



DSU & X-Ray Meet and Greet Volunteer – General Operations Guidance

- Establish eye contact, smile and introduce yourself as a volunteer
- Find an appropriate phrase/positive comment
- Offer re-assurance if any concerns are raised by the person you are helping
- Present as smart and with a positive personal image to the public
- Be aware of potential language barriers
- Ensure that the spoken language is suitable for the person and communication is tailored to the individual needs
- Direct or escort people to their destination with confidence
- Escort people referred to you by hospital Staff to their destination
- Do not push patients in Transport Chairs unless you are willing and trained to do so

FAQs

All visitors must wear a face mask unless they have a medical exemption – there is a stock of face masks on a table in the lobby – a fresh box can be obtained from the hospital staff.

Most patients who arrive have come to the correct entrance and should be encouraged to gel their hands before going to the area at which they are to be booked in.

Ask the patients “which department are you looking for” or similar – some will mention a Consultant’s name and volunteers will not know them all – so it is worth having a socially distanced look at their appointment letter to check.

Patients who arrive more than 10 minutes before their appointment should be asked to wait in their car / outside – minimising the number of people sitting in the waiting areas!

Patients only are to be admitted – exceptions can be made for adults accompanying children, carers and interpreters.

Patients for DSU or Cedar Ward must wait outside the DSU lobby until escorted to the wards by staff who must be contacted by the volunteers on the patients arrival.

Patients who may need to be directed to other entrances are:-

Children’s Out Patients (3) - is located near the Day Surgery Entrance – from X-Ray follow the line of the buildings to the right and up the hill. But beware lots of children attend Optometric appointments in the main Out Patients Department in the Rainsbrook Wing (Car Park D)

Swift House (2) and The Owen Building (4) - are located near the Day Surgery Entrance – directions as above

Macular Unit (16) – is accessed from the entrance to X-Ray – from the DSU entrance follow the line of the buildings to the left and the entrance to X-Ray is just before the tall chimney across from Car Park A.

Willow Ward (endoscopy) (9) is accessed from the left hand end of the “glass corridor” – From DSU or X-Ray follow the line of the buildings to the left and at the first T junction turn left and go up the hill between the buildings towards the glass corridor.

Blood Taking and the Maple Unit (8) are accessed from the North Road entrance to the hospital where there is additional car parking for patients – or by following the directions to Willow Ward and proceeding up the hill through the Glass Corridor.

