

Other Useful Information

- The hospital operates a 'No Smoking' policy
- Various vending machines for food and drink are available - ask any member of staff
- League of Friends on Level B opposite Macmillan Centre
- Restaurant available on level B
- Newsagents/shop/cash machine can be found on A level corridor adjacent to our unit
- Costa Coffee is situated on A level corridor
- There is a Chapel and Multi Faith Room on the A level corridor, which is always open and available for prayer, or as a quiet retreat. Prayer requests can be left in the Chapel Book.

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

Welcome to the Paediatric Unit at Queen Alexandra Hospital

Information for parents of children who have cancer



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.



At **Portsmouth Hospitals NHS Trust** we offer 'Shared Care', so that you can receive much of your treatment as close to home as possible. Many children attending the specialist centre at Piam Brown, Southampton, also receive shared care treatment at their local hospital.

We aim to provide care that meets the needs of each individual. This care is guided by very close links and communication with Piam Brown - their guidelines are used on the Paediatric Unit and we have 24hr access to their expertise.

Many of our staff have experience and training in the care of children with cancer. Where possible (depending on the demands of the ward) you will be looked after by a nurse you know.

Outlined below are some of the facilities available at the Paediatric Unit. However, you can always ask any member of staff if you need help or guidance.

Accommodation - A7 Starfish Ward

This is the main ward where we care for children with cancer. Due to pressure on bed availability we sometimes have to admit children to A8. Individual cubicles are usually available with en-suite facilities, T.V, and a fold-away bed for one parent to stay overnight. As long as children are well enough there is no reason why they cannot go to the school room or play room.

Car Parking

Reduced price parking is available for some of our in-patients. Please ask the ward clerk or any member of staff for details.

Visitors

Open visiting operates for in-patients. Visitors, as long as they are well themselves, are welcome. We do ask that numbers are kept to reasonable limits. It is appreciated if visitors leave by early evening 8pm at the latest, so that the ward can quieten down (except resident parents).

Flowers are not allowed due to potential source of infection.

Brothers and Sisters

Siblings of patients are strongly encouraged to visit but we must emphasise that they are the responsibility of their parents at all times within the hospital. When they are using facilities, like the playroom, please supervise and ensure they leave it tidy.

Education and Play

We have play specialists available during week days to support and assist with play activities. Flexible schooling is offered to suit every child's needs. The teaching staff liaise with parents, nurses and medical staff. They also liaise with the child's own school so they can keep in touch with what their classmates are doing and to ensure continuity and progression. Most areas of the curriculum are covered with reports forwarded to the child's class teacher/tutor. Dependent upon each child's medical need the teaching staff are able to come to cubicles as well as teach in the designated school room.

Macmillan Information and Support Centre on B-level

The centre provides a quiet space for visitors to relax, away from the clinical areas. The centre provides access to relaxation classes, complementary therapies, emotional support, counselling, and has a Macmillan Citizens Advice Benefits Advisor. The centre also assists with Macmillan and Wessex patient grants. For further details please contact the centre direct Tel: (023) 9228 3323.

Community Children's Nursing Service

The Community Children's Nursing Service will provide care at home or at school if required to carry out procedures such as taking blood from central lines etc. You will be contacted before any visit takes place.

Spiritual and Religious Care

Our Chaplains are available for patients and relatives of all faiths and none. They offer support and a listening ear, as well as any religious services you may find helpful. Please ask the ward to contact us on ext 6408, or ring on 023 9228 6408, if you would like a visit.