

Great Ormond Street
Hospital for Children



NHS Foundation Trust

Essential information for families

2012/13 edition

Welcome! This booklet gives you the essential information you need before coming to Great Ormond Street Hospital for Children NHS Foundation Trust.



P Car park **PA** Children's play area

GOSH Great Ormond Street Hospital

WH Weston House **IW** Italian Wing

RLHIM Royal London Hospital for Integrated Medicine

ICH UCL Institute of Child Health

UCL University College London **UCLH** University College London Hospital

Southampton Row

Restaurants
Chemists
Sandwich shops
Coffee shops
Supermarkets
Newsagents
Banks

Lamb's Conduit Street

Sandwich shops
Doctor's surgery
Chemists
Supermarket

Brunswick Centre

Supermarket
Bank
Children's clothes
Coffee shops
Sandwich shops
Restaurants
Cinema
Chemist
Post office

2 • Local area map

Essential information for families

How to get to GOSH

Great Ormond Street Hospital (GOSH) is in the centre of London, close to the West End and City of London. Where possible, we advise families to use public transport to get to GOSH. We are close to several mainline and underground stations and local bus routes.

Public transport

Euston, King's Cross and St Pancras are the nearest mainline stations, all about 15 minutes' walk from the hospital. If you are coming to one of the other mainline stations, you can continue your journey to GOSH by tube or bus.

The two nearest underground stations to GOSH are Russell Square (on the Piccadilly line) and Holborn (on the Central and Piccadilly lines). Neither station has disabled access, as they have steps leading to the platforms. The nearest underground stations with disabled access are King's Cross (on the Piccadilly, Northern, Victoria, Circle, Metropolitan and Hammersmith and City lines) and Euston (on the Northern and Victoria lines).

Various buses come within 15 minutes' walk of the hospital including route numbers 7, 8, 17, 19, 25, 38, 45, 46, 55, 59, 68, 91, 168, 188, 242, 243 and 521.

For more information about travelling to GOSH on public transport, contact National Rail Enquiries on 0845 48 49 50 or www.nationalrail.co.uk or Transport for London on 020 7222 1234 or www.tfl.gov.uk.

If you receive certain benefits, you can claim travel expenses for public transport for admission, discharge and outpatient appointments for the patient and one adult. You will need to show recent proof of receiving benefits and your tickets at the Transport Office when you claim, which must be within three months of your child's appointment or admission. If you want to know more about fare reimbursement, please contact the Transport Office on 020 7829 8618.

Coming by car

If you do have to come to GOSH by car, please remember that parking is very limited and generally on a 'pay and display' basis at a meter or in a car park. Details of local car parks are on the local area map on the inside cover of this booklet. In some circumstances, you can get a parking permit for a few hours by showing your appointment or admission letter at the main reception desk of the hospital. The parking permit will only allow you to park on a single yellow line

in Guilford Street. Parking elsewhere, even if you have your permit on display, will lead to a parking ticket as traffic wardens patrol the area regularly.

If you have a blue (disabled) badge, parking is still quite hard to come by, but you can park in the immediate area of the hospital in resident parking bays, parking meter bays and 'pay and display' zones without a time limit. You can also park on a single yellow line but only for three hours. Remember to make sure your blue badge is clearly displayed on the dashboard of your car.

If you come to GOSH by car, you will have to pay a charge to drive within the central London Congestion Charging zone 7am – 6pm on weekdays (excluding bank and public holidays). There are a number of exemptions and discounts for certain vehicles or vehicle users, for instance blue badge holders who have registered with Transport for London.

You should pay the Congestion Charge or register for a discount before you travel by visiting the website www.cclondon.com or ringing 0845 900 1234. You can also use the free phone near the main reception desk. You can pay the Congestion Charge in person at selected shops and petrol stations within the zone. Use Shop Locator at www.cclondon.com to find your nearest shop. The hospital can reimburse your congestion charge

if your child is eligible. We are only allowed to reimburse you if your child has a weakened immune system, needs regular assessment or treatment or repeated operations and has been clinically assessed as too ill, too weak or too disabled to use public transport. If you are eligible for reimbursement, please bring your receipt and car registration, along with details of when you travelled, to the main reception desk. Please note that we need a printed receipt for reimbursement to ensure that the hospital is in turn reimbursed by Transport for London.