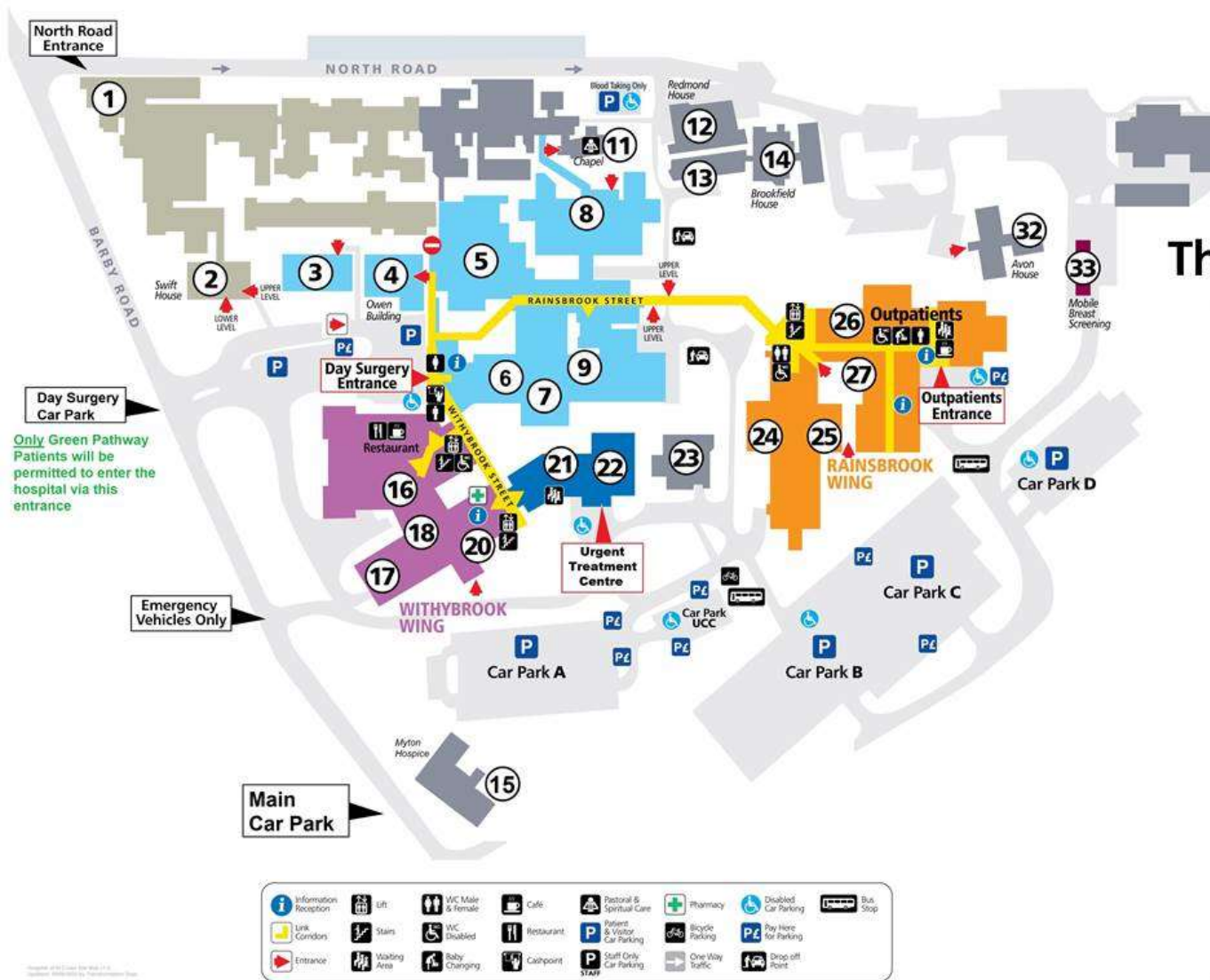


The Friends of the Hospital of St Cross
 Brookfield House, Hospital of St Cross
 Barby Road, Rugby. CV22 5PX



NHS
 University Hospitals
 Coventry and Warwickshire
 NHS Trust

Welcome to
The Hospital of St Cross, Rugby



Department	Area	Level	Ref	Entrance Point Via
Ash Dialysis Unit	RAINSBROOK	LOWER	25	Main Car Park - Rainsbrook Wing
Bereavement Services	BROOKFIELD		14	North Road Entrance
Blood Taking Department (Phlebotomy)	BROOKFIELD		8	North Road Entrance
Bowel Cancer Screening	WITHYBROOK	UPPER	18	Main Car Park - Withybroke Wing
Brookfield House	BROOKFIELD		14	North Road Entrance
Cardiac Rehabilitation	RAINSBROOK	UPPER	26	Main Car Park - Rainsbrook Wing
Cedar Ward (Elective)	WITHYBROOK	UPPER	18	Day Surgery Car Park
Cedar Ward (Trauma)	WITHYBROOK	UPPER	11	Main Car Park - Withybroke Wing
Chapel			11	North Road Entrance
Childrens Outpatient Department			3	Day Surgery Car Park
Day Surgery Unit			7	Day Surgery Car Park
Dermatology Department	RAINSBROOK	LOWER	25	Main Car Park - Rainsbrook Wing
Diabetes & Endocrinology Unit	SWIFT	UPPER	2	Day Surgery Car Park
Diving Centre	REDMOND		12	North Road Entrance
DVT Services			9	Main Car Park - Rainsbrook Wing
Endoscopy Unit (Willow)			9	Main Car Park - Rainsbrook Wing
Haematology Day Case			9	Main Car Park - Rainsbrook Wing
Haematology Outpatients	RAINSBROOK	UPPER	26	Main Car Park - Rainsbrook Wing
Hoskyn Ward	RAINSBROOK	LOWER	24	Main Car Park - Rainsbrook Wing
Lung Function	RAINSBROOK	LOWER	27	Main Car Park - Rainsbrook Wing
Macular Screening	WITHYBROOK	UPPER	16	Main Car Park - Withybroke Wing
Mobile Breast Screening			33	Main Car Park
Mortuary			23	Main Car Park
MRI Unit	WITHYBROOK	LOWER	17	Main Car Park - Withybroke Wing
Mulberry Ward	RAINSBROOK	UPPER	24	Main Car Park - Rainsbrook Wing
Myton Hospice			15	Main Car Park
Oak Ward	RAINSBROOK	UPPER	25	Main Car Park - Rainsbrook Wing
Occupational Health	AVON		32	North Road Entrance
Octopus Training Unit			1	North Road Entrance
Out of Hours GP		LOWER	21	Main Car Park - Urgent Treatment Centre
Outpatients Department	RAINSBROOK	LOWER		Main Car Park - Outpatients Entrance
Oven Building	OVEN		4	Day Surgery Car Park
Pharmacy	WITHYBROOK	LOWER	20	Main Car Park - Withybroke Wing
Pre-op Preparation Clinic			6	Day Surgery Car Park
Rainsbrook Wing	RAINSBROOK			Main Car Park
Sexual Health	RAINSBROOK	UPPER	26	Main Car Park - Rainsbrook Wing
Sleep Studies	RAINSBROOK	UPPER	26	Main Car Park - Rainsbrook Wing
Social Services			13	North Road Entrance
Swift House	SWIFT		2	Day Surgery Car Park
Theatres			5	
Urgent Treatment Centre (24/7)			22	Main Car Park - Urgent Treatment Centre
Withybroke Wing	WITHYBROOK			Main Car Park
X-Ray	WITHYBROOK	LOWER	20	Main Car Park - Withybroke Wing