

Information for patients

Welcome

Welcome to the Children's Outpatient Department at the Diana Princess of Wales Hospital, Grimsby. This leaflet contains information, which we hope you will find useful.

What is the Children's Outpatient Department?

We run clinics for a wide range of conditions and illnesses for children aged up to 16. These include Autism Spectrum Disorder (ASD), asthma, audiology, cardiology, constipation, cystic fibrosis, diabetes, endocrine, epilepsy, neurology, orthopedics and renal. Pre-operative assessment clinics are also held for children having elective procedures. Some clinics are run by paediatric consultants from Sheffield Children's Hospital and Leeds General Infirmary.

Paediatric nurses, health care assistants (HCA), and nursery nurses assess the children on arrival as required, measuring their weight, height and sometimes blood pressure and other vital signs.

Urine samples may be required as part of the initial assessment. The Children's Outpatient Nurses also perform day case procedures and do blood tests on children as needed.

Receiving Your Child's Appointment

When your child has been referred to see a specialist paediatric doctor you will receive an appointment letter from the hospital. Please check the date and time of the appointment. If you have any problems with this appointment or are unable to attend please ring the number on your letter to speak to the relevant administrative team, they will discuss alternative arrangements – but this will inevitably result in a delay in your child being seen.

Children Who Fail to Keep Appointments

It is the responsibility of parents to ensure children attend their appointments, provided a letter has been sent and received. We have a duty to inform all relevant agencies (health visitors, school nursing and on occasion the children's safeguarding teams) this assists us to provide an overview of your child's health.

If a child fails to attend their first appointment the doctor running the clinic is entitled to discharge the child from the clinic, this would mean the child will not be seen, which may impact upon your child's health.

Please Let the Hospital Staff Know if You Have Recently:

- Moved house
- Changed telephone number
- Changed GP

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What do I need to bring with us to the clinic?

- Appointment letter or card
- Any relevant letters related to your child's health
- All current medications that your child is taking (including inhalers and peak flow monitor)

What happens at the Children's Outpatient Clinic?

Where do I report to on arrival?

On arrival please report to the reception in the Children's Outpatient Department situated next to the Family Services Building. Someone with parental responsibility should attend the department with the child who is seeing the doctor. The receptionist will check that your child's details held on computer, including name, address, contact numbers and GP are up to date and correct. You will also be asked for additional information, which we are obliged to collect such as ethnic group, and if your child has lived in the UK for more than 12 months.

You will then be directed to the appropriate waiting area.

What will happen when I arrive in clinic?

Paediatric Nurses, Health Care Assistants (HCA) and Hospital Play Specialists work in the clinic. They will be happy to answer any of your questions or queries. The nurse or HCA will check that your child's details are correct; he / she will then need to weigh and height your child. This allows the doctor to assess whether they are growing and developing well. Other specific assessments may be required prior to your child seeing the doctor i.e. blood pressure / urine sample. Once these have been completed you will be asked to take a seat in the waiting area until the Doctor is available to see your child / young person. There is a play area in the outpatient department and we encourage parents to sit and play with their children whilst waiting, this helps to reduce anxiety and pass the time. Parents / carers are asked **NOT** to leave their child in the play area unsupervised; our play area and toys are important to us and should be used appropriately. Siblings are welcome to the department however they must be supervised by a responsible adult at all times.

How long will I have to wait?

We will aim to see your child / young person within 30 minutes of his / her appointment time. If you are waiting longer than this please inform the nurse in clinic who will explain the reason for the delay.

The reason for any delays and the length of time your child can expect to wait will be displayed in the clinic.

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Which doctor will I see?

Your child will see either the consultant to whom they have been referred or a member of his / her team.

Will there be anyone present?

There may be a children's nurse or HCA present who will provide any help or support you or your child might need.

There may also be medical or nursing students present in the clinic. This is a valuable part of their training. If you or your child would prefer them to leave during the consultation please inform the clinic staff.

What will happen during the consultation?

The Doctor will have received a letter from your family doctor (GP) explaining your child's / young person's health and reason for referral.

The Doctor will ask you or your child / young person (depending on their age) to tell him / her about their problem. For the Doctor to make a diagnosis they need to have as much information as possible, so it is helpful if you can try to remember as much as you can about your child's condition. The Doctor will then make a full assessment of your child's condition and explain appropriate treatment options.

Will my child / young person be examined?

The Doctor will examine your child e.g. listen to their chest, look in their ears etc. Explaining this to your child before the clinic visit will ensure that he / she knows what to expect. We will always respect the wishes of the child and protect their dignity during the examination. If you have any concerns about the way your child has been examined speak to the staff in the clinic for advice.

What should I ask the doctor?

If you or your child are not sure about anything the Doctor says then ask him / her to explain further. We encourage children, parents and carers to ask questions at the appointment. You may want to think about the questions you want to ask before the appointment and write them down.

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What happens next?

This all depends on what the Doctor finds. Your child may need an investigation, like blood tests or X-rays. Sometimes this will be done on the same day as the clinic appointment and the doctor will see you again once the results of the investigation are available. Some investigations however do need further planning and may take a month or so to arrange. A letter will be sent to you once the investigation has been arranged. If you are worried that an investigation has not happened you should contact the Children's Outpatient Department or the Consultant's secretary to discuss this further.

What if I am given a prescription?

If your child requires medication the Doctor will inform your GP by letter requesting that he / she provide your child with a prescription. If the consultant wants the medication to start immediately you will be given a prescription to take to the Lloyds Pharmacy in the hospital; they will dispense the medicine before you leave. The Lloyds Pharmacy is open 9am to 6pm Monday to Friday. Make sure that you understand how long the medicine should be taken for and how often before you leave.