Hospital transport

Transport to and from GOSH in an ambulance or ambulance car is only available for children who have a medical reason for it. This will be assessed by clinical staff before hospital transport is provided. Please ask your family doctor (GP) to arrange transport to GOSH if your child requires it to attend an outpatient appointment. If your child is coming for an inpatient stay, our staff will organise this. We cannot accept bookings from anyone else.



Important information

GOSH is a very busy place and we all need to follow some guidelines to keep everyone safe and secure.

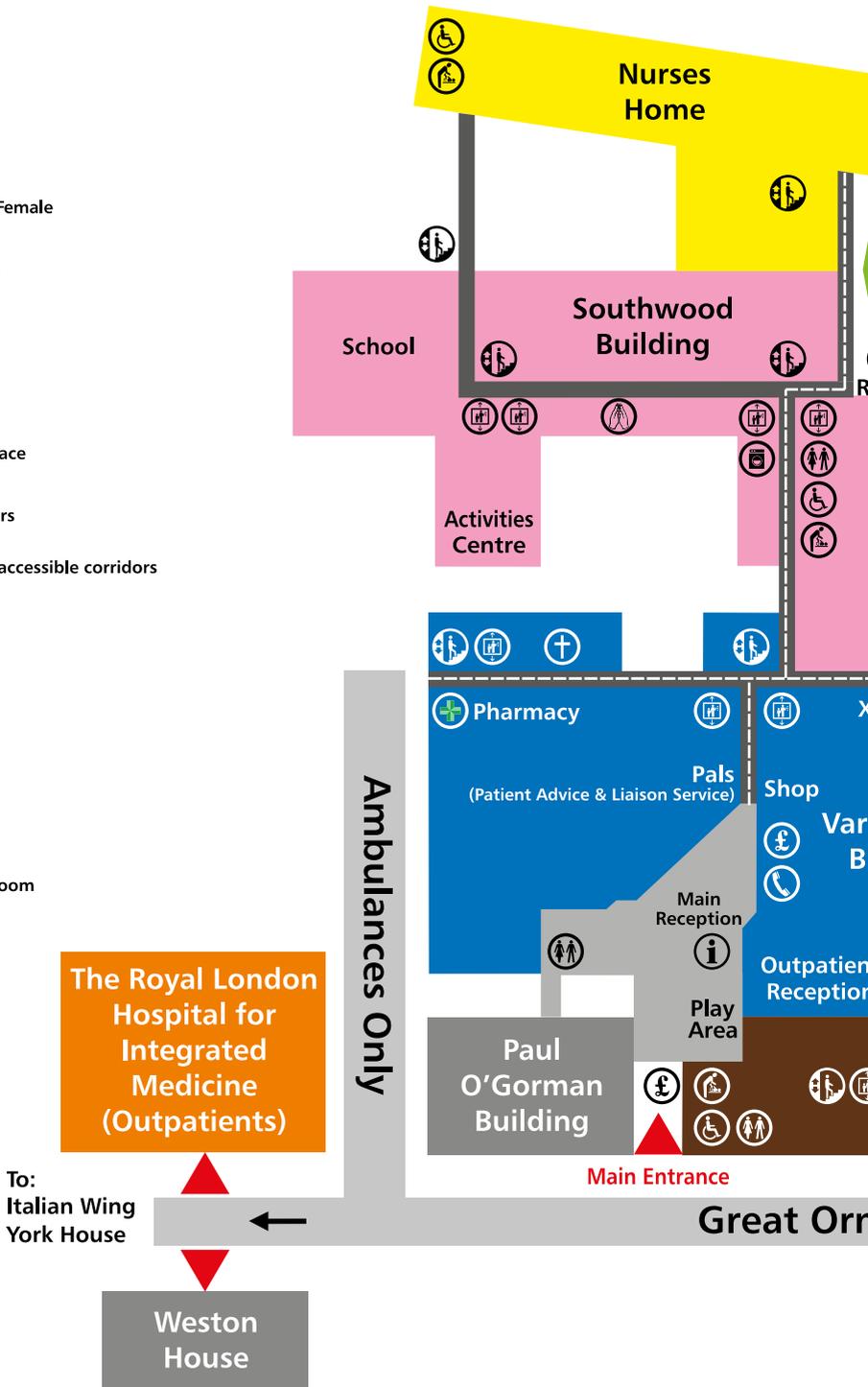
Security and fire

