Children’s services
Southampton Children’s Hospital
Tremona Road
Southampton
Hampshire
SO16 6YD

Telephone: 023 8077 7222
Web: www.uhs.nhs.uk/childrenshospital

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.
Southampton Children’s Hospital is part of University Hospital Southampton NHS Foundation Trust – one of the largest teaching trusts in the country.

Your child’s treatment, safety and comfort are of great importance to us and we will do everything we can to make their visit or stay as pleasant as possible.

We hope this booklet will answer some of the questions you may have. Please ask any of our staff if you have further queries or need help while you are with us.

Further information about coming to our hospital can be found on our website www.uhs.nhs.uk/childrenshospital
About child health

Southampton Children’s Hospital is one of the UK’s leading children’s hospitals.

We are a major centre for specialist paediatric services in the south of England, providing acute specialist care not only to our local population here in Southampton but for a wide geographical base, including the Isle of Wight and the Channel Islands.

Research is essential to the NHS to provide the best, most up to date treatments for children and their families. We take part in many national and local research studies, as part of the Southampton Centre for Biomedical Research and the South Central Children’s Research Network. As part of this exciting work you may be approached during your child’s stay and asked if you would like your child to take part in an approved research study. Please feel free to ask any questions that you may have.

Our values

We are committed to providing care for children and supporting their families to the highest possible standard. This is at the heart of our continuing vision to be an excellent provider of children’s acute care.

Patient and family-centred care

We recognise that young people heal best when their families are part of the team.

Our child health team is committed to providing patient and family-centred care, an approach now embraced in paediatric facilities around the world.

The key principals are:

• Dignity and respect
• Information sharing
• Participation
• Working together

A teaching hospital

We are a teaching hospital for doctors, nurses and other health staff. A student may ask to talk to you or your child and/or examine your child. We encourage parents to participate but if you have any concerns, or do not wish to take part, please speak to your child’s doctor or nurse.
Privacy

We are committed to protecting the privacy of our patients.

All information held about our patients is subject to strict confidentiality and security rules under the Data Protection Act. If you would like to know more about how we use your information, please ask for a copy of our confidentiality and use of patient information leaflet.

When your child is admitted, his or her name will normally be written on the white board by the nurses’ station.

If you have any objections to this, please talk to a member of the ward staff, who will be able to make alternative arrangements if you prefer.

Requesting a chaperone

All patients have the right to request a chaperone to provide accompaniment or support during any procedure or examination. If you or your child would like more information about this, please ask a member of staff.

Standards of care and behaviour

While your child is a patient at our hospital, you can expect to:

- Have a clear explanation of his or her condition and the treatment options available
- Be asked for your fully informed consent to any operation or procedure
- Be sure that the information in your child’s records will remain confidential
- Be treated with dignity and respect at all times
- Be informed about different aspects of your child’s treatment and what procedures are being carried out
- To be kept informed of your child’s progress

You may apply to see your child’s records if you wish. Please ask a member of staff for an application form.

In return, we ask you to:

- Provide us with the necessary information about your child’s condition, symptoms or medication so we can give them appropriate care
- Treat our staff with the same courtesy and respect you expect from them
- Be considerate to other parents and their children
- Assist, as far as you feel able, in your child’s care
- Arrange your child’s transport home
- Arrange with your family or friends to help take care of your child’s personal laundry where possible

Smoking

Smoking is not permitted in any of the hospital buildings or grounds.

Fire or emergency

In the event of a fire or emergency, please follow the direction and instructions of our staff.
Coming to hospital

Getting ready for a hospital visit can sometimes be an anxious time for children and their families. Knowing how to get here and what to bring can help you feel better prepared.

Getting here

Our hospital car parks get very busy so we recommend you allow plenty of time for your journey and consider coming by public transport or taxi if possible. You may have to queue for parking at peak times.

Specific directions around the hospital are usually supplied with your admission letter or you can enquire at the main entrance reception on your arrival.

By public transport

There are good transport links to and from our hospitals. Further information, including contact numbers for bus companies, is available from our website www.uhs.nhs.uk or ring the public transport enquiry service on 0871 200 2233.

