

Boston feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment please speak to a member of staff or contact the Patient Advice and Liaison Service (PALS):

Telephone: 01205 446243

Email: PALS@ulh.nhs.uk

Complaintsulh@ulh.nhs.uk

The Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at patient.information@ulh.nhs.uk

Excellence in rural healthcare



Useful information when being transferred to Boston from the Major Trauma Centre Nottingham QMC

Information for Patients, Carers and Relatives

www.ulh.nhs.uk

How to get here – Pilgrim Hospital

The hospital can be found on the northern side of the town of Boston. It is situated on the A16 (to Spilsby). When entering Boston from the south follow the signs for the A52 Skegness until you arrive at a small roundabout, with a right turn for the A52 Skegness and the first exit is for the A16 Spilsby. Take the first exit A16 and the hospital is directly on the left hand side.

Pilgrim Hospital car park locations

We want to make your visit to and from hospital as comfortable and stress-free as possible.

Car park 1: is on the left as you enter the hospital grounds

Car park 2: is on the right as you enter the hospital

Please take a ticket at the barrier as you enter the car park and then pay at one of the pay stations when you leave.

Parking charges apply.

A long term flexible parking ticket is available at a reduced rate.

Spiritual and pastoral care

The team includes Christian, Roman Catholic, Muslim and Sikh chaplains and volunteers. Representatives of Jewish, Hindu and other faiths are available on request.

The chaplaincy is situated on the ground floor. Please follow the signs from the main entrance, past the lift area to pathology and the chapel and quiet room are on the left-hand side. They are open throughout the day and night and available to patients, their families/carers and staff for times of quiet, prayer and reflection. Chapel services take place on a Sunday morning at 10.00am. If you would like to attend the Sunday service, please inform a member of the healthcare team on your ward and they will

Your Notes:

For more information please contact:
Samantha Goy, Michelle Turner, Steph Burnett
Trauma Coordinators
Ward 3B Pilgrim Hospital
Sibsey Road
Boston
Lincolnshire
PE21 9QS

01205 44 6281 or bleep via switchboard 01205 364801
(bleep 487)

arrange for you to be collected and returned to the ward, if required.

Referrals can be made by email: chaplaincy.pilgrim@ulh.nhs.uk

Facilities

Pilgrim restaurant

The restaurant is open from 8.45am to 7.00pm Monday to Friday. Situated on the ground floor back corridor, the restaurant is open to all. Serving a selection of fresh food from snacks to hot meals.

Pilgrim Pantry

Open seven days a week from 8.30am to 6.00pm. The Trust-run café is situated in the main entrance of the hospital and serves sandwiches, cakes, hot/cold drinks and hot snacks.

The Pharmacy shop

Open Monday to Friday from 9.00am to 5.30pm and Saturday from 10.00am to 1.00pm. Sells a comprehensive range of medicines, vitamins, health and dietary products. A pharmacist is always available for consultation. You can also collect prescriptions from here. Follow directions from the main entrance.

Banking and postal services

A free to use ATM cash machine is located in the ground floor shop/newsagents. It accepts most cards and is set at a wheelchair-friendly height.

A Royal Mail post box is situated outside, to the front of the hospital. Collections are Monday to Friday. Stamps can be bought in the local shop.

Grocery shop

Is located in the main entrance and is open from 8.30am to 8.00pm. It is well stocked with food, drinks, toiletries, magazines and newspapers.

Hairdressers

Located in the main entrance and is open Monday to Saturday.

Local accommodation

Hospital accommodation

Accommodation may be available for anyone who needs to stay over whilst visiting a patient. If you wish to enquire about this service please contact the Accommodation Booking Clerk on (01205) 446254. Although accommodation is primarily for staff some may be available for visitors.

Just over the road on the A52 to Skegness is a Premier Inn which is also next to a Brewers Fayre eatery/bar.

Contact details are: Wainfleet Road, Boston, PE21 9RW
Telephone: 0871 527 8120

Smoking

The United Lincolnshire Hospitals Trust is a non smoking site. Smoking is not permitted anywhere on the Pilgrim Hospital site. If you need help with giving up smoking please contact a Phoenix smoking cessation advisor on 01522 574200/0800 840 1533.

Useful telephone numbers

Pilgrim Hospital Switchboard	01205 364801
Adult Intensive Care (ICU)	ext 445628
Paediatric ward	ext 445644
Emergency Department Reception	ext 445379
Orthopaedic Trauma Ward 3B	ext 445632
Elective Orthopaedic Ward 3A	ext 445635
General Surgical Ward 5A	ext 445653
General Surgery Ward/Vascular 5B	ext 445649
Hairdressers	ext 445242

All ward extensions dial 01205 then add the extension number e.g. Ward 3B dial 01205 44 5632.