All members of staff must wear an identity badge at all times. If someone not wearing an identity badge approaches you or your child at any time, please check with a member of staff. If you are at all worried, please call security on extension 5999. Our security guards are on duty in the hospital 24 hours a day, seven days a week. They are here to protect all our staff, patients and visitors and do regular patrols of all the buildings. Remember if you see anything out of the ordinary, ask a member of staff to contact security.

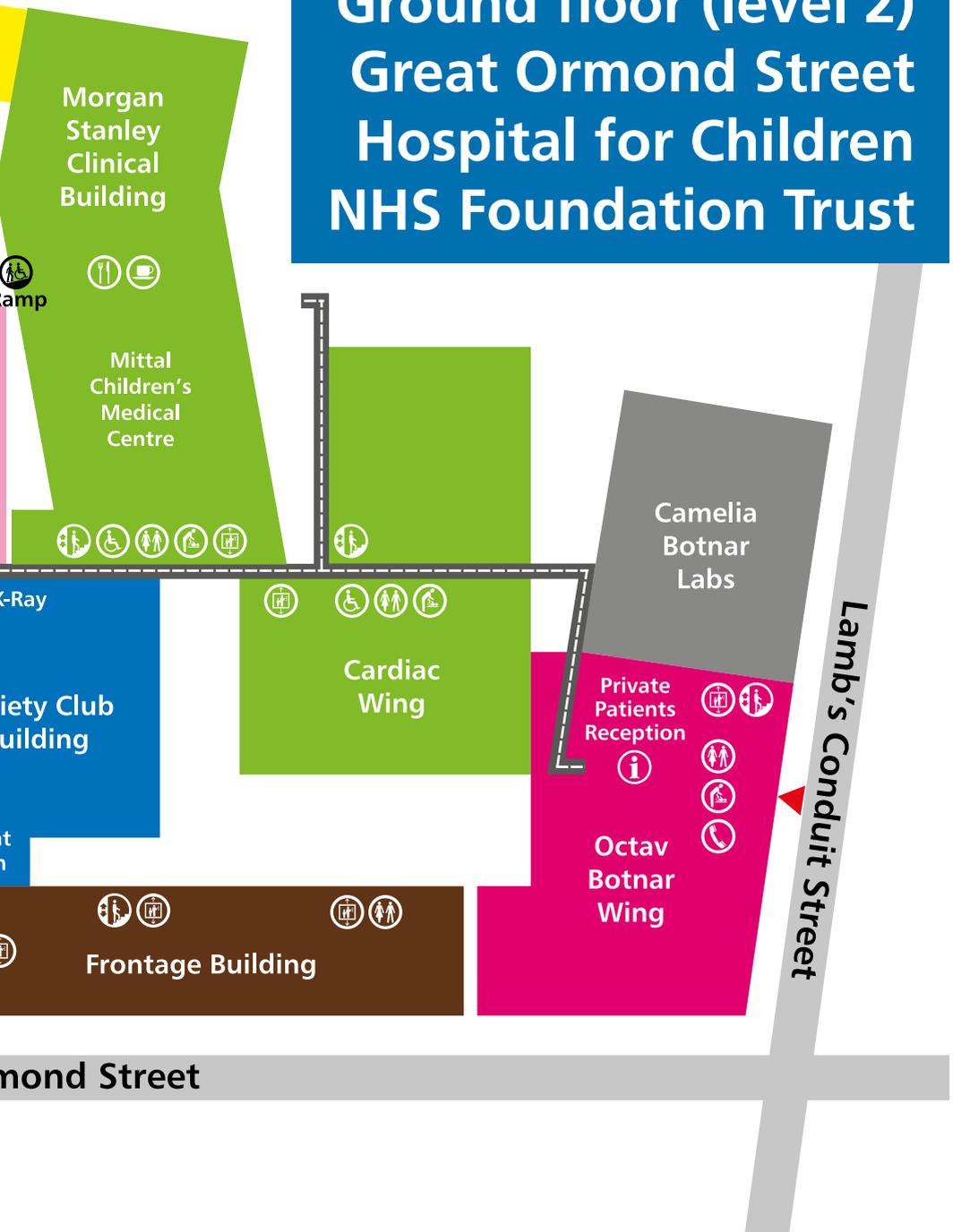
Try not to bring valuable items to the hospital, as we cannot accept responsibility for the loss of or damage to any personal belongings.

