Attending Appointments at the Haworth Unit

Information for patients, relatives and carers

For more information, please contact:
Scarborough Clinical Enablement Service
Department of Psychological Medicine
Haworth unit
Scarborough Hospital
Woodlands Drive, Scarborough, YO12 6QL
Tel: 01723 342910
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What to expect

On arrival at the Haworth Unit, please take a seat in the waiting room. There is no ‘booking in’ system, but we will expect you at the time of your appointment, and we will come to find you.

Your appointment lasts up to one hour.

Your appointment is confidential, unless you tell your clinician that you or another person is at risk. Scarborough Clinical Enablement Service clinic letters are routinely sent to you, and copied to your GP. 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 Scarborough Clinical Enablement Service at the Howarth Unit.
Cancellations/Do Not Attend policy

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

In accordance with York Teaching Hospital NHS 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 01723 342910 or by email at PsychologicalMedicineAdminTeam@york.nhs.uk as soon as possible so that this appointment could be offered to another patient. Please note that this telephone number may sometimes be diverted to our York office; the admin team will pass on your message.

Thank you.
How to get to The Haworth Unit

Haworth Unit is at the North entrance to Scarborough Hospital. If you:

- arrive at the hospital by car and park in the public car park, you will usually enter by the South entrance
- arrive at the hospital by bus along Scalby Road, you will usually enter by the North entrance
- arrive at the hospital by patient transport, you will usually arrive directly at the Haworth Unit

Arriving by bus
The Number 10 bus stops directly at the South entrance to Scarborough Hospital. A number of other buses (6, 13, 14, 15, 93 / X93 and 115) all have stops on the Scalby Road, close to the North entrance.

On foot from the South entrance
Walk along the link corridor from the main South entrance to the hospital. At the end of the link corridor, carry on walking along the hospital corridor straight in front of you. At the end of this corridor, turn left by the stairs. The Haworth Unit is then straight ahead.

On foot from the North entrance
As you approach the North entrance from the hospital service road, there is an external door to the Haworth Unit on your left. If you enter the hospital through the North entrance door instead, simply turn left and the Haworth Unit will be on your left at the end of the corridor.
Our Values: Caring about what we do ● Respecting and valuing each other

Map showing location of Haworth Unit at Scarborough Hospital
Entering the Haworth Unit

There are automatic doors at the outside entrance to the Haworth Unit.

From inside the hospital, there are double doors at the entrance to the Haworth Unit. They are usually open.

There is no reception at the Haworth Unit. Please take a seat in the waiting room. There are patient toilets, with disabled facilities, just off the waiting room, behind the seating. The whole of the Haworth Unit is on the ground floor. Clinicians will collect you from the waiting room at your appointment time.

Arriving by wheelchair?

The Haworth Unit has good access for patients using wheelchairs. However, we do occasionally use rooms which are less accessible. If you use a wheelchair, or have mobility difficulties, please call to ensure that we book a suitable room. All of our clinic rooms are located on the ground floor.
Parking

We suggest that you park in the public car park at the South Entrance to Scarborough Hospital.

Blue Badge Users

If you are a blue badge user you are able to park for free. There are a limited number of parking spaces for blue badge users near the North Entrance, and a larger car park near the South Entrance. Please display your badge accordingly.

If you have any problems please do not hesitate to contact our admin team for further information and support on 01723 342910.
Public Transport

The Number 10 bus stops directly at the South Entrance to Scarborough Hospital. A number of other buses (6, 13, 14, 15, 93 / X93 and 115) all have stops on the Scalby Road, close to the North Entrance.

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 01723 342910 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 and further toilet facilities in the Haworth Unit.

There are vending machines for drinks and snacks at the door to the North Entrance. Hot and cold drinks and snacks may be purchased from the WRVS café at the South Entrance, and snacks and meals can be bought at Pat’s Place, the hospital restaurant on the first floor of the North wing of the hospital. There is a lift.

We have a No Smoking Policy in the building.

In the event of a fire you will be escorted by a member of staff from the building via the nearest exit.

For any further information please contact our admin team by telephoning 01723 342910.
Tell us what you think

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 staff and improve health and healthcare in our community. Staff or students in training may attend consultations for this purpose. You can opt-out if you do not want trainees to attend. Staff may also ask you to be involved in our research.

Patient Advice and Liaison Service (PALS)

Patients, relatives and carers sometimes need to turn to someone for help, advice or support. Our PALS team is here for you.

PALS can be contacted on 01904 726262, or via email at 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
如果你除求本資訊是以不同的語言或版式提供，請致電或寫電郵
Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail
Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

01904 725566
email: access@york.nhs.uk

Braille  Audio e.g. CD
Large print  Electronic

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