

Travelling to Healthcare Appointments in Southampton

A guide for patients and carers

February 2026

healthwatch Southampton

Introduction

You told us about the challenges you face travelling to healthcare appointments.

It can be hard to work out the best way to travel.

- Parking can be difficult and expensive at hospitals.
- You may not have your own car or access to a lift.
- Public transport can be confusing and inconvenient, or may not be suitable.
- Taxis are expensive and may not be wheelchair-accessible.

We have gathered together lots of useful information to help you plan your journey to hospital.

We have included links to websites for further information, which are regularly updated.

Please let us know if you find any out of date information.

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healthwatch Southampton

Helping you get the best out of your local Health and Social Care Services in Southampton

Healthwatch Southampton is independent and we signpost, give information, guidance and support about health and social care services. We gather people's views and experiences to highlight issues and influence change.

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Hospital travel checklist

How shall I travel?

- Can you **walk or cycle**?
- Do you **live near a bus route** to the hospital?
- Do you **live near a train station**? Southampton Central has good bus links to local hospitals.
- Use **online journey planners** (e.g. Google Maps), if you can, to give you more options.

- **Is public transport difficult for you?**
- **Can someone give you a lift?** Most places have drop-off zones.
- **Can you drive yourself?** Think about where you will park.
- **Do you have a blue badge?** Check where the blue badge spaces are in advance.
- **Can you drive (or get a lift) to somewhere near a convenient bus route?**

- If none of these are an option, **can you book a taxi?**
- Do you need a **wheelchair-accessible taxi?** Book in advance to ensure availability.

- Will you struggle to make your appointment time due to transport problems? You can **contact the hospital to rearrange your appointment.**

Usually, you are expected to travel to NHS healthcare appointments independently and at your own cost.

However, support is available for those who need it:

- **Practical help** If you struggle to travel due to your medical condition (Patient Transport Service).
- **Financial help** if you struggle with costs (Healthcare Travel Costs Scheme or Low Income Scheme).

Everybody's situation is different.

We strongly encourage you to talk to your ward or department if you have questions, as they can often give you more specific advice about help with transport. Different rules may apply for patients undergoing certain treatments.

Useful contacts for specific enquiries about **University Hospital Southampton** (UHS):

- Travelwise (023 8120 4133)
- Cashiers office (023 8120 6058)
- PALS (023 8120 6325)

You can also contact the **Hampshire and Isle of Wight Integrated Care Board (ICB)** (0300 561 2561).

Useful links

- **How to organise transport** to and from hospital (NHS website)

Practical help with transport

Non-emergency patient transport (NEPTS)

You may be able to use the non-emergency patient transport service (NEPTS) if you struggle to travel due to your health.

In Southampton, this is provided by **SCAS (South Central Ambulance Service).**

You may also hear this referred to as just "PTS" or "Patient Transport".

NHS
South Central Ambulance Service
NHS Foundation Trust



Can I use NEPTS?

NEPTS is for people who need help with transport due to a medical need.

It is only for hospitals – not GP surgeries or dentists.

You may be eligible for NEPTS if:

- You need support from trained staff on the journey, due to your medical condition, e.g. specialised equipment/oxygen.
- Your mobility is affected such that you would be unable to access healthcare without it.
- Using alternative transport would make your condition worse.

*If you are normally capable of travelling in a private car or public transport (e.g. for shopping), you will probably not be able to use NEPTS. If you have a **social or financial need** - e.g. not having a car, you should look at public transport, taxis, community transport or help from friends or relatives. You may be able to reclaim costs through the **HCTS/low income scheme** (see page 10 of this booklet).*

How does it work?

You can book NEPTS yourself or a relative, carer or healthcare professional can book for you if needed.

Try to call as soon as you know when you will need transport.

You will need to call **0300 123 9833 to book your first journey**. After this, you will be able to book **online using the PTS Patient Zone.**

- When you call, you will hear a recorded message telling you how far in advance you can currently book transport. If you hold, you will be transferred to a call handler.
- They will ask you some questions to see if you are eligible for NEPTS. This will last a few minutes. They will ask you questions about your health and how you manage with everyday transport. They will also ask if you receive any benefits.
- If you are eligible, this will last for 28 days before you need to be re-assessed. If you are not eligible, the call handler will suggest other options.

