



**SCOTTISH
COCHLEAR IMPLANT
PROGRAMME**

Services at Crosshouse Hospital

Information about coming to
Crosshouse Hospital



Introduction

The Scottish Cochlear Implant Centre is based in Crosshouse Hospital, close to Kilmarnock. This is a specialist service and all children and adults in Scotland who are undergoing a cochlear implant assessment come to Crosshouse. We understand that travelling to Crosshouse may involve a long journey for you. This leaflet describes the services that are available when you reach Crosshouse and gives practical information that you may find useful when planning your trip.

Getting to Crosshouse Hospital

There is a bus stop just outside the main hospital entrance. The bus from the centre of Kilmarnock will take approximately 10 min to reach Crosshouse hospital. If you arrive into Kilmarnock by train then you can complete your journey by bus.

For information about bus numbers and times please visit www.nhsaaa.net/services/hospitals/university-hospital-crosshouse/

If you are driving the journey may take approximately 45min from Glasgow and 1hr 45min from Edinburgh. Please allow additional time for parking.



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Parking at Crosshouse

Car Parking

There is a large car park but it can be very busy so please allow extra time for parking. There are areas marked as long stay and short stay however it is fine to park in either. Depending on where you find a space it may take you 10-15 minutes to walk from the car park to the main entrance. However, there is also a drop-off area at the main entrance. If you use this to drop someone off please then please find a parking space in the main car park after the drop off.

