Attending Appointments at The Old Chapel

Information and maps for patients, relatives, and carers

㈬ For more information, please contact:

Department of Psychological Medicine
The Old Chapel
Bootham Park, York, YO30 7BY
Telephone: 01904 725353

Caring with pride
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What to expect

On arrival to the department, reception staff will greet you and show you to the waiting room.

Your appointment lasts about one hour (more information about your appointment can be found in our leaflet ‘Seeing a Clinical Psychologist’)

Your appointment is confidential. Psychological Medicine clinic letters are sent to your hospital clinician and your GP routinely. If there are personal details you would rather were not mentioned this will normally be respected, unless your clinician felt they should pass on this additional information to your GP on a need to know basis only.

Your appointment with us is important and you should always try and keep it. We expect to be able to offer you a text reminder facility in due course.

We look forward to welcoming you to the Department of Psychological Medicine.
Cancellations/Do Not Attend policy

Your appointment is important and you should always try to keep it.

In accordance with York Teaching Hospital Foundation Trust Policy:

The clinics are in demand, so if you fail to attend your appointment without letting us know, we will assume that you no longer wish to be seen and will discharge you back to the care of your referrer.

(Only in exceptional circumstances will you be offered a further appointment should you fail to attend.)

If you need to change your appointment for exceptional reasons, please inform us on 01904 725353 or by email at PsychologicalMedicineAdminTeam@york.nhs.uk as soon as possible so that this appointment could be offered to another patient.

Thank you.
Map - How to get to (The Old Chapel)
Department of Psychological Medicine

The diagram below illustrates the road links to York Hospital.
Map - Where is The Old Chapel?
The Psychological Medicine Department is based in The Old Chapel, which is situated in the grounds of Bootham Park.
Entering The Old Chapel

There is an intercom post located to the right of the front door to The Old Chapel. Press the button to speak to reception staff. The doors are automatic.

Reception staff will book you in and you will be asked to take a seat in the waiting room. There is a patient toilet opposite the waiting room with disabled facilities. These are all located on the ground floor. Clinicians will collect you from the waiting room at your appointment time.

Arriving by wheelchair or do you struggle with stairs?

The Old Chapel has restricted access for patients using large wheelchairs. If you use a wheelchair please call to ensure that we are able to accommodate this. Also, most of our clinic rooms are located on the ground floor; however, some are on the first floor; if you have any mobility problems please let us know.
Parking

We suggest that you park in the multi-storey car park at York Hospital or use the public car park in Union Terrace.

The charge at the York Hospital multi-storey car park is the same as the York Council car park on Union Terrace.

Blue Badge Users

If you are a blue badge user, you are able to park for free. Please display your badge accordingly.

For more information on accessible parking at our hospital, please see our leaflet online:
https://www.yorkhospitals.nhs.uk/seecmsfile/?id=1915

If you have any problems please do not hesitate to contact our admin team for further information and support on 01904 725353.
Public Transport

There are bus stops located on the Clarence Street entrance to Bootham Park. Regular bus services operate from these stops. For further information, please contact travel line on 01904 551400.

Arrival by Hospital Transport for an Outpatient Appointment

Patients arriving by hospital transport should be given appointments earlier in the day to ensure that the transport service can collect you before the department closes at 5.00 pm. Please inform us if you are arriving by hospital transport on 01904 725353 so that this can be accommodated.

Patients are responsible for booking their own transport ‘there and back’ from their appointments. To book this use the advanced booking on 0300 3302000.
House Keeping

There is an accessible disabled toilet on the ground floor and further toilet facilities are located on the first floor.

We have a No Smoking Policy in the building and the grounds.

In the event of a fire you will be escorted by a member of staff from the building via the front door or rear fire exit. The fire assembly point is in front of The Old Chapel.

The Old Chapel is a beautifully converted grade 2 listed building which sits within the grounds of a quiet park surrounded by mature trees and wildlife. The Chapel provides a warm, inviting, and tranquil environment ideal for talking therapies. This has been achieved by sympathetically decorating and using soft furnishings throughout the individual rooms within, thus creating a calm and relaxing atmosphere.

For any further information please contact our admin team by telephoning 01904 725353.
Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact: Joanne Barker, Administrator, Department of Psychological Medicine, The Old Chapel, Bootham Park YORK, YO30 7BY, or telephone 01904 725353.

Teaching, training, and research

Our Trust is committed to teaching, training, and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email pals@york.nhs.uk.

An answer phone is available out of hours.
Please telephone or email if you require this information in a different language or format

01904 725566
email: access@york.nhs.uk

Braille  Audio e.g. CD
Large print  Electronic

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