Bus route and timetable information is also available from the information point at the main entrance area of our hospitals. The nearest mainline train station is Southampton Central.

By taxi

There is a taxi rank, and a freephone telephone to a local taxi firm is located at all the main hospital entrances.
By ferry
Hythe Ferry: 023 8084 0722
Red Funnel: 023 8033 4010

By coach
National Express: 08705 808080
Megabus: www.megabus.com

By motorbike or cycle
Motorbikes and cycles can be parked free of charge. The main motorbike bays are on the ground floor of the multi-storey car park at Southampton General Hospital and on C level of the underground parking at the Princess Anne Hospital.

Cycle racks are located near the main entrance areas and at many other locations around our sites.

Patient transport service
We are unable to provide transport to and from hospital but sometimes this can be arranged by your GP in exceptional circumstances.

If you think you will have difficulties, please ask your GP to assess your child and arrange hospital transport if necessary.

By car
For your convenience, there are clearly signposted drop-off/collection points outside each of the hospital entrances and at other locations around our sites.

If you require assistance, each of the entry and exit barriers and pay-on-foot machines have an information button that will give you access to either a traffic or security officer who will be pleased to help.

At peak times, parking can be limited, so please allow enough time to park and also ensure that you only park within the designated areas. Disabled parking areas are clearly signposted at all our sites.

Please check our website www.uhs.nhs.uk for current car park charges.

If you stay longer than six hours, please obtain a parking discount voucher from the ward or department you have been visiting and take it to the security desk located at the main hospital entrance.

There are special concessions for resident parents and for some of our patients receiving treatments.

Further information about these can be obtained direct from the ward or department.

Directions
Maps and other useful travel information can be downloaded from our website www.uhs.nhs.uk.

Long-stay parking
If you need to use the car park for more than a few days, it may be worthwhile purchasing a long-stay ticket.

Long-stay tickets allow unlimited parking for either seven, 14 or 30 days.

Please obtain an authorised long-stay voucher from your ward and take it to the Travelwise office located in the Old Nurses’ Home on the hospital trust site.

Parents and carers who are staying with their child are entitled to a discounted parking ticket. Please speak to your nurse about this.

Wheelchairs
Wheelchairs are available from our hospital entrance areas. Please enquire at the main reception or ask the nurse in charge.
Getting ready to come to hospital

What to tell your child

Children need to understand what is going to happen when they come to hospital. Be clear and honest, using simple words your child will understand. When answering their questions, be as honest as you can.

Some tips you may find helpful when explaining to your child about coming into hospital:

• Choose a time when it is quiet and you won’t be interrupted

• Use storybooks, leaflets or pictures to help you explain. Helpful books which you should be able to find in your local library include ‘When I went to hospital’ by Juliet Bawden and ‘Going into hospital’ by Anne Civardi

• Play doctors and nurses at home with them – you can buy hospital play sets to help with this

• Arrange to visit the ward or department once you know which one your child is going to

• If your child is going to have an operation, explain that they will have a special sleep (anaesthetic) and might feel a little sore afterwards, but the nurses will give them some medicine to help them feel better. Reassure your child that you will be able to stay with them

Accessible facilities

There are accessible toilets in public areas throughout our hospitals and many more in individual wards and departments.

Maps and further support with disability issues are available at the hospital’s main reception desks.

Interpreters

Please let us know before your admission if your child needs an interpreter or signer. Telephone 023 8120 4688.

Guide service

We have a guide service run by volunteers. Please ask main reception if you require their assistance.

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We have a guide service run by volunteers. Please ask main reception if you require their assistance.
If you have any questions about preparing your child, please email hospitalplayteam@uhs.nhs.uk, telephone 07717 440557 or ring the ward or unit your child will be visiting. The contact number should be written on your child’s admission letter.

Action for Sick Children produce free leaflets to prepare your child for hospital. Please phone their national office on 0800 074 4519 or visit their website www.actionforsickchildren.org for more information.

