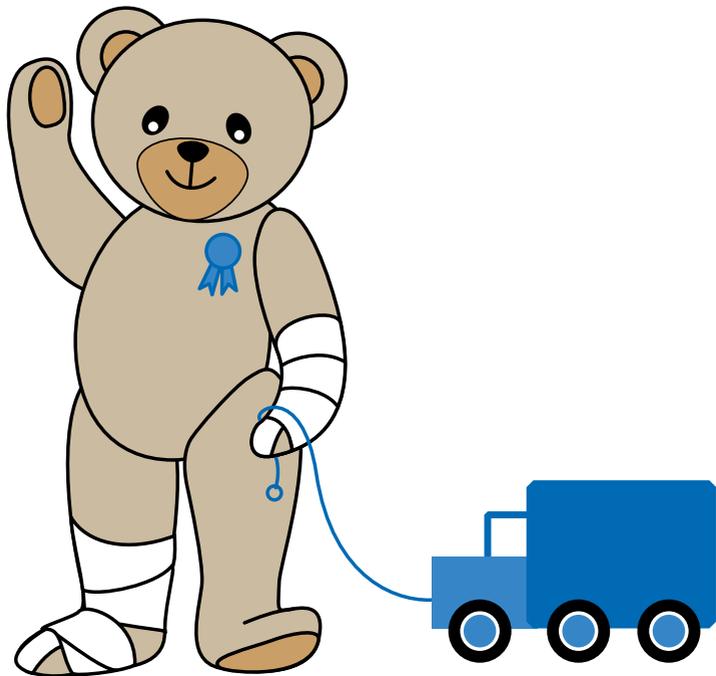


Open Access for your child to Hascombe Ward

Paediatrics Department



Patient information leaflet

1. What does 'open access' mean?

'Open access' means that your child can be assessed without a referral from your GP, an A&E department, Health visitor or midwife.

2. Are there different types or 'Open Access'?

Yes, there are two types of 'open Access' offered to children depending on their condition.

- Children with conditions or children receiving treatment that severely affects their immune system (e.g. Cancer), will have 'Open Access'. Open access will be for the duration of their treatment and for up to six months afterwards. These children's medical notes will usually be kept on the ward.
- Children who have been discharged with the expectation that their condition will continue to improve at home, may be given short term 'Open Access'. This is in case their condition deteriorates at home. These children's medical notes will be kept on the ward until the period of 'open Access' expires (usually 24-48 hours).

3. How will I know if my child has 'Open Access'?

If the medical staff decide to give your child 'open access' the reason, duration and date and time of expiry will be written on the back of this leaflet.

4. What do I do if I want to bring my child back/ask advice?

If you wish to make use of the 'Open access' facility for your child to be reassessed, you must call the ward. The telephone number is: **01483 464071**. Please ask to speak to a member of the nursing team. Tell them your child's Name, age, reason for open access and what is causing concern. The nurse will put you on hold whilst they check your child's notes. You will then be given advice or be advised to return with your child. On rare occasions when the ward is full, you may be asked to go to A&E. If this is the case and your child needs to be admitted, it may be necessary to transfer them to another hospital. If you have called 999, then your child must go to A&E to be assessed.

5. What will happen if we come back?

If you are advised to return with your child, a nurse will record their vital signs. The nurse will then inform you of the approximate waiting time to see the doctor. Once the Doctor has assessed your child, a management plan will be discussed with you.

Your Child's Open Access details

Name:
DOB:
Hospital Number:
Consultant:
Diagnosis:
Reason for open access:
Current medication:
Actions/Treatment on admission:
Advice given on discharge:
Duration of access:
Date and time expiry:

Once the period of 'Open access' has expired you will need to take your child to A&E or your GP for further assessment.

Thank you.

Contact details

Hascombe Ward

Telephone: 01483 464071

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–3.00pm, Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

Past review date: December 2017

Future review date: December 2020

Author: Jane James

PIN171201–1409

