



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Attending Appointments at The Old Chapel

Information and maps for patients, relatives,
and carers

① For more information, please contact:

Admin Team

Telephone: 01904 725353

yhs-tr.psych.med@nhs.net

Monday to Friday 9.00am to 5.00pm

The Old Chapel

Bootham Park, c/o York Hospital

Wigginton Road, York, YO31 8HE

Contents	Page
What to expect	5
Cancellations/Do Not Attend policy.....	6
How to contact us	6
Map - How to get to (The Old Chapel).....	7
Map - Where is The Old Chapel?	8-9
Entering The Old Chapel	10
Arriving by wheelchair or do you struggle with stairs? .	11
Arrival by Hospital Transport for an Outpatient Appointment	13
House Keeping	14
Tell us what you think of this leaflet	15
Teaching, training and research.....	15
Patient Advice and Liaison Service (PALS).....	15
Leaflets in alternative languages or formats	16

What to expect

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

Your appointment will usually last up to 50 minutes (more information about your appointment can be found in our leaflet 'Welcome to the Department of Psychological Medicine').

To help you speak freely, the information that you share in your appointments is kept in confidence, and any notes are retained in a secure environment. The only exception to this confidentiality is if your clinician becomes aware of a risk to yourself or another. You are welcome to have copies of the routine letters we write to your referrer and GP.

If you have any questions about confidentiality, or any other aspect of the work, please do ask your clinician, or telephone the Department.

Cancellations/Do Not Attend policy

Your appointment with us is important and you should always try and keep it. If you need to change your appointment, please ring us on the above number. Our clinics are in high demand, so we ask that you give us as much notice as possible, so that we can offer the appointment to someone else.

If you do not attend your appointment without letting us know, we will assume that you no longer wish to be seen and may discharge you back to the care of your GP or referring clinician.

How to contact us

Office open Monday – Friday 9:00am – 5.00pm
(Phone line open – 8.30am – 4.30pm)
Except Bank Holidays

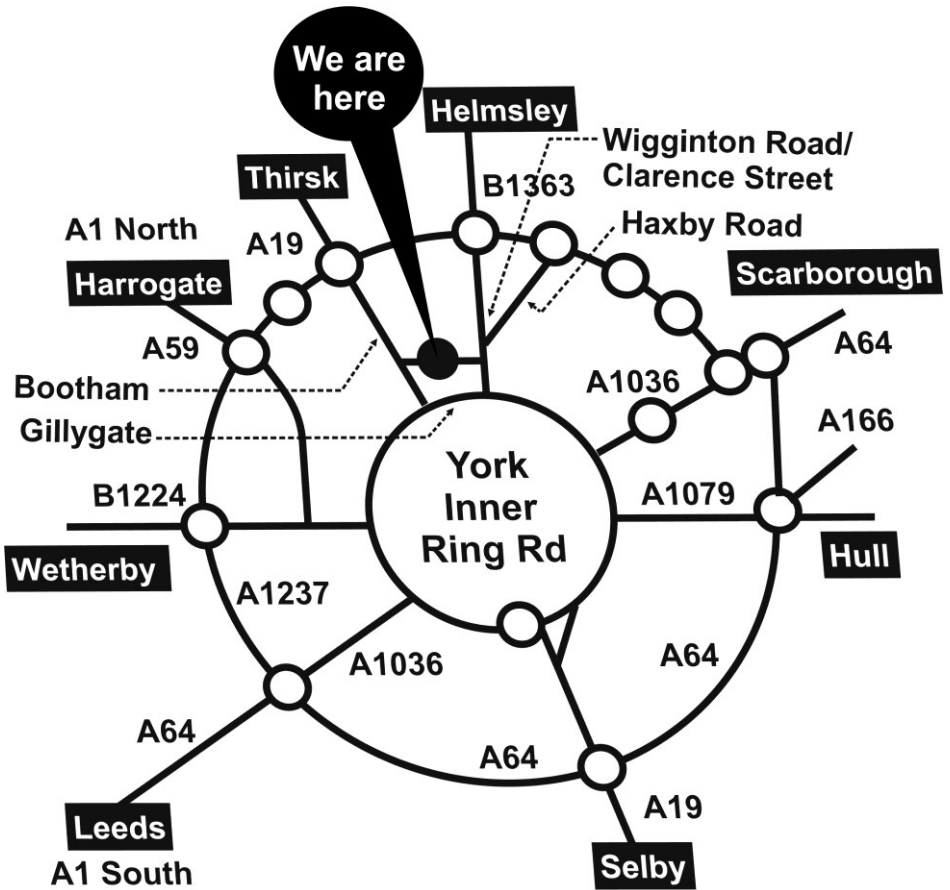
Telephone: 01904 725353
yhs-tr.psych.med@nhs.net