What to bring

Documents, information and medicines

- This booklet
- The medications your child currently takes, including non-prescribed medications and herbal preparations
- Information regarding allergies to food or medications
- Information about any special dietary needs
- Maternal child health record book
- The name, address and phone number of your GP and/or local paediatrician

Personal items for your child

- Medical equipment or disability aids (if applicable)
- Pyjamas (lightweight), dressing gown and slippers
- Toiletries – including a toothbrush, toothpaste, brush or comb
- Special toy or cuddly blanket
- Nappies
- Towel
- Any special powders or milk (we supply standard baby milk)

Personal items for you

If you are staying overnight, please bring along:

- A sleeping bag and pillow
- Personal toiletries

If you are attending for the day only, you may find it helpful to bring your child’s pram or buggy and their formula milk.

You can also bring personal equipment such as portable DVD players, MP3 players, laptops/tablets or hand-held consoles, but please make sure these items are labelled. Please note the ward cannot accept responsibility for their safety.

Each ward has its own policy about bringing in your child’s own bed linen. Please ring the ward your child is being admitted to if you are unsure.
During your stay

Your child’s visit may be for an appointment, day stay or overnight stay. Our experience tells us that the more parents and children know about the hospital and what to expect, the better the children and their families feel.

If your child is coming for surgery

Fasting or nil by mouth
Children don’t like being hungry or thirsty but fasting is necessary to make having an anaesthetic (medicine given to make your child go to sleep) as safe as possible. Please refer to your admission letter advising you of when to come to the hospital and follow any fasting instructions carefully.

If you do not follow the advice, your child’s operation or procedure may have to be rearranged. If you have any questions about the fasting instructions, please contact your child’s doctor.

Having an anaesthetic
For more information to help your child prepare for an operation, the Royal College of Anaesthetists’ website has some information booklets for different ages including Rees Bear has an anaesthetic, Davy the Detective and General Anaesthesia. You can read these together with your child, or print them off from www.rcoa.ac.uk

Admission

Planned admissions
If you receive an admission and booking letter, you will need to confirm your acceptance for your child’s planned surgery or procedure. Please follow the instructions on the letter.

If you cannot come as arranged
If your child is unwell, has a temperature, runny nose or cough, or you cannot come for any reason, please let us know as soon as possible.

Postponement of surgery
Sometimes, we may not have a bed due to emergencies and, although we try hard not to, it is possible that we may have to reschedule your admission.

We do try to avoid this happening as we realise how upsetting it can be. Should this happen, we will arrange another admission as soon as possible.
Consent
Consent is giving permission for a test, operation or procedure to go ahead. The doctor will let you know why the test, operation or procedure needs to be done, what will be carried out and how. You will also be told of any problems or risks that may occur.

It is important that you fully understand the test, operation or procedure your child will have, so please take the time to ask any questions you may have.

For some procedures and operations, you will be asked to sign a consent form after talking with your child’s doctor. Again, take your time to ask any questions you may have. There is no rush to complete the form.

Wrist identification bracelets
When your child is admitted, he or she will have a plastic name bracelet attached around their wrist or ankle. One or two bracelets are placed on each child. These tell the staff your child’s name, date of birth and unique hospital number.

A trip to theatre involves travelling through a number of different departments within the hospital, such as the day surgery ward, the operating theatre and recovery room.

Your child will be cared for by a number of different medical and nursing staff members. For this reason, you will be asked on several occasions to confirm that the information contained on your child’s identification bracelets is correct, and that the procedure undertaken is the one documented on the consent form you have signed.

It may seem unnecessary to be asked these questions repeatedly, but it is part of a safety system that is in place to ensure that the right child gets the right care.

Going off to sleep
The process of going to theatre and the ways that your child can be made to go to sleep will be discussed with you before your child’s operation.

Recovery room or post-anaesthetic care unit
This is where your child will be taken to wake up after surgery. Nursing staff will call you into the recovery room as soon as possible after your child arrives. Your child will remain in the recovery room to be monitored by nursing staff, until he or she is fully awake and safe to return to the ward.

Children’s pain management service
The children’s pain management service is a team that oversees acute pain management, usually after an operation. Any patient may be seen by the team to ensure that their pain is being managed as effectively as possible.
Our staff

The team looking after your child will include many different health professionals and support staff. You may notice that not everyone wears a uniform, but all our staff must wear an identification badge. If someone is not wearing a badge, please ask a member of staff who that person is.

