

Welcome to Safari

Information
for families



Great Ormond Street Hospital
for Children NHS Foundation Trust

About the ward

Safari is a Daycare and Outpatient unit specialising in treating children with haematology (blood disorders), oncology (cancer) and immunology conditions, as well as children pre- and post-bone marrow transplant (BMT). It is located on Level 9 of the Southwood building.

The ward is staffed by nurses, doctors, nurse practitioners, clinical nurse specialists, pharmacists, play specialists, health care assistants, housekeepers and administrators. In addition, doctors from all specialties can visit the ward, as well as psychologists, physiotherapists and social workers.

If you would like to speak to any of these professionals, please ask one of the nurses to arrange this for you. We cannot guarantee that they will be free to visit straight away as they also work in other parts of the hospital.

Please note that GOSH is also a teaching hospital so you will see student nurses and doctors completing their training but they will be supervised at all times by a qualified member of staff.

Please see our photo board on Safari to identify our individual team members.

Safari Daycare

Safari Daycare is open from 7.30am to 7.30pm Monday to Friday. Children of any age group can come to Safari although the majority are under 12 years. Patients come to Safari for a range of day care treatments, including intravenous (into the blood) infusions, procedures under general anaesthetic, injections and general reviews.

Safari consists of 16 beds and four individual cubicles (available for patients who are potentially infectious to others). Each child receiving treatment lasting over an hour will be given one of these beds. There are three treatment rooms where the nurses are based and where the patients' treatment will commence.

We do our utmost to protect the privacy and dignity of your child at all times during their stay at GOSH. Your child will be allocated a bed space according to how their physical, psychological and social needs are best met taking into consideration the needs of other children and young people on the ward at that time. Please tell us if your child has a preference for being with other children of their own age or gender and we will try to meet this request where possible. Please note that there are some circumstances where requests cannot be met, for instance, in high dependency or intensive care areas.



Your child's safety will be our utmost priority at all times.

You will be given an appointment time for your child's treatment in advance. This is the time that you should arrive on Safari and check in at the Daycare reception. Your child will need to have their observations, height and weight completed and be seen by a Doctor or Nurse Practitioner before the chemotherapy or procedure can go ahead. These checks will take at least an hour and the Safari nurses will collect you once it has been confirmed that the treatment will go ahead.

We ask that you bring with you any medications that your child is receiving. A Clinical Nurse Specialist will be able to go through the medicines with you and check that you have a sufficient supply before leaving.

Some procedures under general anaesthetic take place in a dedicated theatre on Safari, whereas others take place in other theatres within the hospital.

If your child is having a procedure under a general anaesthetic, you could be asked to come in either in the morning or the afternoon. For morning theatre lists, you will be asked to arrive by 8am and for afternoon lists by 12 midday. The order of the list depends on many factors (for example patient age, treatment, infection status and so on) and the anaesthetist needs to review all patients face-to-face on the day, before finalising the order. This is why we ask all families to arrive at the same time, even though their procedure may not take place until later in the list. Before every procedure under a general anaesthetic, your child will need to be 'nil by mouth' for a certain amount of time. You will be given individual information regarding these times in advance of your visit.

It is anticipated that when your child has completed their day case treatment they will go home. If your child becomes unwell during their stay on Safari, we will need to arrange for them to be admitted to their local hospital.

Please ensure you check out at reception when you leave the ward. You will be given information regarding your next appointment at this time.

A discharge letter will be sent to you, your community team and your shared care hospital detailing the treatment your child has received.

Outpatients

We run clinics Monday to Friday, between the hours of 9am and 5pm. We ask you to arrive 15 minutes before the appointment start time so that your child can have their height, weight and observations measured by a health care assistant before seeing the doctor. Upon arrival, please report to the Outpatient reception so that the staff know that you have arrived.

