



Great Ormond Street Hospital for Children NHS Trust: Information for Families

Travelling to GOSH

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This guide gives detailed advice on travelling to Great Ormond Street Hospital (GOSH). We hope it will make it easy for you to work out which is the best way to get here. Part 1 of this guide gives advice on how to get to the hospital, including advice for those with accessibility requirements. Part 2 gives details of some of the fare options and reimbursements that can be used to keep travel costs down. Part 3 lists some of the journey planning tools that are available, and useful websites and phone numbers.

If you are reading this guide on a computer, you can click on the hyperlinks from the contents page to take you to the section you need. Where one section references another section, you can click on the links and it will take you to the relevant section.



Help our patients to breathe better

GOSH is located in a very busy part of central London. Air pollution – much of it coming from vehicle exhaust emissions – poses a health risk to many of our patients, especially those with respiratory conditions. We therefore ask people to travel the final stage of their journey to and from the hospital by walking or using public transport, if it is possible. Both of these options are better for the health of our patients than using cars or taking a taxi, and they can also be more fun. For those who find it difficult to walk or travel by public transport, we recommend booking a hybrid minicab (see the section on taxis for telephone numbers for booking minicabs).

PART 1: HOW TO GET HERE

Walking

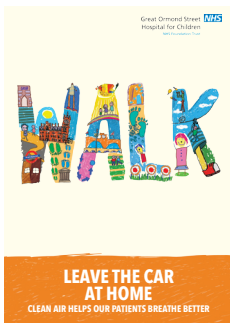
Walking is the cheapest – and can be the most pleasant and fun – way to travel in London. Two London Underground stations are near the hospital (Russell Square and Holborn), and several mainline train stations are within walking distance (Euston, Kings Cross, St Pancras). See the maps below showing walking routes between the stations and hospital which can be downloaded and printed from the GOSH website, at www.gosh.nhs.uk.

To find out how to walk to the hospital from other locations around the city, you can use the following tools:

Transport for London (TfL) journey planner
www.tfl.gov.uk

Google Maps
www.googlemaps.com

Or Walkit.com, an urban route planning tool that allows you to search for the least polluted, and least busy routes.
www.walkit.com








































Walking map for Waterloo and Charing Cross stations



Walking map for Kings Cross/St Pancras and Euston stations





STATION	WALKING ONLY	TUBE		BUS	
	Mins	Route	Mins	Route	Mins
CANNON STREET	33 mins	Walk to Bank Central Line to Holborn Walk to GOSH 7 minutes	30 mins   	521 to Holborn station. Walk to GOSH 7 minutes	28 mins  521
CHARING CROSS	24 mins	Northern Line to Leicester Square Picadilly Line to Russell Square Walk to GOSH 7 minutes	28 mins   	91 to Southampton Row. Walk to GOSH 3 minutes	28 mins  91
EUSTON	17 mins	Northern/Victoria line to Kings Cross Picadilly Line to Russell Square Walk to GOSH 7 minutes	26 mins   	59/68/168 to Southampton Row. Walk to GOSH 3 minutes	20 mins  59
FARRINGTON	17 mins	Hammersmith & City/ Metropolitan/Circle line to Kings Cross Walk to GOSH 17 minutes	30 mins  	63 to Mount Pleasant/ Farringdon Road. Change to 63 to Grays Inn Road/ Theobald's Road. Walk to GOSH 3 minutes	34 mins  63
KING'S CROSS/ ST PANCRAS	17 mins	Picadilly Line to Russell Square Walk to GOSH 7 minutes	22 mins  	91 to Southampton Row. Walk to GOSH 3 minutes	24 mins  91
LIVERPOOL STREET	42 mins	Central Line to Holborn. Walk to GOSH 7 minutes	26 mins  	8 to Holborn station. Walk to GOSH 7 minutes	40 mins  8
LONDON BRIDGE	47 mins	Northern Line to bank. Central line to Holborn. Walk to GOSH 7 minutes	33 mins   	521 to Holborn station. Walk to GOSH 7 minutes	39 mins  521
PADDINGTON	1 hr	Bakerloo to Oxford Circus Central line to Holborn . Walk to GOSH 7 minutes	36 mins   	205 to Euston. Walk to GOSH 17 minutes	51 mins  205
VICTORIA	51 mins	Victoria Line to Oxford Circus Central line to Holborn. Walk to GOSH 7 minutes	31 mins   	38 to Red Lion Square Walk to GOSH 5 minutes	43 mins  38
WATERLOO	30 mins	Northern Line to Leicester Square Picadilly Line to Russell Square. Walk to GOSH 7 minutes	29 mins   	59/188/68 to Theobald's Road/Southampton Row Walk to GOSH 5 minutes	27 mins  59



Train

The train is usually the fastest way to travel into central London.