Clinical staff

Our nurses

- **Matron** is a senior nurse and has overall responsibility for the management of our wards.
- **Senior sister** is the most senior nurse on each ward and has overall responsibility for managing that ward.
- **Sisters** are experienced registered nurses on each shift and have responsibility for running the ward during that shift.
- **Staff nurses** are registered nurses, some of who may be newly qualified and some of who have many years’ experience in caring for children and young people.

Senior healthcare assistants are nursing support staff who have undergone training which enables them to undertake some of the nursing tasks.

Clinical nurse specialists are registered nurses who have developed specialist skills in a particular area of nursing care.

Healthcare assistants are nursing support staff who help look after your child by providing basic nursing care such as feeding and washing.

Our doctors

- **Registrars** are doctors who are enrolled in a specialist training program, working towards becoming a consultant.
- **Consultants** are doctors who have spent many years training in their specialist area. Your child will be admitted under the care of a consultant who will also supervise the registrar. You may not see the consultant on every occasion but he or she will remain in charge of your child’s treatment.

Support staff

- **Ward clerks** help with the general smooth running of the ward, providing many administrative and customer service tasks.
- **Housekeepers** look after the ward environment and also help with kitchen duties and food service.
- **Play specialists** provide play activities for inpatients, either in the playroom or at the bedside. They will help prepare your child for procedures using play therapy, enabling children to act out their anxieties and develop ways of coping.

Our play specialists can also provide pre-admission visits and practice sessions for some medical procedures before admission.

Other health staff

You and your child may meet one or more of our other health staff.

- **Dietitians** are specialists in nutrition and its role in health and disease. Our dietitians are available for advice on all aspects of infant and child nutrition including assessment, recommendations for nutritional management and implementation of therapeutic diets within hospital.

Pharmacists are qualified professionals who are part of the healthcare team. The pharmacist will look after all drug matters while your child is in hospital and is available to answer any questions you may have about the medication your child is prescribed.
Social workers can help with emotional support during times of crisis, arranging counselling for parents, children, young people and other family members and assisting with community care.

Physiotherapists work in a variety of areas. They can assess your child and develop a special programme to suit his or her needs. They monitor their progress and teach you the skills to help them perform everyday tasks.

Our physios can also help ensure a smooth transition from hospital to home and return to crèche, nursery or school, in conjunction with you, your child, healthcare workers and teachers.

Occupational therapists work with children and families to help your child manage daily activities such as self-care, play and pre-school and school tasks.

When your child is discharged from hospital, we may refer you and your child to a community-based service.

Speech therapists specialise in managing babies, children and young people who have speech, language and voice problems that make communication difficult. They also work with children who have problems swallowing food and drink.

Your speech therapist will work with your healthcare team to understand, plan and manage your child’s treatment to ensure your child receives the best care and advice.

Life on the ward

Our children’s wards are shared with other youngsters and their families. There are some single rooms but these are allocated depending on children’s clinical care needs.

Daily ward activities

Activities and routines differ on each ward, so please ask your child’s nurse if you have any questions.

Help with school work while in hospital

There is a team of qualified local education authority teachers available to support your child with their school work while they are in hospital. Our teachers offer a relaxed classroom environment for all ages as well as bedside teaching for anyone who cannot be moved.

A child can be referred to attend the school if their predicted stay in hospital is more than one day, or if they have to be re-admitted.

To find out more, please ask to speak to one of the hospital teachers.

Staying with your child

Parents are always welcome to spend as much time as possible with their child and can be involved with their care. You may also stay with your child during most medical treatments.

Leaving the ward

Each ward has a process for signing your child in and out of the ward, and will need to know where you will be going and for how long. If you wish to take your child away from the ward, please check with the nursing staff that he or she is well enough to leave.
Visiting hours

Parents and carers are welcome any time, but please remember children recovering from illness or surgery will need their rest. Other family members and visitors are asked to visit during visiting hours, which are between 10am and 8pm, seven days a week (parents and guardians only after 8pm).

Family and visitors who are unwell with an infection, cold or flu, or have come in contact with an infectious disease, are asked not to visit without first discussing this with the nurse in charge.

