

Open access

Information for patients, parents and guardians

Your child/young person has been offered open access to the paediatric assessment unit on G level at Southampton Children's Hospital by the consultant in charge of their care.

This means that you can contact the assessment unit 24 hours a day, seven days a week if you have any urgent concerns about your child which you believe may be related to their chronic, underlying condition. There will always be a nurse available to discuss your concerns, day or night.

When to call the assessment unit

If you think that your child is unwell and the problem could be related to their underlying condition, you should call the paediatric assessment unit on: 023 8120 3744

What happens when I call the assessment unit?

Sometimes, telephone advice may be all that is required. At other times, you may need to talk with one of the doctors on call, or we may ask you to bring your child to the assessment unit so that we can assess him/her more fully and give any required treatment.

Even if you are sure that your child needs to be seen by a doctor, please **always call first** so that we can ensure that a space is ready for your child and any necessary preparations can be made.

When to seek advice elsewhere

Open access applies only to urgent problems concerning your child's chronic, underlying condition and any complaint relating to it. It does not apply to unrelated medical concerns, injuries or any non-urgent queries.

For these problems, you should contact your child's GP, their consultant's secretary or the emergency department, depending on the concern you have.

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What should I do now?

You should continue to manage your child's condition as discussed with their consultant. Keep any copies of clinic letters in a safe place and bring them with you when seeking medical care if you can.

Your consultant should have given you a copy of your open access letter which is also kept on the paediatric assessment unit. If you have not received this, please ask for a copy. This letter contains important information about your child's underlying condition and any emergency management that they may require.

In an emergency situation

If you are concerned that you are in an emergency situation, then please dial 999 for an ambulance. Tell the ambulance crew that you have open access to the paediatric assessment unit so that they can then phone ahead to decide whether your child is stable enough to come directly to the unit or whether they will need to be assessed and/or stabilised in the emergency department first.

If you have any questions or would like more information

If you have any further questions regarding open access, please discuss them with your child's consultant.

Key points

- If you have an urgent concern related to your child's condition, **call the paediatric assessment unit on 023 8120 3744**.
- Your child's open access applies only to their **underlying condition and related concerns**.
- You will either be given advice or asked to bring your child in for assessment.
- For any other concerns, you should seek help from your child's GP, the emergency department or your child's consultant as appropriate.
- Keep your clinic and open access letters in a safe place and bring them with you if you can.
- If you are concerned that a situation may be an emergency, **call 999**.

Open access information

(to be completed by your child's medical team)

Patient sticker/addressograph:

Consultant's name:

Reason for open access:

Current treatment:

Allergies:

Anticipated problems and any treatments required that may differ from standard protocols:
(please provide other protocols if necessary)

If you need a translation of this document, an interpreter or a version in large print, Braille or on audio tape, please telephone **023 8120 4688** for help.

www.uhs.nhs.uk/childrenshospital

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