We have a very sensitive fire alarm at GOSH, which you may hear during your visit. If you are on a ward and hear a continuous fire alarm sound, please remain calm and follow instructions from the nurse in charge. If you are elsewhere in the hospital, please follow instructions from the fire team. If you feel you have to return to your child's ward, please do so

-  Entrances
-  Lift
-  Stairs
-  WC Male & Female
-  Assisted WC
-  Cash Point
-  Public Telephones
-  Changing Place
-  Link Corridors
-  Wheelchair accessible corridors
-  Café
-  Restaurant
-  Laundry
-  Chapel
-  Multifaith Room



Ground floor (level 2) Great Ormond Street Hospital for Children NHS Foundation Trust



calmly, avoid using the lifts and follow instructions from the nurse in charge.

Smoking is not allowed anywhere on GOSH property, which includes inside any of the buildings or areas nearby such as entrances. Please go elsewhere to smoke and give our patients a healthier environment.

Mobile phones

You can use your mobile phone inside the hospital but only within designated mobile phone friendly zones. Using your mobile elsewhere could cause interference with our medical equipment. Please be considerate when using your mobile phone, switching it off during consultations and keeping the noise down when children are sleeping nearby.

Infection control

The infection control team at GOSH is available 24 hours a day, seven days a week to offer advice and guidance. They monitor all infections in the hospital and are responsible for the prevention and control of infection outbreaks.

Keeping the hospital clean and preventing infection is only possible if we all work together. Each bed space or cubicle has a poster outlining how you can help and information is also available in our *Infection control and*

prevention information sheet on display around the hospital and on our website.

Please help us by washing your hands frequently and asking your visitors to do the same. Everyone who visits your child should wash their hands or use alcohol gel before coming in. Please ask everyone, including members of staff, if they have done so. Keep the area around your child's bed clear and tell us if you think you or your child have an infection. Also, please report any areas that need cleaning to a member of staff as soon as you notice them.

Visiting

Parents and carers are welcome at all times, as are brothers and sisters. Friends and other relatives should visit between 10am and 8pm. Visitors with colds, coughs or other infectious diseases should check with the ward first, and preferably not visit until they are well. Some wards have restrictions on the number of visitors and visiting times, so please check with the ward first.

Respect and responsibility

We know that there may be times when families are frustrated, angry or upset, and we will help you find the right member of staff to discuss any concerns you have about your child's care.

We will not tolerate any kind of threatening behaviour – verbal, physical or psychological – to patients, families or staff and we have a policy to ensure that this is dealt with appropriately. This involves asking the person to come to an agreement about the behaviour we expect from them. In rare circumstances where this agreement is not kept, we can and will remove the person from the hospital.

Although this is a children's hospital, you will still be responsible for the behaviour of your child and the safety and behaviour of any brothers or sisters coming to visit. Please arrange supervision of brothers and sisters at all times.

Personal information

Your doctor and the team of healthcare professionals caring for your child keep records about the health of your child, any treatment and care received and your family background. This helps us care for your child now and in the future.

When your child first becomes a patient at GOSH, we will send you some forms to complete. We need you to fill them in as completely as you can. On the form, you will be asked to provide your child's NHS number. This is a 10 digit number assigned to your child at birth.

This number helps identify your child and should be included in letters from your family doctor (GP).

Once your child is registered as a patient of GOSH, we will regularly ask you to check the information we hold about your child. Having incomplete or incorrect details about you and your child can cause problems if we need to contact you urgently about an appointment or admission.