Shops, restaurants and facilities

There are a number of shops in the main hospital entrance area. These include a newsagent, a League of Friends shop and several food and drink outlets.

The League of Friends also runs a shop selling newspapers, snacks and other items on E level at the Princess Anne Hospital.

The League of Friends trolleys visit most wards daily, selling newspapers, magazines, soft drinks, toiletries and other items.

A restaurant can be found on B level of the main hospital. This serves a wide range of hot and cold meals, sandwiches, snacks and hot and cold drinks, and is open to patients, visitors and staff.

Vending machines

A vending machine is located along the main corridor on G level in the main Southampton Children’s Hospital building. There are also a number of machines outside the restaurant on B level.

Children’s meals

Mealtimes for the children vary on each ward, so please check with the nursing staff. Please let the nursing staff know if your child has any special dietary needs. If your child is required to fast, our staff will inform you. Please do not offer food or drink to other children, as they may have special dietary needs or be fasting.

Parent meals

Mums who are exclusively breastfeeding an infant may have meals provided during their child’s stay. Please ask the nurse looking after your child.

If you are staying with your child for more than five days, you can obtain subsidised meals at the restaurant on B level. Please ask your nurse for further details.

Televisions

Televisions are provided in all our ward areas and we ask that families do not bring in portable televisions. DVDs for children are available on most wards.

Wifi

Wifi is available. You can find out about the terms of use on our website, or ask a member of staff for a copy. Most children and young people use the internet responsibly but some may use it in ways that place them at risk. Southampton Children’s Hospital assumes no responsibility for any of the risks that children may be exposed to on the internet. We leave it to parents and guardians to supervise their child’s internet usage.
Accommodation for parents and carers

On the ward
We can sometimes provide a fold-down bed but, due to limited space, only one parent can sleep by their child’s bed. It is suggested that you bring a sleeping bag or your own linen. Lounge areas and shower/toilet facilities are available – please ask the ward nurse.

Off the ward
Accommodation is available at Mellor House, which has a small number of rooms for parents of critically ill children, breastfeeding mothers and parents who have had to travel long distances. An accommodation fee is charged for these rooms.

The on-site Ronald McDonald House offers a ‘home away from home’ where you and your family can stay free of charge whilst your child is in hospital. Please speak to a nurse to be referred for a room at the House.

Staff at main reception can also help with details of nearby hotels and bed and breakfast accommodation.

Activities

Ward playroom
Most wards have a playroom, which can provide a welcome distraction for patients. The playrooms are supported by our play specialists and volunteers.

Hospital school
Health conditions can affect and disrupt the ability of children and young people to take part in learning opportunities, maintain regular school attendance, keep up with the demands of schoolwork and remain connected with teachers and friends at school.

Our hospital school works with children and families, along with education and health professionals. Staff help children and young people remain connected to their schools and engaged in learning during their hospital stay.

Radio Lollipop
Our volunteer-run radio station, Radio Lollipop, broadcasts to our children’s wards 24-hours a day, with live broadcasts on several nights of the week.

Children can take part in themed play sessions and quizzes with volunteers on the wards, request their favourite songs or just listen along. There are also opportunities to visit the studio to help with broadcasts, play with toys or use a computer.

Discharge information and follow-up appointments

When you leave the hospital you may need:

- Specific information or fact sheets about your child’s ongoing care
- A follow-up appointment with one of our hospital doctors
- A discharge summary
- A referral to a community service

Please ask your child’s nurse or doctor about any specific needs or questions before you leave the ward, along with a copy of the discharge summary.

General practitioners/family doctors

It is important your child has a regular healthcare provider in the community, such as a general practitioner (called a GP or family doctor). This doctor gets to know your child and family over time and can provide consistent, quality care. If you have a GP, please check we have the correct details on your child’s records. We will send your GP a discharge summary of important information about your child’s hospital visit and follow-up care. You will also be given a copy yourself.
Discharge medications
It is important to obtain information about your child’s medicines:

• What is the name of the medicine and what is it for?
• How should the medicine be given?
• How much, how often and for how long?
• What is the chance of side effects?
• What should you do if they occur?
• When going home, check how it should be stored (e.g. in the fridge).