Communication needs

If you need help accessing SCAS services due to communication needs, you can **call 0300 123 9280** or **email patientexperience@scas.nhs.uk** for assistance.

On the day of your appointment

We know that there can be long waiting periods when using NEPTS, so it is a good idea to **plan ahead for a long day:**

- Take food and drink with you.
- Take any medications you might need.
- Take something to do while waiting for your transport.
- Make sure your mobile phone is fully charged.

You can only bring someone with you if it is essential for your safe transport - e.g. a carer you rely on for communication, if you are under 16, or have mental health needs.

There is an **Estimated Time of Arrival line** for patients - call **0300 013 5003**.

Useful links

- **Booking information** for NEPTS (SCAS website)
- **Easy Read leaflets** and communication booklet for SCAS

Community transport

Unfortunately community and volunteer transport options in Southampton are limited. The Dial-a-ride service was discontinued in 2024.

However, if you are travelling from outside Southampton - the following links might be useful.

Useful links community transport services:

- **Good Neighbours Network**
- **Connect to Support Hampshire**
- **Hampshire County Council** guide to community transport
- **Age UK**
- **Royal Voluntary Service**
- **Driving Miss Daisy**

Financial help with transport

Healthcare Travel Costs Scheme (HTCS)

You can use the healthcare travel costs scheme (HTCS) to get help with travel costs **if you or your partner receive any of these benefits:**

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit Guarantee Credit
- Universal Credit - (but there are additional criteria to meet)

NHS Low Income Scheme

If you are not on any of these benefits – you can still look at the NHS low income scheme, which **provides financial support for some people on low incomes who are not receiving these benefits.**

The NHS low income scheme provides HC2 or HC3 certificates which you can use to get help with transport costs.

You can apply for these certificates online or using an HC1 form (see **Useful Links** on page 12). You do not need to apply if you already receive any of the above benefits.

How do I reclaim my travel costs?

This is a similar process for both schemes.

You pay for your transport and then claim money back from the cashier's office at the hospital. You must do this within 3 months.

You will need:

- travel receipts
- an appointment letter
- proof that you or your partner receive benefits
  - **or** your HC2/HC3 certificate

They usually expect you to use the "**cheapest suitable form of transport**" - so you may not be refunded for a taxi journey, if public transport was available. However – they do consider your age, medical condition and availability of public transport.

Where is the cashier's office?

At Southampton General Hospital:

The cashier's office is on level C (ground floor) of the centre block. Go past the main reception desk and turn right through double automatic doors.





Open: 9am - 3pm
Monday - Friday

023 8120 6058

What if there is no cashier's office, or it is closed?

You need to fill in an HC5(T) form - you can find a copy **online** or call 0300 330 1343 to request one.

Send the completed HC5(T) form to the address stated on the form - this could be your local Jobcentre Plus (if you receive benefits), your Pension Centre (if you get Pension Credit) or the NHS Business Services Authority (if you are on the NHS low income scheme).

The cashier's office at Southampton General has paper copies of the form outside that you can take if the office is closed.

Useful links

- **General information about reclaiming healthcare costs**
- **AccessAble visual guide** to finding the cashier's office at Southampton General
- You can find online copies of the HC1 and HC5(T) forms **here**
- PDF version of **HC5(T) form**
- **Guide to filling in the HC5(T) form**
- **Information about the NHS Low Income Scheme** - find out if you can apply online, download an HC1 form, or order a paper copy
- **NHS Low Income Scheme helpline** – 0300 330 1343

Travelling to Southampton General Hospital and Princess Anne Hospital

University Hospital Southampton NHS Foundation Trust (UHS)

Southampton General Hospital
Tremona Road
Southampton
SO16 6YD

Princess Anne Hospital
Coxford Road
Southampton
SO16 5YA

By car

There are two main car parks for patients and visitors to Southampton General - Orange Car Park and Blue Car Park.

Yellow Car Park is for Princess Anne Hospital.

Look out for these signs as you approach the hospital:



You will also find some pay and display parking bays outside the main car parks - for example, opposite the West Wing entrance.

The car parks at Southampton General/Princess Anne get very busy during the week. We recommend checking all available options for travelling to the site, and allowing extra time to park.