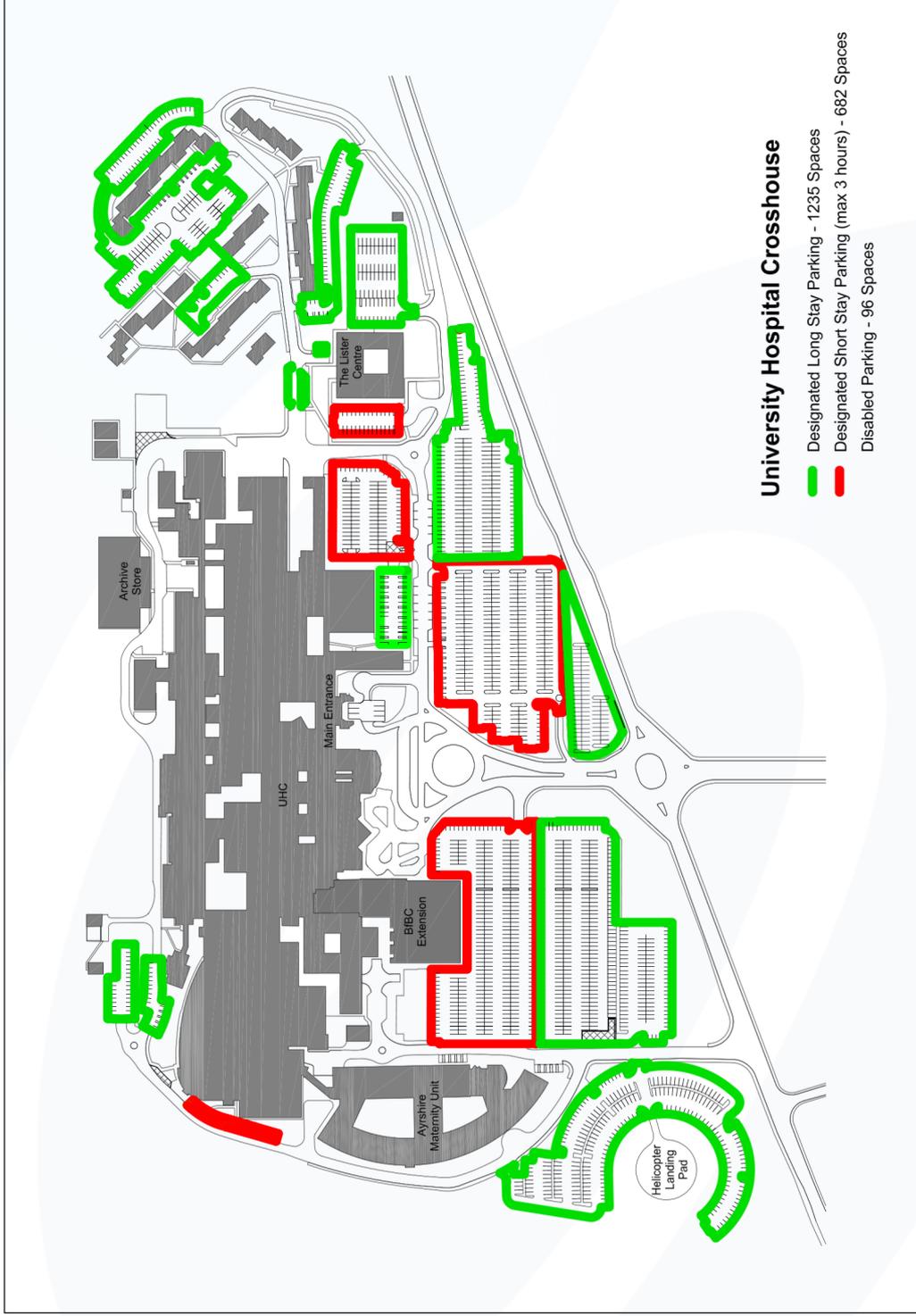
Disabled Parking

Disabled parking facilities are close to the hospital entrance. The main disabled car park is situated to the right of the main driveway opposite the entrance to the Physiotherapy Department. There are signs directing you to this facility as you approach the hospital. Disabled and drop off parking areas are patrolled by Ayrshire Roads Alliance and inappropriate use of these spaces may result in a fine.

Bicycle Parking

Bicycle and moped cycle parking stands are available at University Hospital Crosshouse next to the Physiotherapy corridor entrance. Cycle users must provide their own cycle locks to secure their cycles.

Map of Car Park





Travel Expenses

If you live outside the Ayrshire & Arran health board area then you can claim back travel expenses for your trips to Crosshouse. Please contact the Cashier's Office at your local hospital as they will give you the right form and will process your claim. Claims can be made for bus, train or car journeys. Please keep your receipts or tickets. Unfortunately taxi fares cannot be claimed back.

If you receive one of the benefits listed below you can claim the expense back on the day of your appointment from the Cashier at Crosshouse. However please note that the Cashier's office is only open Mon-Thu: 9:00am - 4:00pm, and Fri: 9:00am - 3:30pm.

- War Pension (the patient or partner must be in receipt of a War Pension and the treatment currently being received must be for the accepted disablement (why the war pension was awarded))
- Income Support/ESA (income related)
- Income Based Jobseekers Allowance
- Pension Credit Guarantee Credit
- Working Tax Credit (with child tax credit or disability element)
- NHS Tax Credit Exemption Certificate (the patient or partner has been awarded the tax credit, or is named on a valid tax credit)
- HC2/3: The patient has an HC2/3 certificate, or is named on a Valid HC2/3 certificate



In order to claim expenses direct from the Crosshouse Cashier you will need to bring one of the following documents with you:

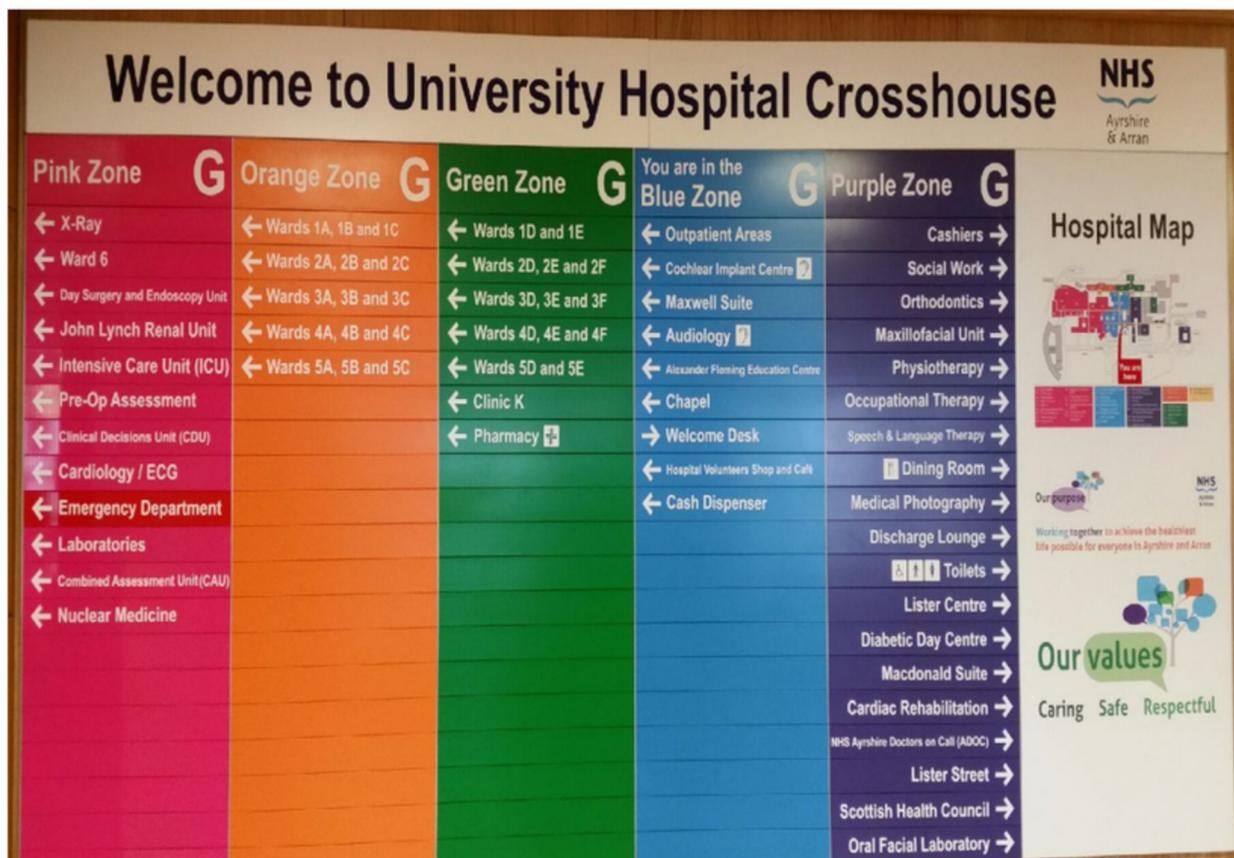
- Income support – letter from Department of Work & Pensions (DWP)
- Family tax credit – family tax exemption card
- An HC2 or HC3 certificate from the Department of Social Security
- Pension Credit Guaranteed or Income-based Jobseekers allowance
- For travel companions, written confirmation from your GP of the medical reasons which require you to be accompanied to your health visit.

