to refer you to community-based or other services. Ask him or her what’s available in your local area. He or she will also advise you if the service you need is not listed.

**Hospital Trusts**

Hospital Trusts are NHS organisations that manage hospitals. There may be more than one hospital in a single Trust. The NHS collects information at Trust level, so a lot of information is listed by Trust, not individual hospital.

The list shows which hospitals are in which Hospital Trust.

**Specialty name**

- Cardiology
- Dermatology
- Ear, nose & throat
- Gastroenterology
- General medicine
- General surgery
- Gynaecology
- Neurology
- Ophthalmology
- Oral-maxillo surgery
- Paediatrics
- Rheumatology
- Trauma & orthopaedics
- Urology

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<th>Hospital provider</th>
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<th>Dermatology</th>
<th>Ear, nose &amp; throat</th>
<th>Gastroenterology</th>
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<th>Ophthalmology</th>
<th>Oral-maxillo surgery</th>
<th>Paediatrics</th>
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**Gloucestershire Hospitals NHS Foundation Trust**

1. Cheltenham General Hospital
2. Gloucestershire Royal Hospital

**North Bristol NHS Trust**

1. Frenchay Hospital
2. Southmead Hospital

**Royal United Hospital Bath NHS Trust**

1. Royal United Hospital

**Salisbury Health Care NHS Trust**

1. Salisbury District Hospital

**Taunton and Somerset NHS Trust**

1. Musgrove Park Hospital

**United Bristol Healthcare NHS Trust**

1. Bristol General Hospital
2. Bristol Dental Hospital
3. Bristol Eye Hospital
4. Bristol Royal Hospital for Children
5. Bristol Royal Infirmary
6. St Michael’s Hospital

**Weston Area Health NHS Trust**

1. Weston General Hospital

This data was correct at the time of going to print and may be subject to amendments.
Find your hospital

The numbers on this map refer to the numbers on the hospital list on the previous page.
### Your hospitals

<table>
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<tr>
<th>Hospital Name</th>
<th>Address</th>
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<tr>
<td><strong>Frenchay Hospital</strong></td>
<td>Frenchay Park Road, Bristol</td>
<td>Tel: 01179 701212, <a href="http://www.nbt.nhs.uk">www.nbt.nhs.uk</a></td>
</tr>
<tr>
<td><strong>Southmead Hospital</strong></td>
<td>Southmead Road, Westbury-on-Trym</td>
<td>Tel: 01179 505050, <a href="http://www.nbt.nhs.uk">www.nbt.nhs.uk</a></td>
</tr>
<tr>
<td><strong>Bath</strong></td>
<td>Combe Park, Bath, BA1 3DS</td>
<td>Tel: 01225 428331, <a href="http://www.ruh-bath.swest.nhs.uk">www.ruh-bath.swest.nhs.uk</a></td>
</tr>
<tr>
<td><strong>Southmead Hospital</strong></td>
<td>Southmead Road, Westbury-on-Trym</td>
<td>Tel: 01179 505050, <a href="http://www.nbt.nhs.uk">www.nbt.nhs.uk</a></td>
</tr>
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<td><strong>Salisbury District Hospital</strong></td>
<td>Odstock Road, Salisbury, Wiltshire</td>
<td>Tel: 01722 336855, <a href="http://www.salisburyhealthcare.org">www.salisburyhealthcare.org</a></td>
</tr>
</tbody>
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### AT A GLANCE

**Frenchay Hospital**
This 618-bed hospital is situated in north Bristol. In addition to general acute hospital care, it provides specialist services including neurosciences, spinal surgery, plastic surgery and burns.

**Southmead Hospital**
Southmead Hospital is west of the M32, and covers all major specialties for inpatients, outpatients and day cases. It has 700 beds and specialises in transplants, kidney medicine and infectious disease.

**Bath**
This 650-bed hospital on the edge of Bath offers the full range of clinical services. New facilities include a medical assessment unit and chest pain unit. As well as providing the full range of general hospital services, the Trust provides specialist orthopaedic and cancer services.

**Salisbury District Hospital**
550-bed Salisbury District Hospital provides general and emergency services as well as specialist burns, plastic surgery, cleft lip and palate, genetics, rehabilitation and spinal services.
TAUNTON AND SOMERSET NHS TRUST
MUSGROVE PARK HOSPITAL
Musgrove Park, Taunton, Somerset TA1 5DA.
Tel: 01823 333444
www.tst.nhs.uk

AT A GLANCE
The 771-bed hospital has 15 operating theatres and provides a full range of services. A new cancer centre is due to open in 2007. There are also cardiology and surgical developments planned.

PUBLIC TRANSPORT
Nearest train station: Taunton, two miles.
Buses: First Southern National 01823 272033.

PARKING
Charges apply.

UNITED BRISTOL HEALTHCARE NHS TRUST
BRISTOL GENERAL HOSPITAL
Guinea Street, Bristol BS1 6SY
Tel: 0117 926 5001
www.ubht.nhs.uk

AT A GLANCE
Bristol General Hospital cares for the elderly and is a centre for rehabilitation and intermediate care.