Parking spaces can be narrow.

There are 4 ways to enter the Southampton General site:

- **Main entrance/Orange Car Park entrance** from Tremona Rd for
  - Orange Car Park
  - Main entrance drop-off
  - Emergency department drop-off

- **Coxford Rd entrance** for
  - West Wing drop-off
  - South Academic block drop-off

- **Eye Unit/Ronald McDonald House entrance** on Tremona Road for
  - Eye unit drop-off
  - Ronald McDonald House
  - Wessex Neurological Centre

- **Blue Car Park entrance** on Tremona Road for
  - Blue Car Park

Have a look at the **parking map for Southampton General/Princess Anne** on the hospital website.

Drop-off zones

If someone is dropping you off at the hospital, you will find drop-off zones at:

- **Main entrance**
- **West Wing** entrance
- **North WIng** entrance (A&E only)
- **Eye Unit**
- **South Academic Block** (follow the signs from the Coxford Rd entrance - you will enter the parking area through a barrier - as long as you exit within 15 minutes you will not be charged)
- **Wessex Neurological Centre**
- **Princess Anne** - on the right as you drive down to the car park (check the signs carefully - some of these spaces are for midwives only)



You are also permitted to stay in any hospital car park for up to 15 minutes for free, if you are dropping off passengers.

Blue badge spaces

(remember parking is free for blue badge holders)

There are blue badge spaces at:

- Orange car park lower level
- Blue car park (there are lots of spaces outside Victoria House)
- Yellow car park (Princess Anne)
- Opposite the West Wing entrance
- Outside the Wessex Neurological Centre
- Underneath Ronald McDonald House
- On the roadside next to the orange car park and other entrances to the hospital site

Motorbike parking

Motorbikes can park free of charge in dedicated bays - in the Orange car park (lower level), Yellow car park and other bays around the site. The Orange car park has dedicated rails for securing motorbikes with chains or locks.

Electric vehicle (EV) charging

There is an EV charging point outside the entrance to the Orange car park (upper level). Check the **ZapMap** website or app for connector types and live availability.

Paying for parking

Parking on site can be expensive - for example, £5.30 for 2 hours, £9.90 for 6 hours.

Long stay tickets are available for frequent visitors, at a reduced rate.



You need authorisation from your department/ward first. Then visit the **Travelwise office** to get the long-stay parking ticket.

Travelwise are based in the Trust Management Offices - follow signs from the main hospital entrance to get there.

Patients receiving certain treatments can get **reduced parking fees** - ask your department or Travelwise (023 8120 4133).

If you are eligible for the **healthcare costs travel scheme**, or **NHS low income scheme** - you can get free parking by taking your car park ticket to the cashier's office before leaving. Alternatively, you can reclaim this cost later by filling in a form (see page 10 - "Getting Help With Travel Costs").

*You do not need to pay for parking **if you display a valid blue badge**. Enter the car park as normal, then when you exit, press the "help" button at the barrier and give the operator the last 4 digits of your badge number.*

Other parking options

Parking can be tricky at Southampton General during the week, so it's good to know there are other options.

The surrounding roads are resident parking zones, so make sure you **check the signs.** Where you see this sign, parking is only permitted for 2 hours unless you are a resident.



You can use **Just Park** or **Your Parking Space** to reserve a space on someone's driveway nearby. This costs around £4 to park for 3 hours within 10 minutes walk of the hospital.

You can also consider parking near one of the frequent bus routes to the hospital (see **page 20**) - **Bluestar 17** runs every 10 minutes.

There is a free long-stay council car park at Lordshill Centre (near Sainsbury's) very close to the **Bluestar 17** bus route.

Useful links

The **AccessAble website** is a fantastic resource for many parts of the hospital. You can view accessibility guides, and there are photos to help you familiarise yourself with the hospital before your appointment.