Along with:

- Proof of your appointment
- Bus, train tickets

Finding the Cochlear Implant department

We are located on the ground floor of Crosshouse Hospital. Follow signs for the Cochlear Implant Department (not Audiology). As you enter the main door of the hospital you will see this large sign.



Turn left at the sign, and then right (you pass the shop, then a café). You will get to a corridor that looks like a picture gallery. We are on the left side of this corridor. There is a sign at the door saying 'Raj Singh Cochlear Implant Unit'.



Overnight Accommodation

If you are travelling a long way we can provide overnight accommodation at a local hotel (the Riverside Lodge). If you need this service please contact us before your appointment.

Riverside Lodge Hotel

www.theriversidelodgehotel.co.uk

46 Annick Rd, Irvine KA11 4LD

Generally we can provide one twin room but if the appointment is for a child we are able to upgrade to a small family room or large family room depending on how many people are attending. A dog friendly room may be available but must be pre-booked in advance and may involve an additional charge. Please tell us if you plan to bring a dog.

The Riverside Lodge can be reached from Crosshouse hospital by bus, train or car and if a hotel room is booked for you we will send you a leaflet with detailed directions.



Food and Drink

Hospital Shop

The hospital has a shop selling a small selection of snacks, drinks, toiletries and gifts. It is open Mon-Fri: 7:00am - 6:00pm, and Sat-Sun: 1:00pm - 4:00pm

Volunteer's Cafe

The volunteer's cafe is located in the main corridor outside the cochlear implant centre. It sells coffee, sandwiches and scones. It is open Mon-Fri: 9:30am - 6:00pm, and Sat-Sun: 1:00pm - 4:00pm. It also has vending machines which are available 24hrs a day.

Dining Room

The dining room sells a range of hot and cold food. It is open:

- Breakfast: 8:00am - 11.00am
- Lunch: 11.30am - 2:00pm
- Dinner: 4.15pm - 7:00pm

If you have assessments booked both before and after lunch we can provide a voucher for the dining room. This voucher pays for a 2 course meal for the patient and one carer. There are some restrictions as to what can be ordered. For more information please ask on the day of your appointment.



Other Services

Sanctuary

The sanctuary is a quiet area. It is generally open to everyone, with a few exceptions.

It is closed:

- The 1st Tuesday of the month between 5.00pm - 6.30pm
- Most Wednesdays between 5.00pm - 6.30pm

It is reserved every Friday afternoon for 1-2 hours for Muslim Prayers

Department Facilities

Toilet and baby change

There is a toilet within the cochlear implant clinic with a changing table

T-coil/loop

The cochlear implant reception area has a t-coil/loop system.

Hearing Dog/Guide dog

Support dogs are welcome within the cochlear implant department. Other areas of the hospital may have some restrictions.



Written Communication

We can use speech to text apps during your appointment, or type as we speak. We will send you a questionnaire before your appointment to ask you how you prefer to communicate.

Interpreters

Please let us know before your appointment if you need an interpreter so that we can arrange this for you.



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Contact Details

Address:

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Crosshouse
KA2 0BE

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Large Font: If you need leaflets in larger font please contact us