Prevention of infection
Children admitted to hospital could be exposed to infections by the procedures they have or their illness may make them susceptible to infection. To prevent cross infection, we have many procedures in place, such as appropriate cleaning, disinfection and sterilisation of equipment, specific room placement for children with infections, hand washing and general hygiene practices.

Hand hygiene
Doctors, nurses and other healthcare workers should wash their hands before and after each patient contact. It is the policy of University Hospital Southampton NHS Foundation Trust to practice good hand hygiene and for staff to encourage visitors to do the same.

Parents and visitors are encouraged to spread the gel over the surfaces of both hands and allow to dry whenever they enter or leave the ward areas.

It may be used instead of washing your hands with soap and water. However, if your hands are visibly dirty, use soap and water rather than the gel.

When to wash your hands

Before:
• Entering a hospital ward
• Preparing and eating food
• Breastfeeding
• Feeding a child
• Giving medication to a child
• Touching, cuddling or holding your child

After:
• Changing a nappy
• Helping your child to use the toilet
• Using the toilet yourself
• Wiping your nose or your child’s nose
• Touching, cuddling or holding your child
• Your hands get dirty

Please discuss with the nursing staff any signs of infection you may have, such as diarrhoea, vomiting, temperature, a cough or rash. Please also inform staff if you or your child has had contact with someone who has an infection such as chickenpox.

Your child may need to be nursed in a separate room to isolate any possible infection from other children. If this is the case please check with the nursing staff what restrictions there will be on visitors and how you can help prevent any cross-infection. Please keep your child’s cubicle door closed unless otherwise directed by your nurse and please wash your hands on exiting the room.

Falls
Falls in children are not uncommon. While in hospital, please remember to use bed or cot sides at all times. If you are unsure of how to do this, please ask the staff to show you. Do not leave your child alone without cot sides.

Supervision
The hospital is an unfamiliar place for children, so please don’t let them wander around the wards or other areas on their own. Let the staff know when you are leaving the ward and please ensure visiting children are always supervised.

Balloons
Rubber balloons are not permitted on our wards as they can cause serious injury, such as choking, eye injuries, allergies and strangulation. Please make sure your child receives only foil balloons, and ensure that the string is no longer than 30 centimetres (the length of a ruler).
Hot liquids
Hot liquids can burn, so we ask that you do not leave hot drinks near children. When carrying hot liquids, please use a cup or mug with a lid on wherever possible.

Spills
Liquid on the floor can cause falls, so please tell a member of staff if you see a spill.

Your views count
We aim to provide the best possible care for children and their families, and encourage any questions and comments you may have about our service.

We welcome your feedback and appreciate learning from you about what we are getting right and what could be improved at any point of your child’s care.

When you go home we also ask all our parents and children if the ward/department was good and if you would recommend it to your friends and family if they needed similar treatment or care. Please help us by filling in the questionnaire.

However, if there are any aspects of your child’s care you wish to discuss please ask for the matron, senior sister or your child’s doctor.

Concerns
Where possible, we encourage you to resolve your concerns directly with the individual, ward or department. Please ask for the senior sister or matron.

Alternatively, our patient support service is available to talk through any concerns you may have and can liaise with our hospital staff.

You can contact them on 023 8120 6325 between 9am and 4.30pm Monday to Friday. An answerphone is available outside these times. If you have a problem that cannot wait until patient support services are available contact the duty manager for the hospital via a member of staff or through the hospital switchboard 023 8077 7222. Alternatively, you can email patientsupportservices@uhs.nhs.uk
Other facilities

Baby change rooms and baby feeding room
Baby change tables are located on each ward or unit, and in many of the public toilet areas.

There is a dedicated breastfeeding room in the children’s outpatients department on C level or please ask a member of staff if you would like a private place to breastfeed your child.

Cashpoint
There is a cashpoint machine located on C level near the main entrance shops.

Laundry
Your child’s clothing should be taken home for laundering. Soiled clothing can be rinsed on the ward, then placed in a plastic bag and taken home. Please ask the nursing staff for the most appropriate area to do this. There are very limited laundry facilities located on wards – please ask the staff about this.