- **AccessAble guide to parking**
- **AccessAble guide to Princess Anne Hospital**
- **Parking map** for Southampton General/Princess Anne
- **Just Park**
- **Your Parking Space**

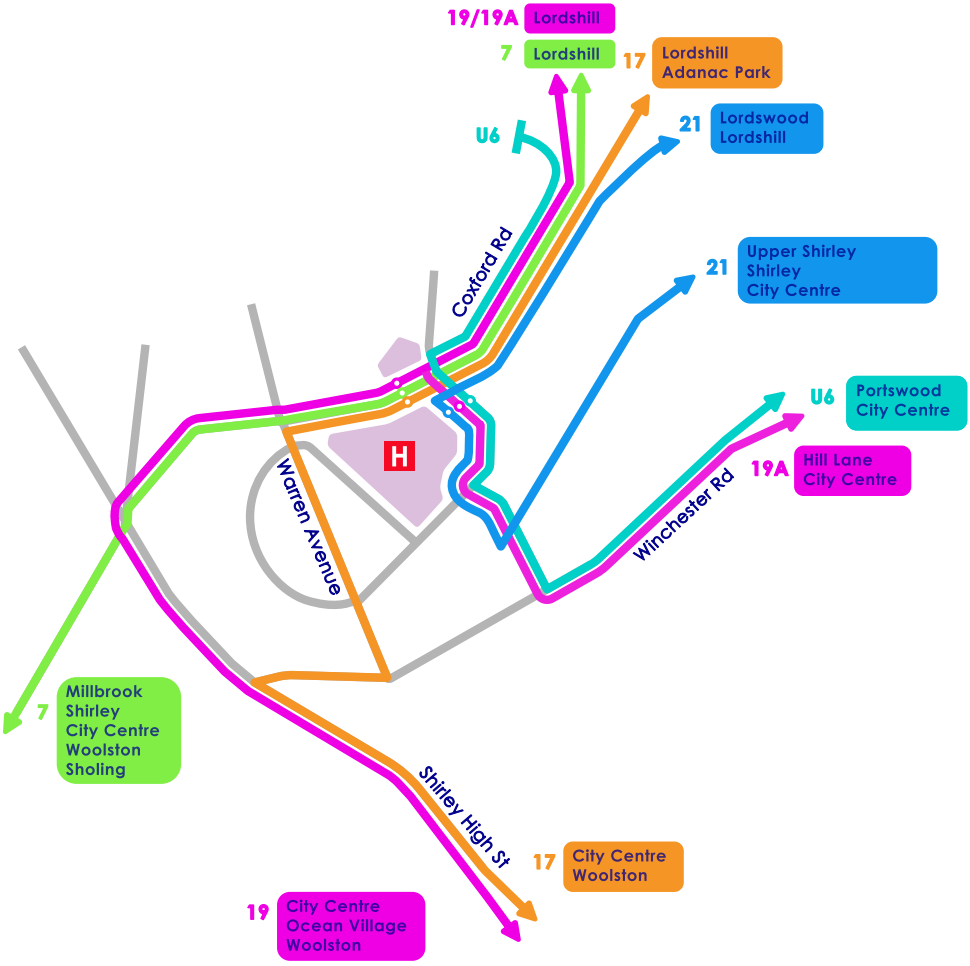
By bus

There are 6 buses that stop just outside the hospital:

Bus number	Route
Bluestar 7 *Every 30 mins*	**Lordshill – Sholing** *via Hospital, Millbrook, Shirley, City Centre, Woolston*
Bluestar 17 *Every 10 mins*	**Adanac Park – Weston** *via Lordshill, Hospital, Shirley, City Centre, Woolston*
Bluestar 19 *Every 30 mins*	**Lordshill – Thornhill** *via Hospital, Shirley High Street, City Centre, Ocean Village, Woolston*
Bluestar 19a *Every 30 mins*	**Lordshill – Thornhill** *via Hospital, Southampton Common, City Centre, Ocean Village, Woolston*
Bluestar 21 *Every hour (mornings only)*	**Lordshill – Southampton Central** *via Lordswood, Hospital, Upper Shirley, Shirley*
Unilink U6C/H *Every 15 mins*	**Hospital – Southampton Central *via University*** • *U6H goes towards the hospital* • *U6C goes towards the city centre*

By bus

Map of the direct bus routes to the hospital:



Finding the bus stops

All buses stop near the main entrance of the hospital - at the **Tremona Road / Coxford Road** junction, and some routes also stop near A&E:

Bus stop	Route
A Coxford Rd (Princess Anne side)	**7, 17, 19** (to Lordshill)
B Coxford Rd (Southampton General side)	**7, 17, 19** (to City Centre)
C Tremona Rd (across the road from the Orange car park)	**19A, 21, U6C** (to City Centre)
D Tremona Rd (near Orange car park - hospital side)	**19A, 21, U6H** (to Lordshill)
G Tremona Rd (near A&E entrance - across road from the hospital)	**19A, 21, U6C** (to City Centre)
H Tremona Rd (near A&E entrance - hospital side)	**19A, 21, U6H** (to Lordshill)

By train

Southampton Central station is well-connected to the hospital by bus. Trains arrive regularly from **St Denys, Swaythling, Bitterne, Woolston and Sholing.**

At Southampton Central, exit the station via platform 1. Cross the road to get to Wyndham Place. Use **stop SB** (left hand side of the road) to catch a bus to the hospital:

- **Bluestar 17** is a good option as it runs every 10 minutes and takes 20 minutes to reach the hospital.
- **Bluestar 19** takes a similar route, every 30 minutes.
- **Bluestar 19a** is slightly faster (15 minutes) every 30 minutes.
- **Bluestar 7** is a little slower, as it goes via Millbrook, every 30 minutes.
- **Bluestar 21** only runs once an hour in the mornings.

- **Unilink U6H** goes from stop SF on the other side of the railway (Western Esplanade, exit via platform 4), but as this takes 45 mins to get to the hospital (via Portswood) it is ***not the most convenient bus to get.***

By taxi



Radio Taxis are the biggest taxi firm in Southampton. You can book online or call **02380 666 666.**

When leaving the hospital, there are usually taxis waiting outside the main entrance, and you can book one using the free phone inside the main entrance. As an example, a 5-mile journey will cost approximately £15.

Transmobility - wheelchair-accessible taxis. Book **online** or call 02380 444 555.

Freedom Cabs - wheelchair-accessible taxis. Book **online** or call 07733 393939.

Journey planning and support

Travelwise run the car parks at Southampton General. You can phone them on **023 8120 4133** or email them at **travelwise@uhs.nhs.uk**. They can help with queries about long stay parking, reduced rate parking or public transport advice.

Journey planning

You can use **Google Maps** to plan your route to the hospital, or have a look at **My Journey Southampton**. Google Maps will tell you about any changes and give approximate walking distances, and will sometimes give you options you had not considered before.

Wheelchairs

There are wheelchairs available to borrow (£5 deposit) at the main entrance of Southampton General - please talk to someone on the front desk who will be happy to help and give you directions to your appointment.

Patient and Family Support Hub

The **Patient and Family Support Hub** offer a companion service for outpatient appointments - you can book this in advance.



They are open from 9.30am to 4pm, Monday to Friday and can be contacted by freephone on **0800 484 0135**, or by emailing **PFSH@uhs.nhs.uk**.

They are located in the main hospital on B level, near the eye unit entrance.

Walking and cycling

You can access the Southampton General Hospital site on foot at multiple points along Coxford Road and Tremona Road. You can access Princess Anne Hospital via the main entrance on Coxford Road.

The hospital is close to Southampton Cycle Network paths 4 and 9. There is a covered cycle rack opposite the main entrance, and other cycle racks around the hospital site. You will need a lock to park your bike securely.

Travelling to the Royal South Hants Hospital

Royal South Hants Hospital, Brintons Terrace, Southampton, SO14 0YG

This site is home to several different services, for example:

- Some **University Hospital Southampton** (UHS) clinics
- Some **Hampshire and Isle of Wight Healthcare Trust** clinics
- **Antelope House** (mental health hospital), run by Hampshire and Isle of Wight Healthcare Trust (previously Southern Health)
- The **Urgent Treatment Centre** (run by Practice Plus Group) - also known as Minor Injuries or the walk-in centre
- The **Nicholstown site of the Solent GP Surgery**
- **Practice Plus Group private hospital**

Sometimes the services provided (or their names) will change, so it can be confusing. Check your appointment letter carefully.

By car

Parking is the same for all services. You can park in **Car Parks A or F**, or **Car Park E** if you have a blue badge (24 disabled spaces).