We assume you are happy for our clinical teams to use your child's information when you let us look after him or her. The leaflet *Information held about your child* can be found at the Pals Office and details how your child's information will be used. You have the right to stop us from using your child's information in ways you do not feel happy about, so please let us know if you have concerns. You also have the right to see the information that we hold about your child, so please tell us if you want to and we can make it available for you.

Teaching and research

GOSH is a teaching hospital so we may ask if you mind doctors, nurses and other professionals in training being present when your child is being treated. They may also help care for your child although always under supervision from a trained member of

staff. If you are unhappy about this, please talk to the department or ward manager. It will not affect your child's care in any way.

We work closely with our research partner, the UCL Institute of Child Health, searching for treatment and cures for childhood diseases and conditions. We may ask you to take part in some research while you are at GOSH but you do not have to say yes. The researcher will give you an information sheet about the research project before you decide, and answer any questions you have fully. Remember, all research carried out at GOSH has been approved by an independent research ethics committee.

As part of your child's treatment, we may take samples of blood, bodily fluids or tissue. We will always discuss this with you in advance. If there is any sample left, the GOSH laboratories may keep it to help them improve their service. Sometimes staff will ask if part of a sample or occasionally an extra sample can be used for research. This will only be done with your consent. Staff will be happy to answer any questions.

Press and publicity

GOSH is often in the news and there are often film crews and photographers working in the hospital. Remember that we only allow reputable organisations that will benefit our work to film or photograph within the hospital and they need our permission to do so. It is entirely up to you and your child whether you take part. If you have any questions or concerns, please ask to speak to a press officer.

Facilities



For details of other amenities in the local area, please pick up a copy of *Around GOSH* from the Pals Office.

Food at GOSH

We have been working hard over the past few years to improve the range and quality of food provided to patients, families and staff. The vast majority of food served at GOSH is cooked from fresh, using top quality ingredients that are organic where possible. We have reduced the amount of processed food and are increasing the number of healthy options available. Freshly made halal meals are available at each mealtime in the Restaurant and on the ward. Kosher meals are also available on request. If your child has a special requirement for food, please ask and we will do our best to meet the need.

The Lagoon staff and visitor Restaurant located in the Morgan Stanley Clinical Building (MSCB) is open for breakfast, lunch and supper seven days a week.

The Coffee Shop is located within the Lagoon Restaurant and offers speciality coffees with organic milk, toasted paninis, halal sandwiches, light healthy option snacks and beverages.

The Peter Pan Café is in the main reception area and serves cold snacks and speciality coffees.

The Hospital Shop is in the main reception area.

Patient Advice and Liaison Service (Pals)

The Pals Office is in the main reception area opposite the shop. Pals are available Monday to Friday 9am-5pm and on Saturdays 10am -12.30pm. The Pals staff are able to help you with any concerns that you might have about your child's care or other difficulties you have during your stay at the hospital. Pals can also access help for benefit and financial issues and other problems not immediately related to your child's health care. Pals are also happy to sit and listen if you feel the need to talk to someone in more general terms about what you and your child are currently going through. Pals operate an 'open door' policy so feel free to drop in, Pals are also happy to visit you on the ward if you do not feel able to leave your child. Ring them on 020 7829 7862 or internal extension 7862, email them at pals@gosh.nhs.uk or visit their web page at www.gosh.nhs.uk/pals

Accommodation

GOSH guarantees accommodation for one parent only when the child is an inpatient. This could be on the ward

or provided elsewhere by the Family Accommodation department if the ward is unable to assist.

If the patient is in an Intensive Care Unit, both parents are accommodated. The Mother's Unit and the Heart Transplant flats are the only accommodation where families will have to share.

The service is free and all bed linen is provided but you will need to pay a refundable deposit.

The Patient Hotel provides accommodation for a child and their parents/carers before admission or following discharge for an inpatient stay. The Patient Hotel provides accommodation on a room-only basis and is self-catering. Priority is given to families living outside of London.

Accommodation in our 'care by parent' flats is also provided for patients who require ongoing treatment but do not necessarily need to stay on a ward, for example, dialysis and transplant patients.

The Family Accommodation Department can also provide you with a list of hotels in the local area.

