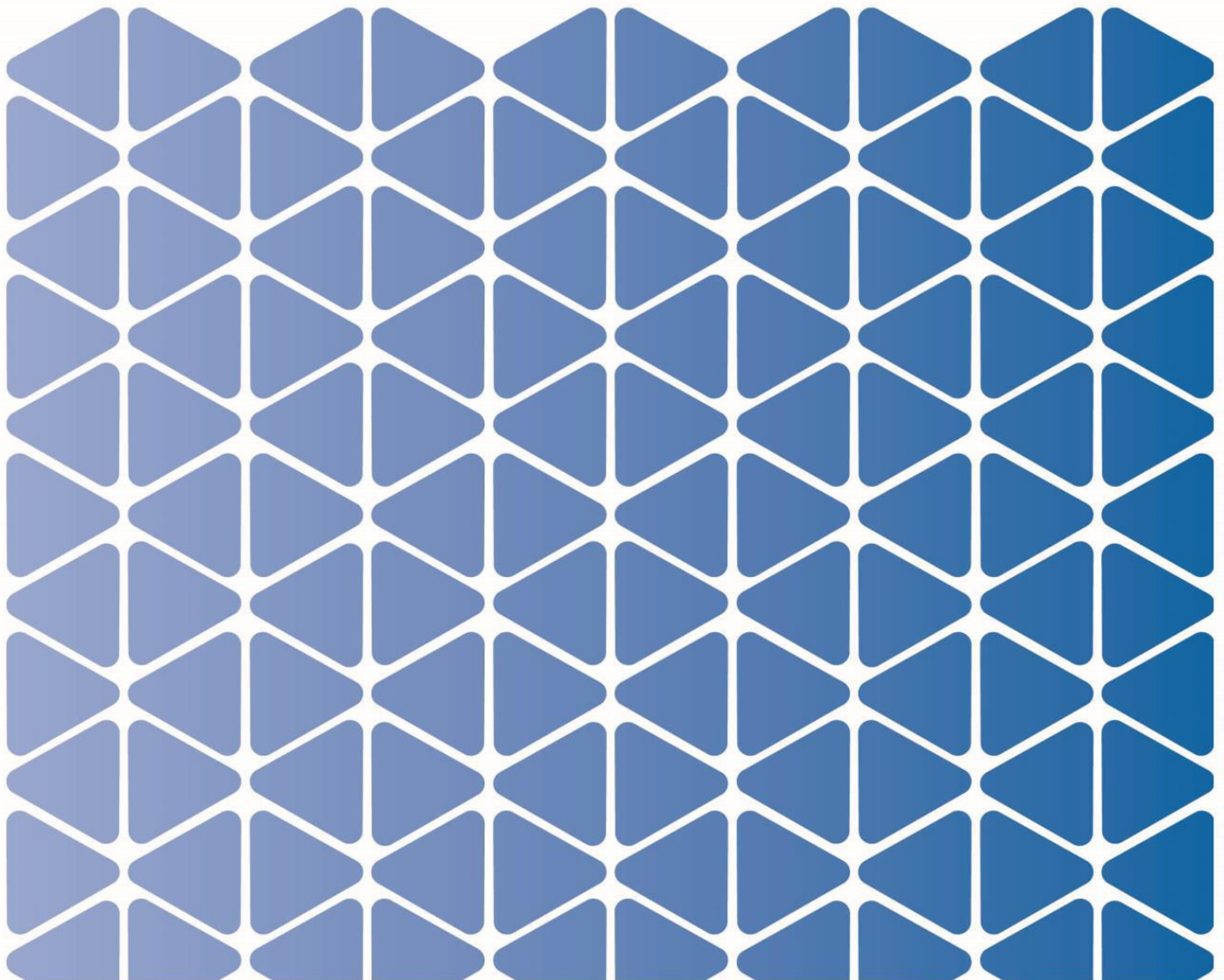




PATIENT INFORMATION

**DISCHARGE ADVICE FOR
PARENTS**



Your child has been seen by a Doctor and a nurse and has been discharged home.

Before you leave the hospital check that:

- You have a copy of the letter to your GP
- You have the medicines that have been recommended, understand what the medicines are for, their possible side effects and know when the last dose was given:

- You understand what to look for with your child and when you need to contact the hospital or your GP:

Hospital: _____

GP: _____

- Your questions have been answered:

- You have a copy of the related information leaflet: Yes/No/Not applicable
- You are aware of any follow up arrangements:

Open Access: Yes/No

Community Children's Nursing Team (Orchard): Yes/No

Outpatient Appointment: Yes/No

If yes: in _____ weeks time, at the _____ clinic, the appointment will be posted: Yes/No

I have the appointment on _____ at _____ hrs in _____ - _____

If you are not happy with your child's discharge arrangements, please ask to speak to the nurse in charge before you go home.

The nurse or doctor may tell you that you have 'open access' to the ward and will keep a record of this on the ward for a fixed period of time, usually 24 to 48 hours. This means that a parent can telephone the ward directly to ask for advice about their child's condition following discharge. When telephoning the ward please ask to speak to the nurse in charge who will deal with your concern and if necessary will speak to a doctor. You may be asked to bring your child to the ward for review.

Your child has been given 'open access' ending on: ___ / ___ / ___ at ___ : ___ hrs

Contact Number:

Riverbank, Worcestershire Royal Hospital

Tel: 01905 760 588

Should you have any concerns or worries about your child after the open access has finished you will need to take your child to their own doctor (GP) or if you feel it is an emergency bring your child to the nearest Accident and Emergency Department.

Who will we speak to about your child's visit to the ward?

- Your GP
- Liaison Health Visitor – who will speak to your child's Health Visitor if they are under 5 years old or the School Nurse if they are over 5 years old
- Children's Social Care – a member of the ward team will let you know if they are going to speak to Children's Social Care

Call NHS 111 if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.

Call 999 if someone is seriously ill or injured and their life is at risk, for example choking, loss of consciousness, fitting. Come to A&E if there are broken bones, tummy pain that is not getting any better or very high temperatures.

Visit a walk-in centre, minor injuries unit or urgent care centre if you have a minor illness or injury (cuts, sprains or rashes) and it can't wait until your GP surgery is open.

Ask your local pharmacist for advice – your pharmacist can give you advice for many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throats.

Make an appointment with your GP if you are feeling unwell and it is not an emergency.

Useful websites

For information on all illnesses: www.nhs.uk

For information on medicines: <http://www.medicinesforchildren.org.uk/>

For information on pain relief following Day Surgery: <http://mychildsinpain.org.uk/>

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.