Assistance for disabled passengers on trains

Rail services are now far more accessible than they were in the past and many disabled people are able to use the rail network without assistance. However, assistance at stations is still available for disabled passengers. Train companies can arrange to have a member of staff meet you at the stations at either end of your journey, help you on and off the train and carry any baggage. It is best to give at least 24 hours' notice so that they can make arrangements. For more information and a list of train operating companies and telephone numbers, visit: www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx

Travelling from London mainline stations to the hospital

The table on page 3 shows you how to get to the hospital from the stations. The quickest route from each station is highlighted in blue. Many of the walking journey times are comparable with public transport times. All of the bus routes from the stations are direct (except Farringdon which requires one change), and are suitable for wheelchairs and pushchairs.

If you are travelling to the hospital from a different mainline rail station, you can use Transport for London's (TfL) journey planner website (www.tfl.gov.uk) to find out the best route to the hospital.





Bus

To plan your journey to GOSH by bus, or to download bus maps for central London, visit: www.tfl.gov.uk/buses.

Tube

Two Tube stations are a short walk from the hospital. Russell Square is the nearest (7 minutes walk) and is on the Piccadilly line, which offers links with Kings Cross station. Holborn (7 minutes walk) is on the Piccadilly line and Central line, offering links with Kings Cross and Liverpool Street stations. See the section on walking in this guide for information on getting from the Tube stations to the hospital.

The best way to plan your journey using the Tube is to go to the TfL website: www.tfl.gov.uk.

Accessibility

Russell Square and Holborn Tube stations are not step-free. The TfL website (www.tfl.gov.uk) allows you to add accessibility requirements when searching for routes to the hospital.

- TfL has also produced a 'step-free Tube map', which highlights the stations on the underground network that have step-free access from the street to the platform. This can be accessed at: <https://tfl.gov.uk/cdn/static/cms/documents/step-free-tube-guide-map.pdf>.

Please note: Wheelchair users may still require a ramp or assistance to get on the train, even if the station is step-free.

Cycling

Many of our visitors choose to cycle to the hospital. If you are planning to cycle to GOSH, please visit the TfL website at www.tfl.gov.uk/modes/cycling where you can plan your route.

There are cycle racks on Queen Square, Great Ormond Street (Lamb's Conduit end of the street) and Guilford Street.

You can hire bikes in London from as little as £2 per journey, using Santander Cycles. There

are docking stations all over central London, and all you need is a bank card to get started. You do not have to book in advance. The nearest docking station to the hospital is on Guilford Street. You can search for docking stations on the TfL website, at www.tfl.gov.uk/modes/cycling/santander-cycles?intcmp=2295.

Taxi

Why hybrid and electric taxis are better for our patients

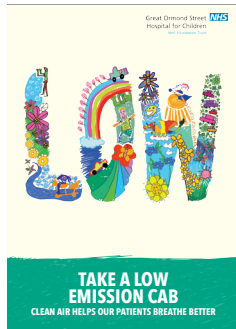
Petrol and diesel fuels release pollutants that are harmful to many of our patients, especially those with breathing conditions. Hybrid minicabs have a battery as well as an engine, so do not release as much pollution as a regular car or cab. When ordering a minicab to bring you to the hospital, please ask for a hybrid (they are the same price), and help our patients to breathe better.

The following minicab companies in London can send a hybrid or electric minicab to pick you up or drop you off at the hospital.

- Thriev: 020 3388 8000 (www.thriev.com/book)
- Green Tomato Cars: 020 8568 0022 (www.greentomatocars.com/uk)
- Yellow Cars: 020 7700 1111 (www.yellowcarslondon.co.uk)

When leaving the hospital, minicabs can be ordered from the Infopoint phone in the hospital, which is located between the reception and the main entrance doors.

A small number of electric black cabs (which you can hail in the street) are now operating in London, but most still have diesel or petrol engines.





Car

Driving in central London can be stressful and unreliable, and parking in nearby streets is both scarce and expensive. You will also need to pay the congestion charge to enter central London. Please note there is no official drop-off and pick-up area at the hospital.

