Getting to hospital

Getting to and from hospital can be a worry to some people. This section gives details on how you can travel to and from the hospitals in Newcastle, and what help may be available to help you.

Where are the Hospitals in Newcastle?

Newcastle upon Tyne Hospitals website has addresses for the hospitals in Newcastle and maps to help you to get to them.

Travelling By Car

Cars are allowed to drop off and pick up passengers at all hospital entrances. Car parking is available, although you have to pay and spaces are limited.

Parking is available for disabled patients and visitors near to each hospital entrance. If all of those spaces are full, you should ask the security staff to help you.

Travelling By Public Transport

See **Public Transport** and **Concessionary Travel** for more information.

Metro

Freeman Hospital – the nearest metro station is Longbenton which is an approximate 10 minute walk away, some of which is uphill.

Royal Victoria Infirmary (RVI) – the nearest metro station is Haymarket, which is an approximate 5 to 10 minute walk away (depending on which entrance you need to use).

Bus

There are bus services from all areas of the city to the Freeman Hospital, and the RVI.

Leaflets giving details of all routes and services to each of these hospitals are available from Nexus TravelShops at Monument, Haymarket and Four Lane Ends Metro stations. Alternatively, you can contact **Traveline.**

Taxi

Taxis are permitted to drop off and pick up patients at all hospital entrances. You should inform the taxi driver which entrance you require.

If you have mobility difficulties you may also be eligible for a **Nexus TaxiCard** to help to pay for your taxi journeys.

Patient Transport Services – Ambulance Transport

Ambulance Transport deliver patient transport services in Newcastle. They provide free transport to and from hospital for patients if you are unable to make your own way to hospital.

If you feel that you need to request transport, please speak to your family doctor at least seven days before your appointment.

Other local support available to get to Hospital

Royal Voluntary Service offers a transport service where volunteer drivers pick up older people from their home and take them to their chosen destination such as the doctors, hospital or the shops

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Getting Help with Travel Costs

You may be able to get help with your travel costs to attend hospital appointments under the Healthcare Travel Costs Scheme (HTCS) or the NHS Low Income Scheme.

Visit **NHS.UK** for further information about eligibility and how to claim.

Questions, concerns or complaints with your NHS care

Patient Advice and Liaison Service (PALS) provide:

- Advice and support to patients, their families and carers
- Information on NHS services
- Help to sort out problems quickly on behalf of patients and carers and listens to their concerns, suggestions or queries

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Other Useful Organisations

- **Patient Information Centre** has a searchable database of over 17,000 health resources in more than 60 languages.
- **NHS 111** is the new telephone service which has replaced NHS Direct. You can call 111 when you need medical help fast but it's not a 999 emergency.

- **NHS.UK** provides health and medical advice, an online symptom checker and a facility for searching for services near you.
- **Heathrow Air Ambulance Service** provides an international private and air ambulance service for global medical repatriation.

Last updated: June 3, 2022

Useful Organisations

Nexus

Email: customerservices@nexus.org.uk

Website: www.nexus.org.uk

Address: The Spark, NE4 5DE

Patient Advice and Liaison Service (PALS)

Email: pals@nhct.nhs.uk

Website: https://www.nhs.uk/nhs-services/hospitals/what-is-pals-patient-advice-and-liaison-service/

Telephone: 0800 032 0202

Address: Freepost PALS,

Traveline

Email: info@travelinenortheast.info

Website: www.traveline.info

Telephone: 0871 200 22 33

Address: Customer Services Traveline Information Ltd, WC2A 1QS

Newcastle upon Tyne Hospitals NHS Foundation Trust

Website: https://www.newcastle-hospitals.nhs.uk

Telephone: 0191 233 6161

Address: Freeman Hospital, NE7 7DN

North East Ambulance Service (NEAS)

Website: https://www.neas.nhs.uk/

Telephone: 0191 215 1515

NHS 111

Website: www.nhs.uk/111

Royal Voluntary Service (RVS)

Email: tynewearhub@royalvoluntaryservice.org.uk

Website: www.royalvoluntaryservice.org.uk

Telephone: 0191 300 9334

Address: Correspondence to:, NE30 2AY

Freeman Hospital

Website: https://www.newcastle-hospitals.nhs.uk/hospitals/freeman-hospital/

Telephone: 0191 233 6161

Address: Freeman Road, NE7 7DN

Royal Victoria Infirmary (RVI) Hospital

Website: https://www.newcastle-hospitals.nhs.uk/hospitals/royal-victoria-infirmary/

Telephone: 0191 233 6161

Address: Royal Victoria Infirmary, NE1 4LP

Daft as a brush – cancer patient care

Email: info@daftasabrush.org.uk

Website: https://www.daftasabrush.org.uk/

Telephone: 0191 28 55 999

Address: Daft as a Brush House, NE3 2DR

Related Articles

Home care

Nexus TaxiCard Scheme – Accessible Transport

Public transport

Taxis

Concessionary travel

Before you go into hospital

While you are in hospital

Leaving hospital