

Children's renal service contacts: open access

URGENT

If your child is unwell and you need urgent advice

Call the clinical nurse specialist (CNS) team.
Telephone: **07467 338675**
(Monday to Friday, 8.30am to 7.30pm)

Outside of these hours, call G4 SUN ward.
Telephone: **023 8120 8620** or **023 8120 4251**

Ask to speak to the nurse-in-charge who will offer advice **or** contact your child's consultant. If you have not heard back within one hour, please call the ward again.

Haemodialysis unit (for HD patients only)
Telephone: **023 8120 4147** (Monday, Wednesday and Friday, 7.30am to 7.30pm)

Alternatively, visit your nearest open access ward or emergency department. Call **999** where appropriate.

NON-URGENT

Medical or nursing issues

Children's renal team
Email: childrensrenalteam@uhs.nhs.uk
Telephone: **023 8120 3202**

Alternatively, you can contact us via the My Medical Record messaging tool. Please make it clear in the subject line what your message is about and who it is for.

We will aim to respond within five working days. If the matter becomes urgent, please follow the 'urgent' pathway above.

Dietetic, dietary, feed or milk matters

For non-urgent queries
Children's renal dietetic team
Email: childrensrenaldietitian@uhs.nhs.uk
Telephone: **07557 316516**

We will check emails and answerphone messages regularly during our working hours.

For urgent queries
Contact the CNS team using the details above, your GP or call **111** for advice.

SUPPORTIVE

Clinic appointment changes

Admin team
Telephone: **023 8120 6254** or **023 8120 5222**
Email: paediatricnephrology@uhs.nhs.uk

Medications

If your child needs a medication that their GP cannot prescribe, please use the following link or QR code: <https://forms.office.com/e/e3hkVJmL4k> to request it **two weeks before** the medication is needed.



We aim to confirm receipt of requests within five working days. Once confirmed, please call the outpatient pharmacy to check when it will be ready to collect. You may be able to tie this in with your child's clinic appointments.

Outpatient pharmacy

Telephone: **023 8120 5789** (Monday to Friday, 9am to 6pm and Saturday, 9am to 1pm)

Non-urgent queries

Renal pharmacist
Email: childhealthpharmacy@uhs.nhs.uk
Please mark your email for the attention of the renal pharmacist.
Working days: Monday to Thursday

Urgent queries

Renal pharmacist
Telephone: **07825 048740** (calls only, texts will not be checked)

If you are unable to reach the renal pharmacist, follow the 'urgent' pathway above.

Unless otherwise stated, the telephone numbers included in this factsheet are Monday to Friday, 8am to 5pm. Please note that emails sent or received from outside the Trust may not be secure.

Useful contacts

Baking A Smile

A non-profit organisation that provides custom-made birthday cakes for critically ill children.

Find us on [Twitter](#) and [Facebook](#)

Carers Trust

Carers Trust helps young carers (under 18s) to cope with their caring role through specialised services across the UK. www.carers.org

Citizens Advice

www.citizensadvice.org.uk

Family Fund

The UK's largest charity providing grants for families raising disabled or seriously ill children and young people. www.familyfund.org.uk

InfoKID

Provides information for parents and carers about kidney conditions in babies, children and young people. www.infokid.org.uk

Kidney Care UK

Works to improve the quality of life for patients with kidney disease by giving support, information and grant aid. www.kidneycareuk.org

Make-A-Wish

Making a seriously ill child's one true wish come true.

www.make-a-wish.org.uk

NHS Blood and Transplant

Manages blood and platelet donation, and organ, stem cell and tissue donation and transplantation. Our purpose is to save and improve lives. www.nhsbt.nhs.uk

NHS

www.nhs.uk

NHS Organ Donation Register

Help those who need a transplant. Donate your organs and tissues and sign up to the organ donor register today.

www.organdonation.nhs.uk

NHS talking therapies

Improving access to talking therapies.

www.nhs.uk/mental-health/talking-therapies-medicine-treatments/talking-therapies-and-counselling/nhs-talking-therapies

Organators

The Southampton Children's Hospital Transplant team.

Find us on [Facebook](#)

Over the Wall

Provides life-changing activity camps for children, teenagers and families living with serious health challenges. www.otw.org.uk

Rainbow Trust

The leading charity in England providing bespoke emotional and practical support direct to families who have a seriously ill child.

www.rainbowtrust.org.uk

Rays of Sunshine

Brightens up the lives of seriously ill children aged three to 18 by granting wishes and organising large scale events.

www.raysofsunshine.org.uk

Transplant Sport

The largest UK charity supporting recipients of life-saving organ and bone marrow transplant.

www.transplantsport.org.uk

Wessex Kidney Patients Association

Supports kidney patients in Hampshire, West Sussex, Wiltshire and the Isle of Wight who are on some form of treatment for renal failure.

www.wessexkidneypatientsassociation.org



**Southampton
Hospitals
Charity**

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This resource has been paid for by donations to Southampton Hospitals Charity. Southampton Hospitals Charity helps to enhance the care and treatment of patients at University Hospital Southampton NHS Foundation Trust. www.southamptonhospitalscharity.org

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For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit www.uhs.nhs.uk/additionalsupport