Pollution levels (of nitrogen dioxide) in Central London are worse than in any other capital city in Europe. Petrol and diesel fuels release pollutants that are harmful to many of our patients – especially those with breathing conditions. We therefore encourage patients to travel to the hospital by public transport or by walking where possible.

The address for the hospital is:

Great Ormond Street Hospital
Great Ormond Street
London WC1N 3JH

‘Clean Air Zone’ at GOSH – helping our patients to breathe better

Great Ormond Street is a Clean Air Zone. This means that drivers should not leave their engines running for longer than one minute while waiting outside the hospital.

The Congestion Charge

If you come to GOSH by car, you will have to pay a charge to drive within the central London Congestion Charging zone between 7am and 6pm on weekdays (excluding bank and public holidays). There are a number of exemptions and discounts for certain vehicles or vehicle users, for instance disabled badge holders who are registered with Transport for London and vehicles that are classified as ultra low emission. See this website for more information: www.tfl.gov.uk/modes/driving/congestion-charge/discounts-and-exemptions

To pay the Congestion Charge or to register for a discount before you travel visit: www.tfl.gov.uk/modes/driving/congestion-charge

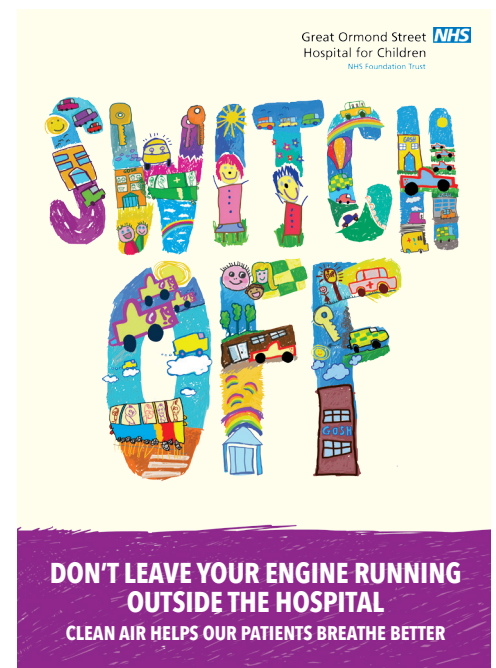
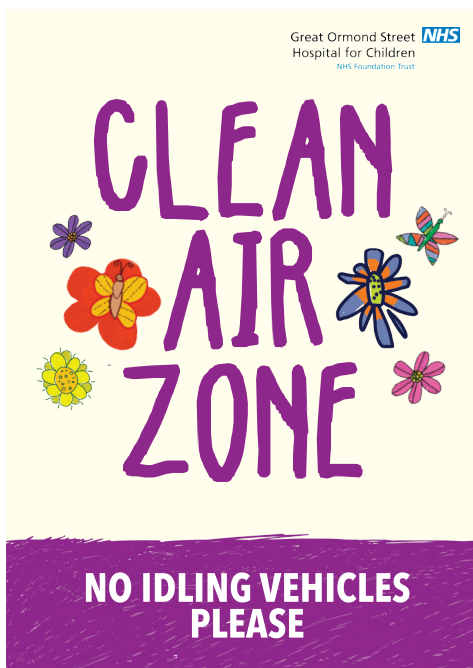
T: 0343 222 2222.

You can also use the infopoint free phone near the main reception desk.

Parking

Parking is expensive in central London and parking spaces near the hospital can be hard to come by. Some of the options for parking your car near GOSH:

- Use a pay and display machine to park on the street;
- Park on the street if you have a disabled badge;





- Park in one of the various NCP car parks in the local area;
- Use a parking permit issued by GOSH if eligible.

These options are explained in more detail in the next sections.

Traffic wardens patrol the area around the hospital regularly. Parking incorrectly can lead to a parking ticket and possibly the towing away of your car. The hospital cannot be held liable for any problems or expenses caused by incorrect parking.

Pay and display machines

There are pay and display bays on Great Ormond Street, Queen Square and Boswell Street, all of which allow a maximum stay of two hours. They charge on a basis of a two-minute period so can be quite expensive. Please allow plenty of time to find a parking space – spaces are few and far between, and many of the streets in the area are one-way.

