

## VISITING THE HOSPITAL

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### How to get here

Bupa Cromwell Hospital is located on the main entrance on Marloes Road.

The hospital is well-served by various transport options.

#### London Underground

The closest tube stations are:

- **Earl's Court** station (District and Piccadilly Lines). Exit onto Cromwell Road then take Hogarth Road or Kensington Road. Step free access is available.
- **Gloucester Road** station (Circle and District Lines). Exit onto Cromwell Road.
- **High Street Kensington** station (Circle and District Lines). Turn left from the tube station and then left down Wright's Lane and continue on to Marloes Road. The hospital is on the left hand side just before Cromwell Road.

[See step free tube map information on the TfL website >](#)

#### Bus

Cromwell Road is served by the 74 bus route. For information on bus routes and maps:

[See bus route map information on the TfL website >](#)

#### Car

Whilst there is no parking on the hospital grounds there are a number of car parks nearby:

- LCP Parking, Marriott Hotel, 147 Cromwell Road, London, SW5 0TU
- Copthorne Tara Hotel, Scarsdale Place, Marloes Road, London, W8 5SR

There are parking meters on Marloes Road, London W8 6LA and Lexham Gardens which runs directly behind the hospital and where you can park for up to four hours.

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#### Healthetc.

Click the image to see our new patients magazine.



Although we are not in the congestion zone, you may have to cross the London congestion charging zone to reach the hospital. For more information about congestion charges:

[See congestion charge information on the TfL website >](#)

## For visitors

### Visitor access

Visitors gain access to wards using electronic visitor passes which are programmed to last for a certain amount of time. Please let your visitors know that they will need to report to Main Reception every time they visit to be given a daily visitor pass.

### Visiting hours

Visiting hours are kept as open and flexible as possible, consistent with your need for rest and quiet. Official visiting times are from 7.00am until 10.00pm, however the mornings are frequently busy for patients receiving treatments. Children who are visiting must be accompanied by an adult at all times.

### Visitor hygiene

Anti-bacterial gel is available throughout the hospital. Please wash your hands before and after contact with a patient, and help us keep Bupa Cromwell Hospital infection free.

### Gifts for patients

If you are visiting a patient in intensive care please don't bring flowers. Cards and other items are appreciated. Please speak to the lead nurse for advice if you have any questions.

## Accessibility

### For the blind and partially blind

We are implementing a 'Map for All'. The Map for All is a unique product developed and produced by RNIB and is intended for use by people of all ages and abilities. They can be read by sight, by touch, or a combination of both and are designed with 'access for all' as the core principle.

RNIB Map for All allows blind and partially sighted people to be more independent when visiting a wide variety of buildings and venues, contributing to a more inclusive lifestyle.

### For the deaf and partially deaf

**Hearing loops** - we have hearing loops installed at all of our reception desks in the hospital. These improve the sound quality if you use hearing aids.

To use the hearing loop please turn your hearing aid to the T position. If you are having problems with the loop please just talk to one of our reception staff who will be able to help.

**Portable hearing devices** - our portable hearing devices are available for use around the hospital, to specifically aid communication with hearing impaired people who have the "T" position on their hearing aid. If you require use of a portable hearing device, please let the reception staff know upon your arrival.



## Make an appointment

8am-8pm Monday to Friday  
8am-2pm Saturday

Call our Contact Centre on

**+44 (0)20 7460 5700**

[CONTACT US >](#)

## International Patient Centre

مركز المرضى الوافدين من الخارج

Centre International des patients

Διεθνές Κέντρο Ασθενών

Международный медицинский

центр

[FOR VISITORS TO THE UK >](#)



### Call our Contact Centre on +44 (0)20 7460 5700

We can take your call between 8am-8pm Monday to Friday, and between 8am-2pm Saturdays.



### Let us call you back

Arrange for us to call you back at a more convenient time to discuss your needs.



### Email the Contact Centre

Send us an [email enquiry](#) and we will get back to you.

## For patients

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## For health professionals

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## Services and specialties

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