PUBLIC TRANSPORT
Nearest train station: Bristol Temple Meads. 15 minutes by taxi.
Buses: Traveline 0870 608 2 608.
A free shuttle bus service is provided.

PARKING
Phone for details.

UNITED BRISTOL HEALTHCARE NHS TRUST
BRISTOL DENTAL HOSPITAL
Lower Maudlin Street, Bristol BS1 2LY
Tel: 0117 928 4383
www.ubht.nhs.uk/dental

AT A GLANCE
Bristol Dental Hospital and School, adjacent to Bristol Royal Infirmary, provides the full range of dental specialties including oral surgery, oral medicine, restorative, orthodontics and paediatric dentistry.

PUBLIC TRANSPORT
Nearest train station: Bristol Temple Meads, 15 minutes by taxi.
Buses: Traveline 0870 608 2 608.
A free shuttle bus service is provided.

PARKING
Limited. Charges apply.

UNITED BRISTOL HEALTHCARE NHS TRUST
BRISTOL EYE HOSPITAL
Lower Maudlin Street, Bristol BS1 2LX
Tel: 0117 923 0060
www.ubht.nhs.uk/eye

AT A GLANCE
Bristol Eye Hospital, in the city centre, specialises in treating diseases of the eye. Services include a pre-operative assessment unit, an inpatient, day care and outpatients unit, as well as optometry and orthoptic departments.

PUBLIC TRANSPORT
Nearest train station: Bristol Temple Meads, 15 minutes by taxi.
Buses: Traveline 0870 608 2 608.
A free shuttle bus service is provided.

PARKING
Limited. Charges apply.
**Your hospitals**

### United Bristol Healthcare NHS Trust

#### Bristol Royal Hospital for Children

Paul O’Gorman Building, Upper Maudlin Street, Bristol BS2 8BJ
Tel: 0117 342 8460
www.ubht.nhs.uk

**AT A GLANCE**
This 174-bed children’s hospital, in the city centre, provides a comprehensive range of paediatric and community services for the local population. It is a regional centre for many specialties including bone marrow transplantation and cardiology.

**PUBLIC TRANSPORT**
Nearest train station: Bristol Temple Meads, 15 minutes by taxi.
Buses: Traveline 0870 608 2 608.
A free shuttle bus service is provided.

**PARKING**
Limited. Charges apply.

### United Bristol Healthcare NHS Trust

#### Bristol Royal Infirmary

Upper Maudlin Street, Bristol BS2 8HW
Tel: 0117 230000
www.ubht.nhs.uk

**AT A GLANCE**
This 500-plus-bed hospital provides general and acute medicine and surgery, critical care, cardiothoracic (heart), trauma and orthopaedic and emergency treatment.

**PUBLIC TRANSPORT**
Nearest train station: Bristol Temple Meads, 15 minutes by taxi.
Buses: Traveline 0870 608 2 608.
A free shuttle bus service is provided.

**PARKING**
Limited. Charges apply.

### United Bristol Healthcare NHS Trust

#### St Michael’s Hospital

Southwell Street, Bristol BS2 8EG
Tel: 0117 215411
www.ubht.nhs.uk

**AT A GLANCE**
St Michael’s Hospital, in south Bristol, provides obstetric (pregnancy), gynaecology (women’s health), ENT (ear, nose and throat) and hearing services. It has a regional referral unit for high-risk pregnancies and fetal medicine.

**PUBLIC TRANSPORT**
Nearest train station: Bristol Temple Meads, 15 minutes by taxi.
Buses: Traveline 0870 608 2 608.
A free shuttle bus service is provided.

**PARKING**
Limited. Charges apply.

### Weston Area Health NHS Trust

#### Weston General Hospital

Grange Road, Uphill, Weston-super-Mare, North Somerset BS23 4TQ
Tel: 01934 636363
www.waht.nhs.uk

**AT A GLANCE**
Weston is a 320-bed hospital, on the outskirts of town, with intensive care and day case units. It also has community children’s services.

**PUBLIC TRANSPORT**
Nearest train station: Weston-super-Mare, one mile.
Buses: Traveline, one mile.
A free shuttle bus service is provided.

**PARKING**
Charges apply.
How does your Hospital Trust score?

Check against the coloured chart to see how your Hospital Trust measures up. Go to the next page for more on what these ratings mean.

What do the ratings mean?

The overall ratings
The Healthcare Commission is the independent regulator of healthcare, and is responsible for assessing and reporting on the performance of healthcare organisations on an annual basis. For NHS Trusts, this involves issuing an annual performance rating. This overall rating is made up of a number of performance indicators. The indicators show how Trusts are doing in relation to some of the main targets set by the Government for the NHS, as well as other broader measures of performance, such as information from surveys of staff and patients. The indicators chosen for publication in this leaflet are those that the Healthcare Commission and Department of Health believe matter most to patients.