There are **drop-off zones** outside the Fanshawe Wing and the Main Entrance, where wheelchairs, walkers and crutches are available.

Paying for parking

Automatic number plate recognition (ANPR) is used at the Royal South Hants.



You can **pay at a machine** (in the Fanshawe Wing and the Mary Seacole Wing) by entering your numberplate (using cash or card), or **scan your contactless card at the exit barrier**.

As of December 2025, it costs £1.90 to park for 1 hour, then £0.90 for each additional hour.

Blue Badge holders can scan the barcode on the back of their badge at a machine or exit barrier to obtain free parking.

Other parking options

There are council car parks within 10 minutes walk - Kings Park Road and Compton Walk.



The surrounding roads (Lyon St/Graham Rd) have limited 2-hour free parking bays but watch out for the signs as this is a residents' parking zone.

Taxis

There is a free Taxiphone in the main reception.

By bus or train

There are bus stops about 50 metres from the hospital site:

- **Bluestar 20** - every 15 mins from Townhill Park via Portswood.
- **Unilink U6C/U.6H** - every 15 mins from Southampton General via the University, or from Southampton Central Station.
- **Bluestar 61** - only 3 buses per day from Nursling via City Centre.

The Royal South Hants is approximately one mile from Southampton Central station.

If catching a bus from the station, **exit via Platform 4** onto Western Esplanade. **Catch the U6H bus from stop SF.**

Walking and cycling

You can access the hospital on foot from various points around the site. There are entrances on Brintons Terrace (off St Mary's Road), Lyon Street and Raven Road.

The RSH is close to Southampton Cycle Network path 6. There is bicycle parking in car park E.

Useful links

- **AccessAble guide to the Royal South Hants**

Travelling to the Western Community Hospital

William Macleod Way, Millbrook, Southampton, Hampshire, SO16 4XE

The Western Community Hospital is run by **Hampshire and Isle of Wight Healthcare** (previously run by Solent NHS Trust). It provides some rehabilitation services, as well as the Horizon Centre for Child and Adolescent Mental Services (CAMHS). The Adelaide Health Centre is on the same site.

By car

The hospital is near the big Tesco on Tebourba Way, and has a free car park (as of January 2026), with blue badge spaces near the entrance. Parking charges may be introduced in 2026, so check the signs carefully.

Parking restrictions apply in the Tesco car park:

- Free 2-hour parking for customers only.
- If needed, you can book parking on arrival (or in advance) via **Your Parking Space** using the location ID 11501.
- Automatic Number Plate Recognition (ANPR) is in place.



By bus or train

Several buses stop close to the hospital:

- **Bluestar 18** - every 10 minutes, runs past Redbridge Fire Station (few mins walk from here via Walnut Grove).
- **Bluestar 7** - every 30 minutes, runs along Oakley Road (5-minute walk through the Tesco car park to get to the hospital).
- **Bluestar 22** - mornings only, roughly once an hour, stops outside the Tesco petrol station (few mins walk to hospital).

If arriving by train, it is easiest to get off at Southampton Central and catch a bus (**Bluestar 7 or 18** are best - see above) to the hospital.

Walking and cycling

You can access the site on foot from Tesco, or via Walnut Grove. It is near the Southampton Cycle Network path 9, and there are bike racks on site.

Useful links

- **Western Community Hospital** website

General public transport information

Online guide to getting around Southampton

Travelling by bus in Southampton

Most buses you will see in Southampton are **Bluestar**, but you can also use **Unilink** buses, using the same passes and tickets.

Bus passes and reduced fares

You can travel for free if you have an **older persons bus pass** or a **disability bus pass.**

If your pass was issued by Southampton City Council you can travel for free *after 9am* Monday to Friday (or any time at weekends) if your journey starts within the Southampton City area.

If your bus pass was issued by another council, or you are travelling outside Southampton, **it is only valid after 9.30am.**

*If you are travelling to a healthcare appointment, check your bus pass will be valid at the time you need to travel. You may be able to change your appointment (see **page 40** of this booklet) if it's too early for you to use your free bus pass.*

For more information on reduced/free bus fares look **here**.

In Southampton, you can **apply for a Smart Cities card** which can hold your bus pass (it can also be used for Itchen Bridge toll payments, your library card and the Get Active discount scheme).

