

# Useful information when being transferred to King's Mill Hospital from the Major Trauma Centre

## Information for patients and relatives



### Contact details:

- **Trauma Nurse Specialists**  
Available: Monday to Friday, 7am until 5pm  
Saturday and Sunday, 7am until 12pm  
Telephone: 07970802257 or 07748768855
- **Ward 11:** 01623 622515, extension 3642
- **Ward 12:** 01623 622515, extension 4144
- **Ward 25:** 01623 622515, extension 6180
- **Ward 33:** 01623 622515, extension 2472
- **Emergency Department:** 01623 622515,  
extension 4121
- **Fracture clinic:** 01623 622515,  
extension 6807

# How to get here

Hospital address:  
King's Mill Hospital  
Mansfield Road  
Sutton-in-Ashfield  
Nottinghamshire  
NG17 4JL

Tel: 01623 622515

## How to find us from the M1:

- Leave the M1 at Junction 28.
- Follow signs for A38 to Mansfield.
- Proceed through six sets of traffic lights - you will see a large reservoir on your right.
- At the next set of lights turn right to Mansfield.
- The entrance to King's Mill Hospital is on your left.

## From Mansfield town centre:

- Proceed from Mansfield town centre along the A38.
- Go through two sets of traffic lights.
- At the next set of traffic lights by Morrisons supermarket turn right on to the King's Mill site.
- For directions from Newark Hospital to King's Mill Hospital please use the AA or RAC route planner:  
**FROM** NG24 4DE **TO** NG17 4JL.

# Parking

Our car parks use a ticketless Automatic Number Plate Recognition (ANPR) camera system. Your number plate will be read as you drive on site and as you leave. No tickets are provided on entry. You will need to pay before leaving the car park by entering your registration number into a pay station and paying the rate depending on how long you have parked on site. You can pay by card, contactless or cash. Alternatively, you can also pay via an app called Trust Parking, which is available to download from the Apple App Store or Google Play.

## Parking fees

- 30 minutes – free (no need to visit a pay machine. At King's Mill, the barrier will lift automatically to let you out)
- Up to one hour – £2.00
- One to two hours – £4.00
- Two to four hours – £5.50
- Four to eight hours – £6.50
- Eight to 24 hours – £8.00
- Seven day pass – £12.50
- Month pass – £30.00
- Both special saver passes can be purchased via the app.

Charges apply 24 hours a day, including on bank holidays.

### **Blue Badge holders are entitled to free parking:**

- Visit the NexusPlatform website
- Log in to your account. The invitation code is BH2F8HJ.

More information about discounts and parking charge notices can be found on our website: <https://www.sfh-tr.nhs.uk/patients-and-visiting/parking/>

No liability can be taken for damage or theft from any of the Trust's car parks.

# Chaplaincy service

The Faith Centre offers support to patients of all faiths or none.

The centre located at the end of the main entrance atrium and is always open and accessible. It includes a chapel, prayer room and remembrance books. A chaplain is available Monday to Friday 8.30 to 4.30pm, and on Sundays 9am to 12pm.

A chaplain is on call 24 hours, seven days per week for emergency visits. For specific requests regarding a faith issue please use the on call service.

If you would like to speak to a chaplain, please call 01623 622515 extensions 3047, 4137 or 6201. For urgent calls please ask switchboard (01623 622515) to contact the on call chaplain.

# Banking and services

## **Cash machine**

In WH Smith, just past the main entrance.

## **Royal Mail**

A Royal Mail post box is situated near Costa coffee.

## **The General Office**

The General Office is situated in the King's Treatment Centre, which is the first left from the main entrance. The office is immediately on your left.

## **Pharmacy dispensary**

In the King's Treatment Centre, past Costa Coffee and on your left. Opening hours are Monday to Friday 9am to 5pm, and weekends 9am to 1pm.

## **Medicines Helpline**

If you have any questions about your medicines after you have been discharged please call 01623 672213.

## Facilities

The following facilities are accessible from the main entrance area:

- WH Smith – selling gifts, toiletries, magazines and snacks.
- Costa Coffee shop.
- Daffodil Café.
- Spice of Life Restaurant, Level 6.
- Vending machines.

In addition, a library trolley, and a snacks and essentials trolley visit the wards.

## Visiting times

Visiting times vary on each ward. More information can be found on the hospital website <https://www.sfh-tr.nhs.uk/> or via switchboard on 01623 622515.

## Infection prevention and control

Everyone entering our hospital premises (patients, visitors and staff) bring with them a variety of germs. Some of these may be capable of causing infection. Thorough hand hygiene by staff, patients and visitors contributes more than anything else to controlling these infections. Alcohol gel for hands should be available throughout the ward. Please ask your relatives to use the gel when they arrive onto, or leave, the ward OR to wash their hands before and after visiting you.

### **When washing your hands:**

- Wet hands thoroughly before applying gel.
- Vigorously massage the lather onto all surfaces of both hands, paying special attention to fingertips, thumbs and between fingers.
- Wash underneath rings.
- Rinse hands, then dry them thoroughly using the paper towels provided.

## **Important**

Please do not use recording equipment in our hospitals. This includes cameras, videos or audio recordings on mobile phones. Smart home devices such as Alexa, Echo, Google Home and Siri, record conversations and do not support privacy and dignity for other patients, colleagues or visitors, so please don't bring them to hospital.

## **Respect for people during your visit**

We are an inclusive employer and we are proud of our highly skilled colleagues, who have a range of diverse backgrounds. We also care for a diverse group of patients.

We do not tolerate physical or verbal abuse or any form of discrimination towards our staff or patients. This includes, but is not limited to, racism, homophobia, anti-religion and sexism. We will robustly manage any such incidents and, where appropriate, will involve the police.

## **Smoking**

King's Mill Hospital is a no smoking site. If appropriate, information about where you may smoke outside of the hospital itself will be displayed in the main entrance area and around the hospital site. Smoking will only be tolerated in a designated area. Please speak to a member of staff if you would like to stop smoking. We can offer advice and refer you to services that support smokers who want to cut down or stop completely.

## **Privacy, dignity and same sex accommodation**

We are committed to ensuring that every patient has the right to privacy and to be treated with dignity and respect. Our care is provided in surroundings that take account of your personal, spiritual and religious needs.

**Please use this space for any notes you may wish to make**

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## Further sources of information

NHS Choices: [www.nhs.uk/conditions](http://www.nhs.uk/conditions)

Our website: [www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)

## Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

**King's Mill Hospital:** 01623 672222

**Newark Hospital:** 01636 685692

**Email:** [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net).

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references (if relevant) for this leaflet, please email [sfh-tr.patientinformation@nhs.net](mailto:sfh-tr.patientinformation@nhs.net) or telephone 01623 622515, extension 6927.

To be completed by the Communications office  
Leaflet code: PIL202604-02-TRAN  
Created: May 2024 / Revised: April 2026  
Review Date: April 2028