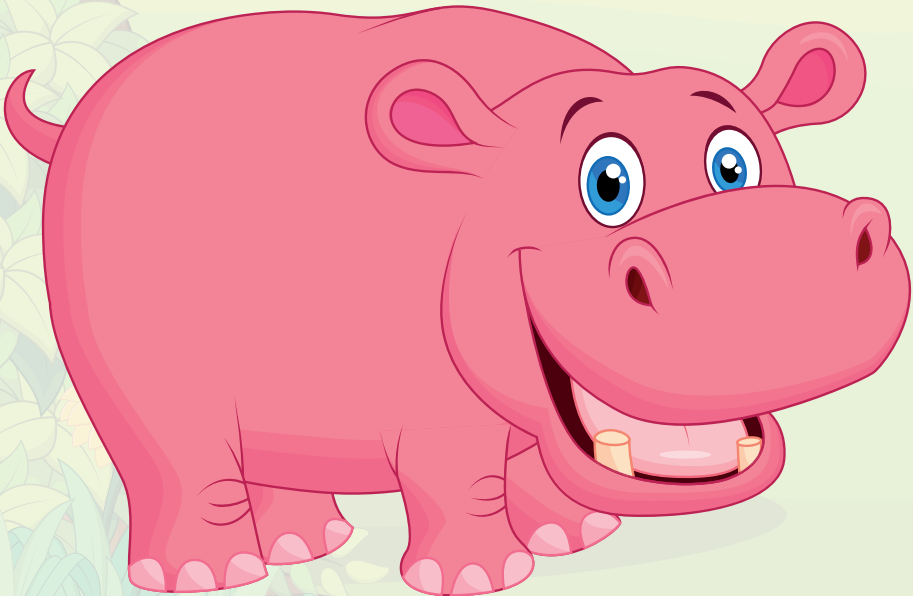
Your child will be under the care of a specific consultant but may not always see this consultant at each clinic visit. There will be other consultants, registrars and nurses in the clinics.

There is limited space available in the outpatient clinic waiting area and we therefore ask families to be mindful of this in when planning for their visit.

Where possible we try to coordinate appointments for investigations (for example, blood test, ultrasounds, x-rays) for the same day, to reduce the number of separate visits required.

Please inform the reception staff by telephone (020 7405 9200 ext 1513) if you are running late for an appointment or are unable to make one. We will always try to ensure your child is seen, if you arrive late you may have to wait until the end of the clinic to be seen.

If your child has any special requirements for the outpatient appointment, please contact the Patient Pathway Manager (020 7405 9200 x 1658) in advance or advise the receptionist at your visit.



Facilities for parents and families

If your child requires a bed for their treatment on Safari, bed linen, blankets and towels are provided. We do not provide nappies for the children on Safari. We have a minimal supply should you need any in an emergency.

Please limit the amount of personal belongings you bring with you into hospital. There is no space on the ward to store any valuable items so we ask that you leave these at home where possible or keep these with you at all times in the hospital.

There is a kitchen on Safari where you can make tea or coffee, heat up snacks using a microwave and store food you have brought in from home in a fridge. Meals for parents and siblings are not provided by the ward but you are welcome to buy food from the Lagoon restaurant or local shops.

Please be mindful that there will always be children on Safari who are 'nil by mouth' awaiting procedures. There is not a separate area for eating so we ask families to pull the curtains around their bed space if eating in a room with other children who are nil by mouth.

The playroom on Safari is open every day for toys, activities and crafts. We have a play specialist on Safari who will supervise the playroom and activities, but you are still responsible for watching your child, particularly when the play specialist is elsewhere. If siblings are visiting, you are responsible for their behaviour at all times. If your child has to stay in bed or is in isolation, you can borrow toys, games and DVDs from the playroom.

The play specialist is available to help with distraction for procedures in both outpatients and daycare.

Please ensure that latex balloons are not brought onto the ward as some children can be allergic to them.

Internet WI-Fi access is available for parents. Please ask a member of staff for information.



