

Your child's telephone follow-up appointment

Information for parents and guardians

Do not throw this factsheet away. It contains important information which may help you during your telephone appointment.

You will be given a date and time when we will telephone you. If this appointment is not convenient please contact the patient services centre on 023 8120 6218.

What is the telephone follow-up service?

- Your child's telephone appointment replaces the need for you to travel to hospital. You will need to be in an environment where you are happy to discuss your child's personal information.
- We can answer any questions and offer support and guidance.
- At the end of the call, the healthcare professional will decide if your child needs a further telephone appointment or if they need to be seen at the hospital.

What will happen during the telephone appointment?

- The healthcare professional will first confirm your child's name, address and date of birth.
- You will be asked general questions about how your child is getting on.
- You may be asked specific questions relating to their symptoms, to help the healthcare professional assess their current condition.
- If you have been asked to complete a questionnaire prior to your child's telephone appointment, the healthcare professional may wish to discuss the results.
- If your child has been asked to attend for diagnostic tests prior to the telephone appointment, the healthcare professional will be able to share the results with you.

How long will the call last?

It should take no longer than 15 minutes. We aim to phone you at the scheduled appointment time, but please be prepared to accept a call 30 minutes either side of the time.

Other information

- This call is free of charge as we are telephoning you.
- Please note the hospital telephone number will not show up on your phone, it will say 'caller unknown' so please make sure your phone will accept unknown or blocked callers.
- If there is a particular number you would like us to use, such as your mobile number, please let us know.

What do I need to do?

In order to ensure that we have your child's correct details for the telephone appointment, please confirm your telephone number with the reception desk prior to leaving your appointment today.

Useful contact numbers

Patient services centre:

023 8120 6218

Main switchboard:

023 8077 7222

If you need a translation of this document, an interpreter or a version in large print, Braille or audio, please call 023 8120 4688