Disabled badge holders

If you have a disabled 'Blue Badge', you can park in resident parking bays, pay and display spaces or at parking meters free of charge and without a time limit. You can also park on single yellow lines for a maximum of three hours (this only applies in the immediate area of the hospital). Please put your disabled badge clearly on your dashboard and, if parking on a single yellow line, display the time of your arrival. Please refer to the following website: www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england for details of Blue Badge Scheme rights and responsibilities in England.

NCP car parks

There are three NCP car parks in the area surrounding GOSH: at the Imperial Hotel on Russell Square, under Bloomsbury Square and under the Brunswick Centre. It is possible to park there all day or for longer, although parking is usually chargeable by the hour. For details about these car parks and their charges: www.ncp.co.uk

T: 0345 050 70 80.

GOSH parking permits

For parents travelling by car, we can provide a parking permit for a few hours for the day of their child's appointment, admission or discharge. Parents of children in intensive care are eligible for a parking permit for up to three days in succession. The permit allows you to park on a single yellow line on Guilford Street only. Spaces are limited, are offered on a first come first served basis, and we cannot guarantee a space through issuing a permit. **Parking elsewhere will make the permit invalid and put you at risk of getting a parking ticket.**

Please visit the main reception desk to collect your parking permit. You will need to bring your appointment or admission letter and your car registration number. Once you have the permit, please display it clearly on your dashboard.

Parking tickets (penalty notice)

Please read the parking notices on the street signs carefully when parking near the hospital, to check whether you are allowed to park there and for how long.

You are at risk of getting a parking ticket if:

- you do not move your car within the period paid at the pay and display machine or you have exceeded the two-hour maximum;
- you have displayed your disabled badge and are parked on a single yellow line but have stayed longer than the three hours allowed;
- you have displayed a parking permit from GOSH but have parked somewhere other than on a single yellow line on Guilford Street;
- you have not displayed your pay and display ticket, disabled badge or parking permit clearly on the dashboard.

If you receive a parking ticket, you can:

- accept that the ticket is issued correctly and pay the fine; or
- dispute the issuing of the ticket and not pay the fine until you receive a response from the council.



Please note that you cannot pay the fine and then appeal against it afterwards. By paying the fine you are accepting that it was issued correctly. If you choose to appeal against the parking ticket, you visit the London Borough of Camden website at: www.camden.gov.uk/ccm/content/transport-and-streets/parking/penalty-charge-notices/challenge-a-pcn

Or write to:

Camden Parking Services
PO Box 2014
Pershore WR10 9BF

Non-emergency medical transport

GOSH can provide non-emergency transport using ambulances and taxi cars for patients. This costs the hospital around a million pounds a year, so we have to ensure that we only provide it for children who need it the most.

The general rule is that we provide non-emergency medical transport where any other method of getting to and from GOSH would be damaging to the patient's health. This may be assessed before transport is provided.

If you are eligible for non-emergency medical transport, or if you have any questions about non-emergency medical transport, please contact the Transport Office at GOSH on 020 7405 9200 ext 1625 or read our Patient transport explained information sheet available at www.gosh.nhs.uk/parents-and-visitors/directions-map-and-parking



PART 2: TRAVEL FARES

Public Transport in London

The cheapest and easiest way to travel on public transport in London is to use a contactless payment card (issued by many banks) or an Oyster card. Paying for a paper ticket can be several times more expensive than using these methods. Buses in London are now entirely cash-free, so use of a contactless card, Oyster card, or a previously-purchased paper travelcard is necessary.

Contactless

You can use contactless payment cards to travel on the Tube, tram, DLR, London Overground and most National Rail services in London, as well as on buses. There is no need for a PIN or signature, just touch your card on the yellow card reader at the barriers (for the Underground), or near the driver (for the bus). The correct amount will automatically be deducted from your account. The most you will be charged in one day is the cost of a daily travel card.

For more information on using payment cards see the TfL website: www.tfl.gov.uk/fares-and-payments/contactless/what-is-contactless

Oyster

Oyster is a transport smartcard that is capable of holding pay as you go credit. You must purchase an Oyster card and top it up with some credit before use. You can do this at any London Underground ticket office, many National Rail ticket offices and some local shops. Oyster can be used to travel on bus, Tube, tram, DLR, London Overground and most National Rail services.

Again, when you travel, just touch your card on the yellow card reader at the barriers (for the Underground), or near the driver (for the bus). The correct amount will automatically be deducted from your account, up to the maximum cost of a daily travel card.

For more information, visit: www.tfl.gov.uk/fares-and-payments/oyster

Discounts for children and young people (under 16s)

There are various discounts for children and young people using public transport within the London area. Check this website for the latest terms and conditions.

