



# PATIENT INFORMATION BROCHURE

The NIHR/Wellcome UCLH  
Clinical Research Facility





# Clinical Research Facility

This leaflet is for patients and visitors to the NIHR/Wellcome UCLH Clinical Research Facility (CRF). It gives details of the facilities provided by the CRF and includes practical information people may find useful.

## Who we are

The NIHR/Wellcome UCLH Clinical Research Facility is part of UCLH and is a purpose built facility located on the Ground Floor of the Elizabeth Garrett Anderson Wing (EGA) at UCLH. The facility provides a dedicated space for clinical research studies. This space includes a laboratory, a dispensing pharmacy and specialist clinical and administrative staff all dedicated solely to research.

Importantly, we offer patients and volunteers a comfortable environment, where they are supported by specialised staff throughout the course of the trial. At any one time the CRF hosts between 60 and 80 research studies in a range of disease areas including cancer, cardiovascular disease, gastroenterology, rheumatology and haematology.

“Every member of staff has been professional, courteous and well informed of my treatment and my needs”

# Safe and comfortable

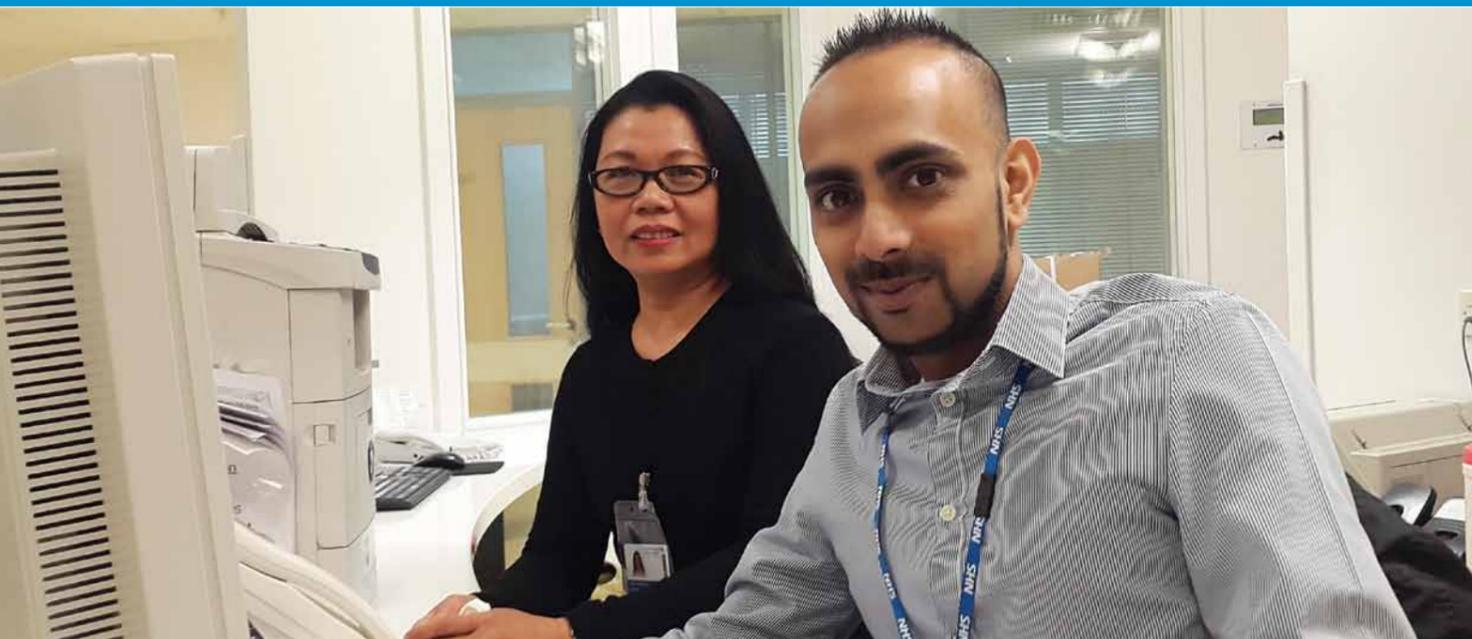
## The facility

We offer a comfortable environment, with experienced and specialised staff to support patients and volunteers throughout the course of the trial. The CRF has:

- Two single rooms with en-suite facilities
- A six-bedded bay
- Six consulting rooms
- A dedicated laboratory
- An on-site pharmacy.