Paper application forms *are available at Southampton city libraries. Or you can call the council on* ***023 8083 3008.***

Accessibility

Southampton buses can take **wheelchairs and walking aids.** Drivers are trained to lower the ramp for those who need it. There are **priority seats** near the front of the bus.

Printed timetables are available instead of using websites and smartphones. You can find these at the Bluestar/Unilink Travel Shop in Castle Way (opposite Westquay South). Or contact Bluestar via **their website** or on **01202 338421**.

Accessibility links

- Bluestar **accessibility guide**
- **How to catch the bus**
- Bluestar is an **age-friendly bus operator**
- The **helping hand scheme** for those with hidden disabilities or communication needs

Buying tickets

Different ways to get tickets:

- Buy a **paper ticket from the driver with cash.**
- Buy a **paper ticket from the driver with a contactless bank card.**
- Use **"tap-on, tap-off"** with a contactless bank card or Google wallet.
- Buy tickets on the **Bluestar app.**

As of November 2025, a single bus journey in Southampton costs £2.60.

A dayrider (unlimited rides) in the Southampton zone costs £4.30 if purchased in the app or using "tap-on, tap-off". A paper ticket dayrider costs £4.50.

For further information on fares and tickets look **here** or contact Bluestar customer service on 01202 338421.

Maps and journey planning

- **Public transport map** for Southampton (October 2025)
- Southampton City Council **public transport page**

There are several ways to plan your bus route to the hospital:

- **Google Maps** website or app
- **My Journey Southampton** website
- **Bluestar** website or app
- **Printed maps and timetables** available from Bluestar
- **Traveline SW website** or phone number 0871 200 22 33

Travelling by train in Southampton

Railcards and reduced fares

You may be eligible for a railcard - e.g. Disabled Persons Railcard, Senior Railcard - which gives you ⅓ discount on fares. These railcards cost around £30 a year so will only be worth it if you travel by train frequently.

Accessibility

South Western Railway **accessibility guide**.

Buying tickets

Return tickets from local stations to Southampton Central cost around £3.

You can buy paper tickets from ticket machines or ticket offices at stations, buy an e-ticket on your smartphone, or use a SWR Smart Card.

The **South Western Railway website** and app have a journey planner, timetables, live train information and allow you to buy tickets.

Maps and journey planning

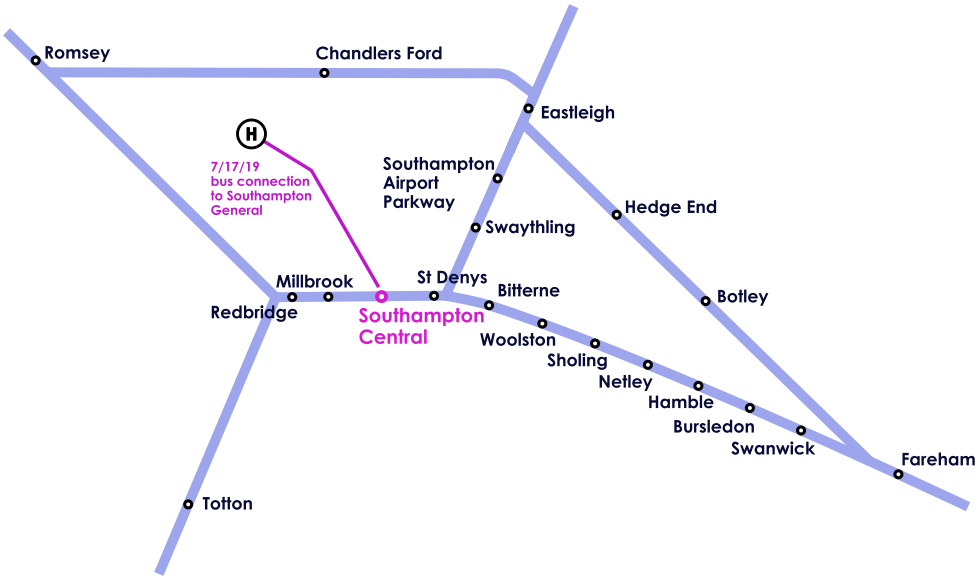
The **Southampton public transport map** shows local train stations as well as bus routes.