The 2005 NHS performance ratings were published in July 2005 and cover the year ending 31 March 2005. They place NHS Trusts in England into one of four categories:

- Trusts with the highest levels of performance are awarded a rating of three stars.
- Trusts with mostly high levels of performance, but not consistent across all areas, are awarded a rating of two stars.
- Where there is some cause for concern regarding particular areas, Trusts are awarded a rating of one star.
- Trusts that have shown the poorest levels of performance receive a rating of zero stars.

If a Trust has a low rating because of poor performance on a number of key targets and indicators, this does not mean that a hospital is unsafe, that it does not contain some very good clinical services or that the staff are not working hard in often difficult circumstances. It does mean that performance must be improved in a number of key areas.

A new approach to assess and report on the performance of healthcare organisations has been developed for 2006, which looks at a much broader range of issues. In Autumn 2006, the Healthcare Commission will publish the assessment of the performance of healthcare organisations for England for the year ending March 2006.

Healthcare Commission statistics

Inpatient waiting times
This column shows how well your hospitals have done at getting patients into hospital for treatment as quickly as possible. The target they were measured against was six months from the time when the hospital doctor decided that treatment was necessary. www.nhs.uk has the latest waiting times information.

Cancelled operations
This column shows how often your hospitals cancelled booked operations for non-medical reasons (e.g. equipment being out of action, no bed being available or staff being away).

Outpatient waiting times
This column shows how well your hospitals have done at getting patients into hospital for a clinic appointment following GP referral. The target they were measured against was 13 weeks from GP referral. www.nhs.uk has the latest waiting times information.

Management of risk
All hospitals need to make sure they are reducing the possibility of things going wrong and, if something does go wrong, making sure it won’t happen again. The Department of Health issues standards to help hospitals achieve this, and this column shows how well your services have done on achieving these.
Hospital cleanliness
Once a year, hospitals have to assess their levels of cleanliness and report them to the Department of Health. This column shows how your hospitals have done.

MRSA infection
One of the things that patients are most worried about is catching the infection MRSA (Methicillin resistant Staphylococcus aureus). It can be a very nasty infection, but it is actually quite rare in comparison to the number of patients who receive hospital care each year. People do not always catch it in hospital – they may already have it before they enter hospital. But hospitals have to record all MRSA bloodstream infections, whether or not patients have contracted them in hospital. This column gives an indication of the number of cases of MRSA bloodstream infections and whether the Hospital Trust has been successful in reducing the number of cases since last year. MRSA rates may vary depending on the type of patients the hospital treats. You can find out more about MRSA infection from the Department of Health website (www.dh.gov.uk), which includes a complete breakdown of all Trusts’ rates and A simple guide to MRSA. Or visit www.nhsdirect.nhs.uk, the NHS Direct website.

What patients said
In 2005 the Healthcare Commission published the results of a survey of patients who had attended outpatient clinics. These columns include the results against questions that asked:

Access and waiting
How long did you wait to be seen after you had arrived in outpatients? Were the reasons for any waits explained?

Cleanliness and comfort
How clean were the outpatient department and toilets? Was it easy to find your way around? Patients were also asked how they felt the hospital staff had treated them – for example, did hospital staff talk in front of you as if you were not there, and did staff respect your privacy?

Information provided
Patients were asked questions about how satisfied they were with information they received. Were the reasons for tests or treatment explained? Were you told what to expect? Were you given information about the medication that was prescribed for you? Were you given the name of someone you could contact if you were concerned after you left?

About the Healthcare Commission
The Healthcare Commission exists to promote improvements in the quality of healthcare and public health in England. It has a wide range of responsibilities, all aimed at improving the quality of healthcare. These responsibilities include assessing the performance of healthcare organisations, awarding annual performance ratings for the NHS and coordinating reviews of healthcare by others. For more information about the Healthcare Commission, go to www.healthcarecommission.org.uk or ring 0845 601 3012.

What does the medical jargon mean?
Here’s a guide to some of the medical language used in this booklet.

What’s a specialty?
There are several different specialties, each with its own team of doctors. For example, some doctors will specialise in treating orthopaedics (bones and joints), while others will specialise in ophthalmology (eyes).

What’s an outpatient appointment?
An outpatient appointment is when you visit the hospital to see a doctor who will examine you so that she or he can diagnose what the problem is and think about what the best treatment will be.

What’s a day case?
Simple treatments are often done as day cases. This means you will not normally stay overnight.

What’s inpatient treatment?
Inpatient treatment is when you go into hospital to have your treatment and stay overnight.

What’s elective treatment?
Most treatment is routine or ‘elective’. This simply means your treatment is planned in advance rather than you needing emergency treatment. Routine treatment usually takes place during normal working hours, although occasionally some hospitals work at weekends.

What’s a GP with a Special Interest?
Sometimes, rather than going to a hospital or clinic, you may be able to choose to be treated by a GP with a Special Interest. These are GPs who have extensive training and experience in their specialty as well as their GP qualifications.