



Children's Hospital Services



From 18 May 2015, services are changing in Stafford, Cannock, Stoke and Wolverhampton. This leaflet explains what it means for you and your children.

These changes follow the Secretary of State's acceptance of the Trust Special Administrator's recommendations after the review of the former Mid Staffordshire NHS Foundation Trust.

It can be a stressful time when your baby, child or teenager is ill and we aim to ensure that all contact with us is as straightforward and family-friendly as possible, while providing the very best care and treatment for your child.

GP

Your first point of call will usually be your GP, who can assess and treat many types of health condition, illness and injury. If necessary, your GP will refer your child to one of a number of local hospital services for further assessment or on-going care and treatment.



CHILDREN'S EMERGENCY CENTRE AT COUNTY HOSPITAL

Following advice from your GP or the 111 service, you may be advised to take your child to the new Children's Emergency Centre. The centre, which is specifically available for children, offers urgent medical care and advice from a team specialising in both emergency medicine and child health. The centre has a separate entrance from adult patients and is open between 8am and 10pm. After this time, your out-of-hours GP service or adviser from the 111 service may advise you to attend Children's Accident and Emergency. This will be at either Royal Stoke University Hospital or New Cross Hospital in Wolverhampton depending on where you live.



999

Call 999 if your child is seriously ill, injured or their life is at risk. The specially-trained ambulance team will transfer your child to Royal Stoke University Hospital or New Cross Hospital in Wolverhampton depending on where you live.

111

This national service is available when you need medical help and advice fast, but it's not a 999 emergency. They can also help if you need advice on which service to access.



INPATIENT SERVICES AT CHEETHAMS CHILDREN'S CENTRE, ROYAL STOKE UNIVERSITY HOSPITAL



OUTPATIENT SERVICES AT COUNTY HOSPITAL

All current children's outpatient clinics will remain at County Hospital. This includes access to doctors specialising in diabetes, breathing issues, allergies and the care of very young babies. There are plans in place to offer an even larger range of outpatient services at County Hospital in the future.

If your child's treatment needs an overnight stay, they will be attending one of the largest child health centres in the country. The centre has skilled clinical teams, expertise and excellent facilities, including play areas, classrooms and parent kitchen/dining rooms. There are also facilities for parents to stay overnight close to their child.

RAPID ACCESS CLINIC AT COUNTY HOSPITAL

If your GP needs advice from a specialist children's doctor to diagnose your child's condition, they can refer them to new Rapid Access Clinics at County Hospital. This appointment-only clinic means you can get an opinion from a specialist quickly and locally seven days a week (2pm-6pm Monday - Friday, 3pm-6pm Saturday - Sunday).





HOSPITAL AT HOME

This is an established service across Stafford and Stoke and is expanding following 18 May 2015. This will enable your child to be treated at home for conditions that previously would have needed an overnight stay in hospital. It also helps them to return home sooner after a stay in hospital. Care is provided by a team of specialist nurses and therapists.

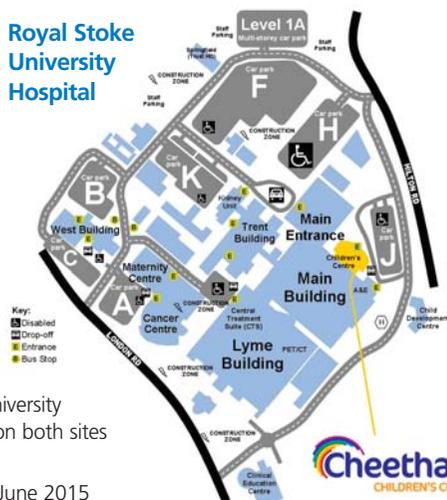
This service is provided by South Staffordshire and Shropshire Healthcare NHS Foundation Trust and Staffordshire and Stoke-on-Trent Partnership NHS Trust.

Cheethams Children's Centre



County Hospital

Royal Stoke University Hospital



PARKING

Parking is available at County Hospital and Royal Stoke University Hospital. Charges apply and there are car parking offices on both sites to take any questions you have.

An extra 150 spaces will be available at Royal Stoke from June 2015 and an extra 100 at County Hospital by Autumn 2015.

YOUR FEEDBACK

We warmly welcome feedback on all our services. If you have any questions about your child's care whilst they are in hospital please speak to a member of staff so they can help.

You can also speak to our Patient Advice and Liaison Service (PALS). They have an office on both our hospital sites or you can contact:

County Hospital

Tel: 0800 40 70 60

Email: advice.centre@mail.uhns.nhs.uk

Royal Stoke University Hospital

Tel: 01782 676450

Email: patient.advice@uhns.nhs.uk

