

Children's renal service contacts: open access

URGENT

If your child becomes unwell and you need urgent advice:

Telephone the clinical nurse specialist on:
07467 338675
(Monday to Friday, 8.30am to 4.30pm)

Out of hours, or if you have not heard back within one hour (or sooner if you are worried):

Contact G4 SUN ward on:
023 8120 8620 or **023 8120 4251**
Ask to speak to the nurse in charge. The team will give advice or contact the consultant .

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

Please consider using primary care services (GP, A&E and 999) as necessary.

NON-URGENT

Medical or nursing matters

Please email the team at:
childrensrenalteam@uhs.nhs.uk.

If this is not possible, please call: **023 8120 3202**

Dietetic, feed or milk matters

Please email the team at:
childrensrenaldietitian@uhs.nhs.uk.

If this is not possible, please call: **07557 316516**.

Emails and answerphone messages will be checked periodically during core working hours. Please contact your GP or call **111** out of hours for non-urgent medical advice.

SUPPORTIVE

Clinic appointments

If you need to change an appointment, please use one of the following telephone numbers:

Admin team: **023 8120 6524** or **023 8120 5222**

Booking line: **023 8120 4477**

Medications

If your child needs a medication that their GP cannot prescribe, you can request this at your child's clinic appointment and collected it from the outpatient pharmacy. **Medications cannot be requested before the appointment or via the ward.**

Renal pharmacist (Tuesday to Friday, 10am to 2pm)

Bleep: **1683** or telephone: **07825 048740**

Email (for non-urgent matters):
uhs.childhealthpharmacy@nhs.net

Please mark your email for the attention of Rosemary Dempsey.

If your child needs long-term treatment, it may be possible to get a repeat prescription. Please ask for details at your child's clinic appointment. You can then telephone the outpatient pharmacy:

Outpatient pharmacy: **023 8120 5789**

If you have an urgent request regarding your child's medication, please use the 'urgent' contact details above.

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.

carers.org/about-us/about-young-carers

Citizens Advice

citizensadvice.org.uk

Family Fund

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

familyfund.org.uk

InfoKID

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

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.

kidneycareuk.org
01420 541 424

Make-A-Wish

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

make-a-wish.org.uk
01276 425838

NHS

nhs.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.

nhsbt.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.

organdonation.nhs.uk

NHS Psychological Therapies

Improving access to psychological therapies.

nhs.uk/service-search/psychological-therapies-(IAPT)/locationsearch/10008

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
023 9247 7110

Rainbow Trust

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

rainbowtrust.org.uk
023 8023 2129

Rays of Sunshine

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

raysofsunshine.org.uk
020 8782 1171

Southampton Hospital Charity

Southampton Hospital Charity helps to enhance the care and treatment of patients at University Hospital Southampton.

southamptonhospitalcharity.org
023 8120 8881

Transplant Sport

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

transplantsport.org.uk
07712 658150

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. Organises a variety of events to help patients and represents kidney patients both locally and nationally to promote their care.

wessexkidneypatientsassociation.org

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

www.uhs.nhs.uk/childrenshospital