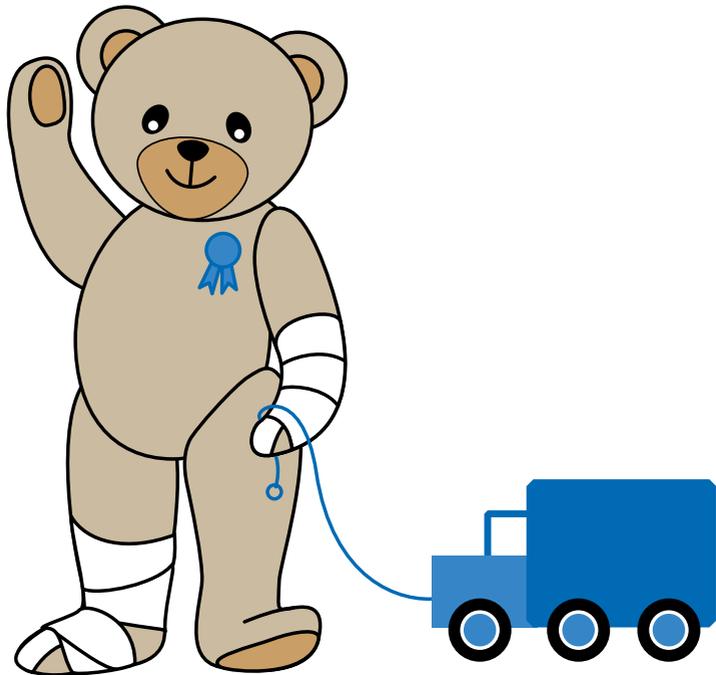


# Your child's emergency referral to the Paediatric Assessment Unit (PAU)

Hascombe Ward



Patient information leaflet

**Your child has been referred to RSCH Paediatric Assessment Unit (PAU). Your GP/A&E Doctor wants them to have a paediatric opinion. They may also think your child needs an urgent test/investigation.**

## **1. What is the Paediatric Assessment Unit?**

---

The Paediatric Assessment Unit (PAU) is for patients requiring an urgent specialist Paediatric assessment/opinion. It is located within our Paediatric Ward (Hascombe).

Patients are referred here either by their GP, an outpatient service or an A&E department. The PAU is staffed by dedicated Paediatric Doctors and Nurses.

This is a busy unit which can incur delays to see the doctor. Please bear with us if this occurs. Speak to the nurses if your child experiences worsening of symptoms whilst you are waiting.

## **2. What can I expect to happen?**

---

You and your child will be welcomed by one of our Nursing Staff. The nursing team will then take a brief history from you of your child's illness. The nurse will take their blood pressure, pulse, respiratory rate, temperature and oxygen saturation level. We will also measure your child's weight and height. We often require a specimen of your child's urine or stool. Please check with the nurses before visiting the bathrooms/changing nappies. Local anaesthetic cream may be applied if a blood test or cannula (drip) is required. Once the nurse has assessed your child, your child will wait to be examined by the Doctor. The Doctor will usually see patients in order of arrival unless their condition is assessed as urgent. The nurse will inform you of the approximate waiting time to see the Doctor.

The doctor may request an x-ray, scan or blood test depending on your child's complaint.

### **3. How long will we be there?**

---

This depends on the nature of your child's presenting illness. Routine blood test results can take up to two hours – the doctors require these results to make a decision about your child's needs. If further procedures/scans are required this may involve an overnight stay on the paediatric ward. The Doctor may want your child to stay for a period of observation.

### **4. What happens next?**

---

If your child requires admission, they will be transferred to the paediatric ward. Your child will be seen by a consultant within 24 hours. It may be necessary to transfer your child to another hospital if they require specialist care.

Alternatively your child may be discharged with or without further treatment or follow up.

### **5. What should I bring with me?**

---

It is helpful if you bring your child's own medicines in with you. You can arrange for a family member or friend to bring them in on your behalf. Please give any medication to the nurse admitting you so they can be kept safely. You can obtain them at any time by asking the nurse looking after your child. You may also wish to bring favourite belongings such as a toy or teddy. You should also bring a supply of your baby's usual milk and nappies.

### **6. Property**

---

Lockers are available on request.

## 7. Meal/drinks for your child

---

- **08:00 Breakfast**
- **12:00 Lunch**
- **17:00 Dinner**

Please inform the nursing staff on admission if your child has any special dietary requirements. The Trust does not supply any food for parents or siblings. We do have parent facilities, which include access to tea and coffee, a fridge and microwave. Please feel free to bring in food. There is a restaurant located on the lower ground floor (Level A) and a coffee shop and M&S on the ground floor (Level B). There is also a Tesco located within walking distance of the hospital.

## 8. What are the visiting times?

---

There is limited space in the PAU so only parents can attend with their child. If you have other children you may prefer to ask someone to care for them.

If your child is admitted to Hascombe Ward, one parent can be resident. Open visiting for parents and siblings is between 08:00-20:00 and 14:00–20:00 for all other visitors.

## 9. Will my child be followed up?

---

If it has been identified that your child will require follow up consultations after discharge – the appointment will be given to you on the day or sent to you.







## Contact details

---

### Paediatric Assessment Unit

To contact the nursing staff for patient enquiries:

**Telephone:** 01483 571122 **ext** 4070 or 4071

We ask you to limit the number of telephone enquiries to one member of your family wherever possible.

---

### 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](mailto: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: January 2018

Future review date: January 2021

Author: Clare Mitchell

**PIN180123–1458**