These online journey planners include trains:

- **Google Maps** website or app
- **My Journey Southampton** website
- **Traveline SW** website

South Western Railway Customer Service Centre: 0345 6000 650

Southampton area rail map:



Travelling by taxi in Southampton

Finding out how much it will cost

You can find out how much a taxi will cost by contacting the taxi firm or getting an **online quote in advance**.

Radio Taxis have confirmed they provide **fixed-rate fares** (no meter) to healthcare appointments.

How to book and pay

You can **book your taxi in advance** by phone, online or on a smartphone app. Most taxi firms (including Radio Taxis) will have an operator available to speak to when booking.

You can **pay by cash, card or using a smartphone app**.

Accessibility

Most taxi firms will have **wheelchair-accessible taxis available** - ask for these when booking. It is a good idea to book as far in advance as you can, to ensure availability. Don't forget to arrange a taxi for the journey home as well. Some drivers may not be trained to assist with wheelchairs, so check when you book whether you need to bring a helper with you.

Many taxi firms will send a text message so that you can **track the location** of your taxi while you are waiting.

Useful links

- **Radio Taxis** are the biggest taxi firm in Southampton. You can **book online** or call 02380 666 666.
  - Dedicated “speak to a human” booking line on 02380 444 444.
  - Quote “Healthwatch” for a 10% discount

- **Transmobility** - wheelchair-accessible taxis. **Book online** or call 02380 444 555.

- **Freedom Cabs** - wheelchair-accessible taxis. **Book online** or call 07733 393939.

Walking and cycling in Southampton

If you are able to, consider walking or cycling to your appointment. There are bike racks at Southampton General, Royal South Hants and Western Community Hospital. Further information about cycling in Southampton is available **online**.

You can hire an **e-scooter or e-bike using Voi.** Download the Voi app to get started, and find more information **here**.

Travelling from the Isle of Wight

Red Funnel and **Wightlink** offer reduced fares for IoW residents travelling to the mainland for some healthcare appointments. Some bus tickets from the IoW can also be used to travel from the ferry terminal to hospitals on the mainland. Red Funnel has **two free parking spaces** at the West Cowes terminal for hospital patients only - these must be booked in advance.

On the mainland, the **Quayconnect bus** links the Red Funnel terminal to Southampton Central. The **19/19A buses** (direct to Southampton General) pick up a few minutes walk from the ferry terminal.

The **Daisy Ring bus** provides free transport for cancer patients travelling from the Isle of Wight to Southampton (as of January 2026). It makes 5 trips a day from the Southampton Red Funnel ferry terminal to Southampton General Hospital. The timetable is **online.**

What to do if transport problems stop you attending your appointment

Information for University Hospital Southampton (UHS) appointments

It is very important to let the hospital know if you cannot attend your appointment because of transport problems.

It is usually possible to rearrange outpatient appointments if, for example, you cannot get there in time because your bus pass is not valid, or your bus does not run at that time.

In some cases a telephone appointment could be appropriate - please discuss this with the department.

There should be a contact number on your appointment letter.

Many appointments at SGH/Princess Anne/Royal South Hants can be **cancelled or changed online using Patient Hub.**

You can also **cancel by phone by calling the Outpatient Administration Centre** Mon-Fri 8am - 4.30pm. Use the number on your appointment letter, or find the right number **here.**

If needed, the UHS switchboard number is 023 8077 7222.

Useful information about outpatient appointments from the UHS website.

Glossary

University Hospital Southampton NHS Foundation Trust

This is the organisation that runs Southampton General Hospital and Princess Anne Hospital.

They also run clinics at other sites (eg. Royal South Hants). You may hear them referred to as "UHS". Your appointment letter will have their logo at the top, and you will also see it on signs around the hospitals.

Hampshire and Isle of Wight Healthcare NHS Foundation Trust

This is the organisation that runs community, mental health and learning disability services in Southampton.

It was formed in 2024 after Solent, Southern Health and some parts of the Isle of Wight Trust merged, so you may still see logos for these other Trusts on signs and on letters.

South Central Ambulance Service

This is the organisation that runs ambulance services (including the Non-Emergency Patient Transport Service) in Southampton.