

Long-term open access to the children's inpatient wards

Information for parents

Child's name: _____

Date of birth: _____

NHS number: _____

Your child has been given open access to the children's inpatient ward. Please only use this service if your child becomes unwell due to:

- a deterioration in their long-term condition
- an illness related to their long-term condition; or
- an illness that makes their long-term condition worse.

If you have any concerns about any of the above, please call:

- Rainbow Ward, **Queen Elizabeth the Queen Mother Hospital**, Margate
Telephone: 01843 23 45 78
- Padua Ward, **William Harvey Hospital**, Ashford
Telephone: 01233 61 62 96

For any other concerns unrelated to your child's long-term condition, please ask for advice from your local pharmacist, GP, 111, or your nearest Emergency Department.



What will happen when I call the ward?

When you call the ward, you will speak to a doctor or nurse who will provide reassurance and/or further advice about what you can do at home, or they will advise you to bring your child back to hospital. You may be advised to bring your child directly to the ward or to the Emergency Department, if the nurse or doctor thinks it is appropriate. Please be aware it can sometimes take a while for an appropriate healthcare professional to become available to be able to provide you with the right advice.

If in the meantime you feel that your child is very unwell and in need of urgent care, you should ring 999. You will be taken directly to the Emergency Department so your child can be seen and assessed more quickly.

Please do not bring your child directly to the children's ward without ringing us first; it is important we know you are coming, so we can prepare for your arrival. In many circumstances we can give you advice to avoid you having to come to hospital.

How long will the open access last?

In many cases, open access to the children's ward is only temporary and is reviewed by your consultant every six months. If the consultant decides your child no longer needs open access, you will receive a letter to confirm this. You will then be expected to use the normal services such as your pharmacist or GP, 111, or the Emergency Department.

Further information

If you have any questions about this service, please call one of the wards listed on the front page of this leaflet

This leaflet has been produced with and for patients

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 78 31 45, or email ekh-tr.pals@nhs.net

Patients should not bring in large sums of money or valuables into hospital. Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property had been handed in to Trust staff for safe-keeping.

Further patient leaflets are available via the East Kent Hospitals web site www.ekhufft.nhs.uk/patientinformation