The Old Chapel, Bootham Park, c/o York Hospital,
Wigginton Rd, York, YO31 8HE

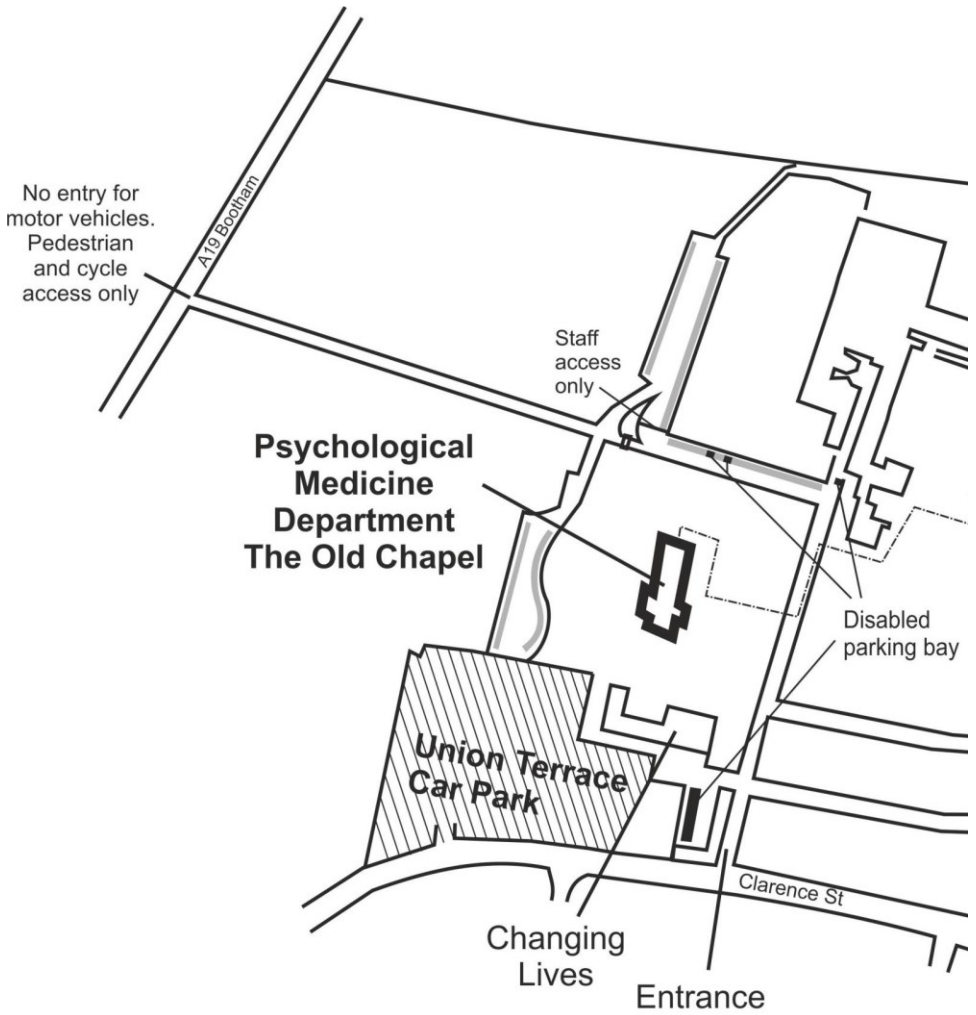
At busy times, you may need to leave a message on our answer phone.