## Food and drink

The kitchen is supplied with refreshments for patients and visitors who can make their own drinks as and when they want. Cold snacks are also available for patients and a hot evening meal will be provided if patients are required to stay after 5pm. Visitors can purchase hot meals and other food in the main hospital.



### Opening hours

We are open from 8.30am - 5pm Monday to Friday.

### Visiting hours

We do not have structured visiting hours. Carers/relatives/friends can stay as long as you are being treated here. If you are staying in the CRF after 5pm and you have friends and family who would like to visit, please arrange this with your Nurse.

Although the CRF encourages relatives and friends to accompany patients, we request these are limited to two. In the event of an emergency, visitors may be asked to return to the reception area if patients or volunteers require medical or nursing attention.

Due to the nature of the trials conducted in the facility, we would prefer participants not to bring children to the CRF, however, we appreciate that there are times when exceptions will need to be made. These exceptions will only apply to children of the trial participants and not those of visitors.

### Getting there

Getting to the CRF is easy. We are located on the ground floor of the Elizabeth Garret Anderson Wing. The main entrance of the EGA is manned by 24 hours security for the whole building. The CRF is located to the right of the ground floor just past the main lifts. Entry into the facility is by Intercom and is manned from 8am - 5pm. Any arrangement to come in outside of these hours should be made with your study team.

“They give you time to ask questions and have always taken the time to make my stay as comfortable as possible”

## Cotton Rooms

### Staying overnight

If your trial requires you to stay overnight, your nurse will make sure that you are aware in advance. Patients will usually stay in the private ward in the main hospital or at the Cotton Rooms (UCLH Hotel) located a few minutes' walk from the facility.

What to bring with you if you are staying overnight:

- Any medications that you take regularly
- Clothes such as nighties and pyjamas, gowns and slippers, underwear and comfortable daywear
- Toiletries such as toothbrush and toothpaste, soap, shampoo, hair brush, flannel, sanitary products
- Any supporting aids such as glasses, contact lenses, hearing aids, dentures.

### Transport

Many clinical trials offer reimbursement for travel. However, participants who are unable to use public transport may be able to book Hospital Transport on 020 3456 7010. It operates from 8am - 8pm seven days a week and provides non-emergency transport.



“Always treated intelligently and pleasantly. Appreciate the meticulous care with which the treatment is handled”

## Experienced staff

### Our staff

The CRF is staffed by experienced research nurses and an operational support team. While on a clinical trial you may meet or hear about the following staff:

- Principal Investigator – this is the doctor (researcher) responsible for the trial
- Clinical Research Fellow – the doctor who will be responsible for your care while in the CRF
- Research Nurse – the nurse who is responsible for your care while in the CRF. The research nurse will be your first point of contact
- Clinical Trial Associate and Data Coordinator – these staff are responsible for collecting the data from the trial
- Reception staff – they will greet you on arrival, make appointments and book hotels if these are needed
- Additional staff at the CRF, such as, the Operations Manager, Quality Assurance Manager, Clinical Studies Manager and Clinical Trials Coordinators, make sure that the studies are set up and everything is in place to conduct them safely and efficiently.

### Your health

Taking part in a trial can be stressful for participants and their families. We will monitor your health closely throughout the trial and we invite you to share your experiences with us.

## Confidential and safe

### Confidentiality

We will keep your information and your records safely and will not share this information with anyone who is not involved in your care. Anyone who needs to see your records, such as doctors, nurses and data staff follow the strict confidentiality guidelines set by the Trust.

### Infection Control

The CRF follows the strict protocols provided by the Infection Prevention and Control team of the Trust. In general, we ask all patients, volunteers and visitors to follow the basic guidelines below to help control infection within the facility and anywhere else in the hospital:

If you are a Patient:

- Always wash your hands after going to the toilet and before touching food
- If you have not seen our staff clean their hands before they touch you please just say ‘Have you cleaned your hands?’
- Please use the alcohol gel provided at the entrances to wards and departments
- Tell a member of staff if you notice anywhere that has not been cleaned properly
- If you have a drip or catheter that becomes sore please check with your nurse if it needs changing
- Please take the whole course of any antibiotic medicines you are given
- If you have vomiting or diarrhoea please tell the nursing staff on arrival.

“Confidence in the professionalism of all staff is very reassuring.”