After you have seen the Doctor?

The Doctor may not need to see your child again; they may be discharged from the outpatient clinic. If not, the doctor will explain when he / she wish to see your child again; this maybe anything from a few weeks to a few years. If your child requires another appointment within the month you should make this with the receptionist before leaving the clinic. Otherwise the appointment will be sent to you in the post a month or so before it is next planned.

If at any time during the visit you do not understand any information given to you please do not hesitate to ask a member of staff.

If you wish to comment about the Children's Outpatient Service then please provide comments in the Suggestion Box provided in the clinic. Or you can e-mail us on child.health@nlg.nhs.uk or telephone The Patient Advice and Liaison Service (PALS) at the Diana, Princess of Wales Hospital Grimsby on 03033 306518.

How do I get to the hospital?

By Bus

The number 9 bus runs every 15 minutes (Monday – Saturday) and every 30 minutes (Sunday and Bank Holidays) from Grimsby Town Centre Bus Station (Riverhead Exchange). Bus Numbers 8, 10, 11 and 51 also travel both to and from the hospital some of which stop on Scartho road which is a short walk to the hospital. For up to date information please contact Stagecoach 0345 605 0605 or visit for more information:

<https://www.nelincs.gov.uk/wp-content/uploads/2015/12/Bus-and-Timetable-Guide-May-2016.pdf>

Bus timetables are available at the PALS office.

Information for patients

Car Parking

There are 315 spaces available for patients and visitors on site, with the main car park located directly outside the main entrance to the hospital; a smaller car park is located near to the family services department. When you arrive you'll see electronic signs directing you to a car park with available spaces. When you drive into the car park your vehicle registration number is captured by the Automatic Number Plate Recognition barriers. When you are ready to leave the site please go to the pay station where you will need to enter your vehicle registration number before paying.

Help with Travel Costs

There is a NHS leaflet entitled "Help with health costs" HC11 which details how you may be able to reclaim travel expenses. The leaflet and advice is available by calling the cashiers office on 03033 305236. The Cashiers Office is located within the main hospital building on the 2nd floor near to the Pink Rose Suite.

Ambulance Transport

If you meet the criteria for hospital transport and require transport to get you to the clinic appointment please telephone the transport contact centre in Scunthorpe 01724 387710.

If for any reason you wish to cancel transport please telephone the transport contact center on the above number.

General Information

Interpreters – Foreign Language Speakers / Sign Language Interpreters

Interpreter Services are available at the hospital; prior arrangements need to be made.

The PALS office will arrange an interpreter for the appointment – please ring 03033 306518 or ring the Children's Outpatient Clinic on 03033 303533.

Guide Dogs

Guide dogs are welcome at the hospital, but we would like to know that a guide dog would be coming to the area.

Please contact the department you are visiting so that arrangements can be made before your clinic appointment.

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Refreshments

The restaurant is open Monday to Friday, 7.30am to 5.30pm (closed on weekends). The restaurant serves a delicious array of food, all of which is freshly prepared onsite using the finest ingredients by our Head Chef and the team.

Breakfast service is from 7:30am to 11:00 and offers traditional full English, breakfast muffins, porridge, pastries and fresh bean to cup coffee.

Hot food is 11:00 to 17:00 and includes; healthy salad bar, traditional favourites, hot hand-held snacks, dishes that are inspired from flavours around the world and a scrumptious selection of Elements handmade cakes. Out of these hours there is a selection of sandwiches and salads, fresh bean to cup coffee, tea, cold drinks and snacks in one of our coffee shops.

Located in the main entrance is our café which opens Monday to Friday 8am to 8pm and 10am to 8pm on weekends. Serving a great selection of hot and cold drinks, sandwiches, homemade soup, jacket potatoes and other light bites.

WRVS

The WRVS Shop and café opens 8.00am to 5.00pm Monday to Friday, Saturday 10.00am to 3.45pm and Sunday 10.00am to 3.45pm. The café sells a selection of hot and cold snacks and fresh coffee.

Vending machines are also available in the main entrance and around the hospital.

No Smoking

All hospitals and other premises operated by Northern Lincolnshire and Goole NHS Foundation Trust are smoke free.

Smoking will not be allowed anywhere in the hospital grounds by patients, visitors or staff.

Telephone and Mobile Phones

There is a public pay phones in the main entrance. A free taxi phone is in the main entrance.

Mobile phones may be used in the Children's Outpatient Department, but should be on silent during the clinic consultation.

Staff ID

To help you to identify hospital staff, all staff wear badges giving name and occupation and a photograph. Staff members also wear a yellow name badge. If in any doubt, please ask the staff member to show you their ID badge.

Information for patients

Copying Letters to Patients / Parents / Carers

The Trust is working towards all patients / parents / carers receiving copies of healthcare correspondence, where appropriate. You may be asked if you would like to be included in this.

Any Comments, Compliments, Concerns or Complaints

If you have any other concerns please talk to your nurse, therapist or doctor. Our Patient Advice and Liaison Service (PALS) are available on 03033 306518 (Grimsby, Scunthorpe and Goole). You can also contact nlg-tr.PALS@nhs.net

As a Trust we value equality of access to our information and services, therefore alternative formats available on request at nlg-tr.interpreters@nhs.net

Date of Issue: September, 2018

Review Period: September, 2021

Author: Head of Children's Nursing

IFP-0332 v2.3

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