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

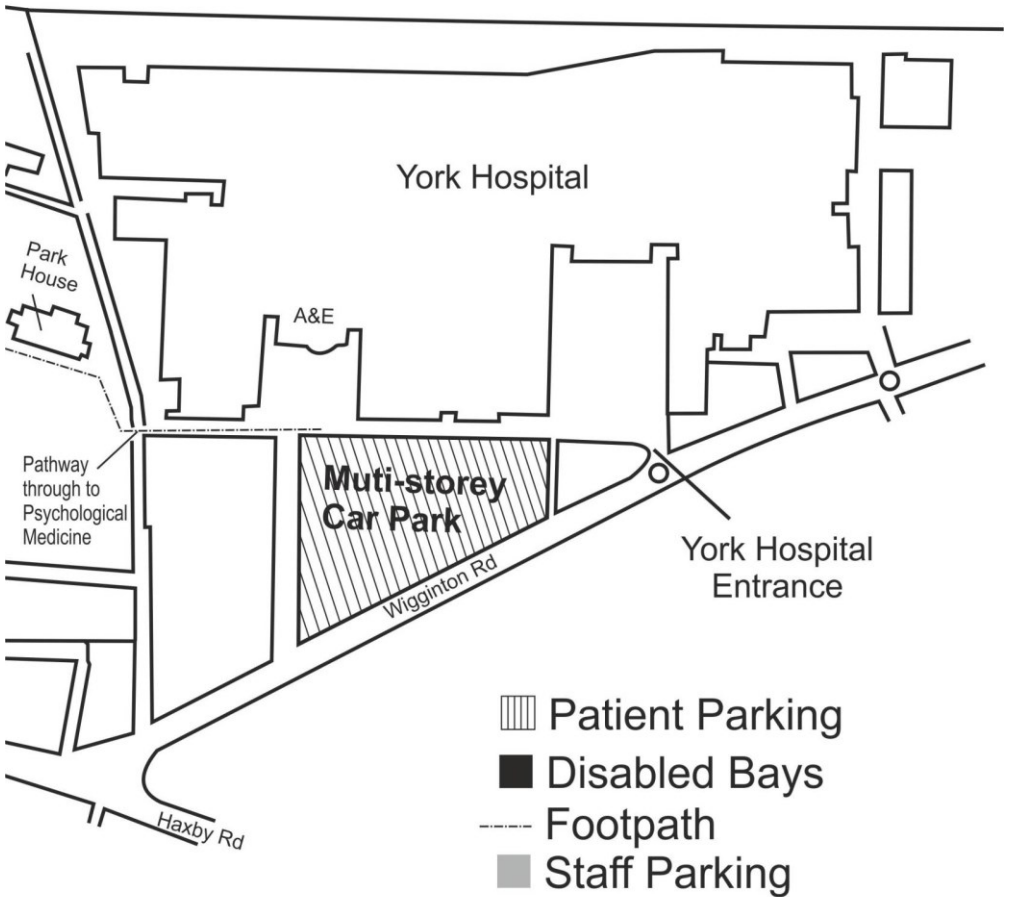
The diagram below illustrates the road links to York Hospital.



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 – Please note direct postcode for the Chapel is YO30 7BY or if using Sat Nav please search Clarence Street York.



Entering The Old Chapel

The Old Chapel is a converted grade 2 listed building which sits within the grounds of a quiet park surrounded by mature trees and wildlife.

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 some larger wheelchairs and mobility scooters due to narrow hallways and some tight turning points.

Most of our clinic rooms are on the ground floor, with some on the first floor. The stairs are steep and may be difficult for people with reduced mobility, with no lift access available.

Please contact the admin team if you have any access concerns, as accommodations can be made, such as booking a ground floor room, or a room in the main hospital.

Parking

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

Blue Badge Users

There are three blue badge spaces near the Old Chapel marked on the map. From the blue badge parking and drop off point, the Old Chapel entrance is a 40-metre walk across a flat path.

If you are a blue badge user, you are able to park for free. For more information on accessible parking at our hospital, please scan our leaflet to your mobile/devices:



York and Scarborough Teaching Hospitals NHS
Foundation Trust - Patient information leaflets
(yorkhospitals.nhs.uk)

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 which is a short five minute walk away from The Old Chapel.

Regular bus services operate from these stops.

For further information, please contact travel line on 01904 551400 or www.itravelyork.info.

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, which includes the use of e-cigarettes.

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.

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 use the contact details for the admin team.

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 yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

Owner	Joanne Barker, Administrator
Date first issued	November 2014
Review Date	February 2028
Version	6 (issued April 2025)
Approved by	Ruth Bulmer, Admin Manager
Document Reference	PIL904 v6

© 2025 York and Scarborough Teaching Hospitals NHS Foundation Trust.
All Rights reserved.