

Test Results

- Results of tests will be shown to your Consultant/Doctor as soon as possible.
- The Consultant will write to you and your GP when the results are back.
- This can take up to 12 weeks as some samples are sent to other hospitals.
- Results cannot be given over the phone. Only telephone if you have not heard anything after 12 weeks. Staff will then look up the results and inform the Doctor.

Hospital Parking

Please make sure your car is parked in the correct area with a paid ticket as clamping/towing is in operation.

If you have any queries or concerns please talk to a member of staff. They will be more than happy to help you.

Consent- What does this mean?

Before any doctor, nurse or therapist examines or treats you **they must have your consent** or permission. Consent ranges from allowing a doctor to take your blood pressure (rolling up your sleeve and presenting your arm is implied consent) to signing a form saying you agree to the treatment or operation.

It is important **before giving permission that you understand** what you are agreeing to. If you do not understand – ask.

Information we hold about you and your rights under the Data Protection Act

Please refer to the booklet 'Your Healthcare Information – Your Rights! Our Responsibilities!' for further guidance. **How to comment on your treatment**

We aim to provide the best possible service and staff will be happy to answer your questions. However, if you have any concerns you can also contact the Patient Experience Service on 0800 917 6039 or E-mail portsmouthhospitals.patientexperience@porthosp.nhs.uk

Other sources of information:

NHS Direct online: www.nhsdirect.nhs.uk Helpline: Tel: 0845 4647

The Children's Outpatient Department



The Paediatric Unit
Queen Alexandra Hospital, Cosham
Tel: (023) 9228 3344

Specialist Support

If you require this leaflet in another language, large print or another format, please contact the Health Information Centre Tel: (023) 9228 6757, who will advise you.

Welcome to the Children's Outpatients Department

- Children between the ages of 0-16 years are seen in this department. We aim to be child and family friendly at all times.
- There are toys/games and colouring as well as an adolescent waiting area for children 12+, offering magazines, DVD's and educational activities.
- There are toilet and baby changing facilities available.
- A room is available for breast feeding and bottles of milk can be warmed up in the Parents Room.
- There is a drinking fountain for cold water. Hot drinks should be avoided to prevent accidents.
- As space is limited in the department may we ask that the minimum number of adults come with your child.
- Mobile phones must be switched off at all times when you are in the Children's Outpatient Department.

Security

- You must report in at the security hatch which is located outside the Children's Unit at the West Entrance.

Reception

- Please ring the bell at reception and you will be greeted by a member of the reception team.
- This is where you book in or out of the department making a new appointment if required.
- The receptionist will need to check all your details. If there are any changes please let them know.
- If any of you have been in contact with any recent infections or if your child has not yet been vaccinated please tell the receptionist.

Staff

- The nursing team is made up of Staff Nurses, Nursery Nurses and Health Care Support Workers who are all trained to work with children.
- The Staff Nurses wear royal blue, the Nursery Nurse's wear light blue and the HCSW's wear grey.
- Please do not hesitate to ask any member of staff if you have any queries.

Privacy and Confidentially

- Your privacy and confidentiality will be respected throughout the visit.
- Our policy is to weigh and measure all children aged 0-2 naked and 2+ in their underwear. Gowns are available, if required.

Consultants/Doctors

- Most of our consultants are trained children's doctors.
- Specialist consultants attend from other hospitals, for example, surgical clinics.

Clinics

- We always try to see everyone at their appointment time. If this is not possible we will inform you.
- Following your visit you will need to hand in the blue appointment sheet at the reception desk.
- Any other forms for tests or referrals need to be discussed with a member of the nursing team.
- We are a teaching hospital. Sometimes, other doctors and medical students will be sitting in, but this is your choice. Please let us know if you do not wish for them to sit in on your consultation.
- We work closely with other professional teams, so you may see dieticians, physios, and specialist nurses for children with diabetes, chest problems, cancer, haematology and epilepsy.
- All members of staff will wear an identification badge, with their photograph and name displayed.

The Blood Service

- The blood service is open for blood tests that are requested from the GP/Community Team between the following hours:

Monday to Thursday: 9.00am – 1.00pm and 2.00pm – 4.00pm:

Friday: 9.00am-1.00pm

- Our blood test room is very child friendly and is decorated appropriately.
- We have a TV/DVD available.
- Parents can be present at all times.
- We aim to make this as best an experience as possible.
- We offer Ethylchloride (cold spray) to minimise the discomfort, A member of staff will discuss the procedure and the options with you if needed.