<http://visitorshop.tfl.gov.uk/help/travelling-with-children>

In brief, at the time of writing:

- Children under five years old travel free at any time on the bus, the Tube, DLR and trams as long as an adult with a valid ticket, Oyster Card or Freedom Pass, accompanies them.
- Children aged between five and 11 years old can travel free at any time on buses and trams. They can also travel free on the Tube, DLR or London Overground at any time as long as an adult with a valid ticket, Visitor Oyster Card, Travelcard ticket or Freedom Pass, accompanies them.
- Children aged 11 to 15 years old can get an 11-15 Oyster photocard and travel free on buses and trams, and at the pay as you go rate on the Tube, DLR and London Overground.

More information about Oyster photocards is available at www.tfl.gov.uk/corporate/terms-and-conditions/oyster/11-15-zip-oyster-card.



Railcards

Disabled Persons Railcard

This card entitles you to one third off most rail fares in the UK for you and one person travelling with you. It costs £20 for 12 months and £54 for three years.

You may qualify if you:

- Are registered as visually impaired;
- Are registered as deaf or use a hearing aid;
- Have epilepsy; or
- Receive disability-related benefits, including Personal Independence Payments.

For more information:

www.disabledpersons-railcard.co.uk.

E: disability@atoc.org

T: 0345 605 0525

Minicom/Textphone: 0345 601 0132

Family and Friends Railcard

Please note:

- This card enables you to buy discounted rail tickets for up to 4 adults when travelling with up to 4 children aged 5 to 15 when travelling together;
- Discounts are 1/3 off for adults and 60% off for kids on most rail fares;
- Time restrictions apply, so call 08457 48 49 50 before you travel; and
- The railcard costs £30 for a year.

Children under five travel free on all trains when accompanied by an adult, and each adult can take two under fives with them. If the only child travelling is under five, you will need to buy them a discounted ticket to get the discount on the adult fare as well.

For full terms and conditions and to apply:

www.familyandfriends-railcard.co.uk

T: 0345 3000 250

Taxicard

Taxicard offers subsidised travel in licensed taxis and private hire vehicles to London residents with serious mobility impairments or who are severely sight impaired.

For more details:

www.londoncouncils.gov.uk/services/taxicard

T: 020 7934 9791

E: taxicard@londoncouncils.gov.uk

Getting help with travel costs

If you receive benefits such as income support, you can get help with your costs to and from hospital. This can be for admission, discharge and appointments, for the patient and one parent or carer only. Travel costs for another adult will only be reimbursed if they are needed to accompany the patient for medical reasons.

The benefits included are:

- Income support or pension credit;
- Income-based job seeker's allowance;
- Working tax credit or child tax credit if you earn less than £15,050 per year (HC1, HC2 or HC3 certificates available from job centres or social work departments); or
- Disability working allowance.

If you are unsure whether you are entitled to help with travel costs, you should fill in the HC1 form. NHS Business Services Authority will assess your household income and you may then be eligible for help with transport costs.

The amount we can reimburse depends on how you travel:

- We can reimburse the cost of the least expensive form of public transport (trains, the Tube, buses and trams). Please buy your tickets in advance where possible to get the best value.
- We cannot reimburse you for taxi journeys.
- Please discuss air travel with the transport office in advance.
- We will reimburse you for 14p per mile for driving between your postcode and the hospital.



PART 3: JOURNEY PLANNING TOOLS AND USEFUL WEBSITES

Tools

Walking to the hospital

www.walkit.com or www.google.co.uk/maps

Taking the train

www.nationalrail.co.uk

Using London public transport

www.tfl.gov.uk

Driving

www.googlemaps.com

Useful telephone numbers and websites

Transport for London (TfL)

T: 0343 222 1234

Textphone: 0800 112 3456

www.tfl.gov.uk

National Rail Enquiries

T: 08457 48 49 50

Textphone: 0845 60 50 600

www.nationalrail.co.uk

Transport Office at GOSH

T: 020 7405 9200 ext 1625

National Car Parks

www.ncp.co.uk

T: 0345 050 70 80

London Congestion Charge

www.tfl.gov.uk/modes/driving/congestion-charge

T: 0343 222 2222.

Great Ormond Street Hospital for Children
NHS Trust

Great Ormond Street

London WC1N 3JH

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www.gosh.nhs.uk