Hospital meals for patients

Hot and cold meals are provided for patients only. These meals are ordered from our menu. Our housekeeper will show you the menu.

There are facilities for parents to make breakfast. There is a selection of cereals, bread, butter, jams, milk, squash, tea and coffee. A toaster is available to make toast.

Lunch is the only meal on Safari that is provided by the hospital kitchen. The housekeeper will prepare your choice of food from the menus and deliver it to your child's bed. Lunch is served between 12.00 and 13.00.

We ask that you do not enter the kitchen while food is being served.

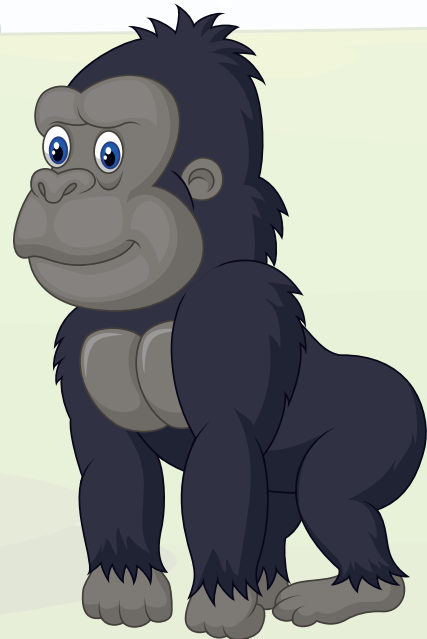
If your child has missed meals due to a procedure, food can be ordered from the hospital kitchen. If you require this, please speak with the housekeeper or a member of the nursing staff.

Additionally we have a selection of cold sandwiches, fruit, yoghurts, biscuits and crisps available to children throughout the day.

Visiting

Parents and siblings are welcome to visit at any time, but we would ask that you do not come as a big group as space is limited within the bays. Other visitors are also welcome. If you or any visitor is unwell or has been in contact with coughs, colds, tummy bugs, chicken pox or measles, we ask that you do not come onto the unit. Please always phone and speak to one of the nursing staff on Safari if you are unsure.

If your child is isolated for any reason, we will limit the number of visitors to prevent the spread of infection. Please make sure that all visitors wash their hands with soap and water before they enter or when they leave a child's bed space.



General information

You will receive information about your child's appointments by letter in the post. We are also able to send text message appointment reminders to parents, so please ensure that you provide the reception staff with your mobile number. Please do also let our reception staff know if any of your contact details (phone number, address, family doctor (GP) for example) change, so that we can update our records.

Unfortunately the hospital is unable to provide transport to and from Safari. As a day case admission you are entitled to a parking permit for the day of your child's treatment. You will need to take your child's appointment letter to the main reception of the hospital on the day of treatment and they will issue you with a permit and inform you where you are able to park.

GOSH is within the central London Congestion Charging zone but you can claim a refund for each visit – ask reception staff for the claim form.

There is limited patient accommodation for children attending the hospital as a day case. If you are unable to get to the hospital in time for your day case appointment, please liaise with the ward administrative staff to see if this might be an option for you.

Interpreters are available for families but do need to be booked in advance. Please inform the administrative staff if you require an interpreter for your child's appointment.

The hospital has an Activity Centre where siblings can go if you need to bring them with you for your child's treatment. The centre is open on weekdays from 10am to 12.30pm and 1.30pm to 4.30pm (Wed until 3.30pm) and encourages patients and siblings of all ages. Parents are able to leave their children in the centre during these times and will need to fill out some paperwork.

We welcome your feedback about your child's treatment on Safari. With each admission we would encourage you to fill in a Friends and Family Test card. The administration staff will give you the form.

Please do not hesitate to speak with the ward sister or any of the staff on Safari with your feedback.



If you have any questions, please ask a member of staff or telephone one of the numbers below.

Safari Daycare:
020 7829 8833

Safari Outpatients:
020 7405 9200
ext 1513

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