Lost property
The Trust cannot accept responsibility for the loss of any valuables not given to staff for safekeeping. Please do not bring large sums of money or valuable items into hospital.

Mobile phones
Mobile phones can be brought into hospital and used in most departments, but we ask that they are kept on silent to avoid disturbing other patients and any conversations are held away from sleeping or treatment areas.

Parents’ room
Some wards provide parents with a lounge area, which is available 24-hours a day. Please ensure any food stored in the refrigerator is labelled with your child’s name and date.

Security
We strive to provide a safe and secure environment for patients, families, visitors and staff. Security officers are available if you have any concerns about the safety of yourself, your child or others.

Showers
Some of our children’s wards have shower facilities for parents. Please ask the nursing staff for details.

Spiritual care
Our hospitals have a chaplaincy team who are here to support you and your family or friends, regardless of your faith. We have a number of chapels and quiet rooms across our sites where people can sit quietly or pray privately. These rooms are open 24-hours a day for patients, visitors and staff to use, whatever their beliefs.

We have Anglican and Roman Catholic chaplains and visits by representatives of other faiths can be arranged as requested. A duty chaplain is available 24-hours a day for any urgent needs. For more information, ask a member of the ward staff to contact the chaplaincy team for you, or telephone 023 8120 8517.
How you can get involved

Join Southampton Children’s Hospital Youth Partnership – SCHYP

We are always looking for children and young people to join our Southampton Children’s Hospital Youth Partnership. Our membership comprises of children and young people who have been in hospital or who care about someone who has. As a member you have the opportunity to share your ideas, improve the hospital experience and help us plan children’s services for the future.

You will be able to participate in various surveys, for example, about food, hospital facilities or how children and young people are treated. You will also have the chance to comment on plans for new wards and services and sometimes be invited to undertake site visits. There are also events at the hospital you can help and support us with, or just come along for some fun.

We are currently developing the new children’s hospital so your involvement is more important than ever before and we encourage all patients who have used our children’s services to get involved.

To find out more, email childrenshospital@uhs.nhs.uk or go to www.uhs.nhs.uk/childrenshospital

Support our charity

Southampton Children’s Hospital Charity aims to complement and enhance services and facilities for patients and their families.

If you would like to find out more about how you can get involved in fundraising for children’s services, make a donation, or leave a legacy, please contact the charity team on 023 8120 8881.

Alternatively, you can visit www.uhs.nhs.uk/charity or email charity@uhs.nhs.uk

Volunteering

Our volunteers are an important part of hospital life, helping out with everything from transport to supervising in the playrooms. If you would like to find out more about getting involved, please contact the voluntary services office on 023 8120 4688.

Become a hospital member

University Hospital Southampton NHS Foundation Trust has over 20,000 members made up from local people, patients, carers and staff.

Our members help us make decisions and allow us to be more responsive to local needs and improve the services we offer.

For more information, ring our membership office on 023 8120 4853 or visit www.uhs.nhs.uk

This guide was produced with the assistance of families and staff at Southampton Children’s Hospital.

Useful telephone numbers

Inpatient enquiries .................. 023 8120 6766
Bursledon House ................. 023 8120 6917
Children’s outpatient enquiries ... 023 8120 4359
C neuro .............................. 023 8120 6692
E1 Ocean ward children’s cardiac ward .................. 023 8120 6470
Children’s medical unit ............ 023 8120 6485
Ward G3 children’s orthopaedics .................. 023 8120 6486
Ward G4 children’s surgery ........ 023 8120 6718
Ward G4 children’s nephro-urology .................. 023 8120 8620
Ward G4 children’s haemodialysis .................. 023 8120 4147
John Atwell day ward .............. 023 8120 6157
Children’s emergency department .................. 023 8120 8109
Children’s assessment unit ........ 023 8120 3744
Children’s high dependency unit .................. 023 8120 8662
Paediatric intensive care ........... 023 8120 6972
Piam Brown oncology inpatient ward .................. 023 8120 4817
Piam Brown day ward .............. 023 8120 4249
Hospital play team .................. 07717 440557
Public transport enquiries ........... 0871 200 2233
Charity donations .................. 023 8120 8881
Patient support services ............ 023 8120 6325
Complaints .................. 023 8120 6325