“I have been reassured and well cared for with compassion throughout my treatment”

If you are a Visitor:

- Please do not visit the hospital if you are unwell with cold-like symptoms, diarrhoea or vomiting
- Please do not sit on the bed. If there are no chairs available, please ask a member of staff to provide you with one
- Make sure you wash your hands on the ward or use alcohol gel before and after visiting a patient in hospital, and follow advice on notices of side room doors
- We request that no more than two visitors at any time around the bed, this helps us to clean the hospital effectively.

### Fire alarms and Exits

There are two types of alerts from the fire alarm system:

- A continuous note will indicate that a fire alarm has been activated in the unit
- An intermittent note will indicate that a fire alarm has been activated in an adjacent unit for example this can be on the same floor, or on the floors above/below your location.

In the event of a fire alarm, please follow the instructions of CRF staff. Visitors should evacuate by the nearest fire exit and proceed to the assembly point which is at the junction of Grafton Way and Tottenham Court Road under the canopy at PC World. Please do not re-enter the CRF until you have been told it is safe to do so.

Patients who are not mobile will be assessed and evacuated by staff, at the appropriate time, under the instruction of the attending fire officer or senior staff member. All CRF staff have been trained to evacuate patients safely.

### Concerns and Complaints

We hope your stay at the CRF will be pleasant. If you are concerned about anything and or are not satisfied with any of our services, we are here to listen and we will strive to resolve issues raised to ensure that the highest standard of care is received.

If you would prefer to speak to someone outside the CRF, you can contact the Patient Advice and Liaison Service (PALS) at UCLH. The service is there to help patients, and their relatives and carers, to find a speedy and effective solution to any problems they may encounter. They are located at:

Ground Floor Atrium  
University College Hospital  
235 Euston Road, London NW1 2BU

Telephone: 020 3447 3042  
Email: [PALS@uclh.nhs.uk](mailto:PALS@uclh.nhs.uk)

### UCLH facilities

Shop

The shop ('@Normans') is located on the ground floor in the main entrance and sells a variety of toiletries, daily papers, magazines, confectionary, snacks, stamps and other items.  
Opening hours: 7am - 8pm Mon-Fri; 7am - 6pm Sat; 7.30am - 8pm Sun.



# Snacks and connections

## Restaurants and Cafes

'The Cafe' is located on the ground floor. Opening hours: 7.30am - 8.30pm Mon-Fri;  
7.30am - 6pm Sat and Sun.

Costa Coffee Shop - ground floor Atrium (to the right of the main Euston Road entrance)  
Open from 7.30am - 5pm, Monday - Friday.

There are vending machines for snacks and drinks just outside the entrance to the Hospital restaurant (The Café), in A&E and in EGA on your right just before the lifts.

## Mobile phone and Wi-Fi access

There are no restrictions placed on patients and visitors at the CRF. A free guest Wi-Fi service is now available across most of the UCLH sites. Please note that as this is a free service, there is no support for individual queries. There may also be restrictions on accessing certain devices, web pages or external services. Please ask for more information on how to connect.

## No Smoking policy

UCLH is a smoke-free environment. No smoking, including the use of e-cigarettes, is allowed on UCLH premises or its grounds. All wards and public areas within the hospitals are non-smoking.



# Getting here

## By bus:

Tottenham Court Road - Northbound (Warren Street station) - nos 10, 73, 24, 29, 134  
Gower Street - Southbound (University Street) - nos 10, 24, 29, 73, 134  
Euston Road - nos 18, 27, 30, 88

## By Tube:

Warren Street (Northern / Victoria Lines)  
Euston Square (Circle / Hammersmith & City / Metropolitan Lines)

## By bicycle:

If you cycle to any of our hospitals you can check available local cycle parking on the Transport for London website.

## Parking

Please note there is no car parking available at the UCLH

National Rail Enquiries: 08457 48 49 50

London Travel Information: 020 7222 1234

## How to contact us

NIHR/Wellcome UCLH Clinical Research Facility  
University College London Hospitals NHS Foundation Trust  
Ground Floor, Elizabeth Garrett Anderson Wing  
235 Euston Road, London NW1 2BU

Telephone: 020 3447 6036 / 020 3447 6097  
Fax: 020 3447 6098

Email: [clinicalresearchfacility@uclh.nhs.uk](mailto:clinicalresearchfacility@uclh.nhs.uk)

Website: [www.uclhospitals.brc.nihr.ac.uk/crf](http://www.uclhospitals.brc.nihr.ac.uk/crf)