You can contact Family Accommodation on 020 7813 8151 or 020 7829 7871. Alternatively you can email accommodation@gosh.nhs.uk with your query.

Play

Each ward has a playroom where you and your child can play together. For most of the day, the play specialist supervises this area, but you are still responsible for watching your child, particularly when they are with another child elsewhere.

Launderette

Launderette facilities for families are available in the hospital. Please see the map in main reception. You will need to supply your own washing powder but the machines are free to use. There are other launderettes in the area where you can leave a service wash or organise dry cleaning.

Pharmacy

The Pharmacy is where you can pick up any medicines prescribed for your child. If you have any questions about your child's medicines, please discuss them with the ward or dispensary pharmacists. Please note that for some medicines, it is now a legal requirement that you provide proof of identification before being given the medicine. For other medicines and supplies, there are several community pharmacies in the local area.

Changing facilities

There are baby and disabled changing facilities at various locations throughout GOSH – please see the

map for details. Hoist facilities are provided but please bring your own slings. If you are not confident in using the hoists, please ask for help. The Trust cannot be held responsible for any incidents resulting from misuse of this equipment.

Cash point

There is a cash point in the main entrance to the hospital, which accepts most types of bankcards and does not charge a fee. There are plenty of other cash points in the local area. Please ask at the Pals Office for directions.

Suggestions and complaints

We are always trying to improve our services for patients and their families. If you have any suggestions or complaints about the ward or hospital, please let us know about them. First speak to the ward staff or your child's consultant if there is a problem with your child's treatment. If you feel your problem has not been resolved, you can call in at the Pals Office to discuss the matter further.

Comment or compliment cards are on display around the hospital. All comments or responses remain anonymous unless you want us to contact you to discuss things further.

Getting involved

Foundation Trust membership

GOSH is an NHS Foundation Trust. NHS Foundation Trusts are part of and committed to the NHS, but have more freedom in how they run their hospitals and how they meet the demands upon them. We are focused on the needs of children and strive to be in the top five children's hospitals in the world, keeping quality and safety at the centre of all we do. The elected Members' Council represents staff, patients, parents, carers, the public and other interested parties. The Council is a critical friend, helping the hospital move forwards in the years ahead.

Foundation Trust membership is free and is open to anyone who lives in England and Wales over the age of 10. As a Foundation Trust member your views are valued. The hospital wants to know how we can improve the service we offer to patients and families. You will also have the chance to participate in surveys and receive news updates about the hospital. Find out more and join online at www.gosh.nhs.uk/foundation

Volunteering

Our volunteers are an important part of hospital life. They work alongside hospital staff and contribute to the care and well being of patients and their families. They do this by offering a range of services and activities to children and families that aim to improve their quality of life during their stay at GOSH.

Fundraising for Great Ormond Street Hospital Children's Charity

Great Ormond Street Hospital Children's Charity needs to raise over £50 million each year to support the vital work of the hospital. The donations we receive pay for essential projects that are not covered by NHS funding. They help to fund major initiatives such as the redevelopment of the hospital. At the moment we are fundraising to enable us to refurbish the current Cardiac Wing and also to build a new Centre for Children's Rare Disease Research.

We also use our fundraising income to buy vital equipment designed especially for the care of our children. This may range from specially designed beds to a new MRI scanner. We know that having parents close by helps children recover, so our fundraising also pays for beds for

parents. Our researchers and doctors are always looking to develop new treatments to help sick children. The donations we receive support this research and enable us to continue to find cures for very sick children both at GOSH and across the world.

To find out more about the many ways you can help the hospital, from raising money or giving a donation to sharing your child's story as a case study, please telephone 020 7239 3000 or visit www.gosh.org.

And finally...

We hope that this booklet has been useful. If you have any questions before you come to GOSH, please telephone the number on your appointment or admission letter. While you're staying with us, just ask a member of staff or drop in to the Pals Office. There is also lots of information on our website at www.gosh.nhs.uk

Useful numbers

GOSH switchboard 020 7405 9200

Remember if you want to dial any of the following numbers from inside the hospital, you can just dial the last four digits. You are not charged for internal phone calls.

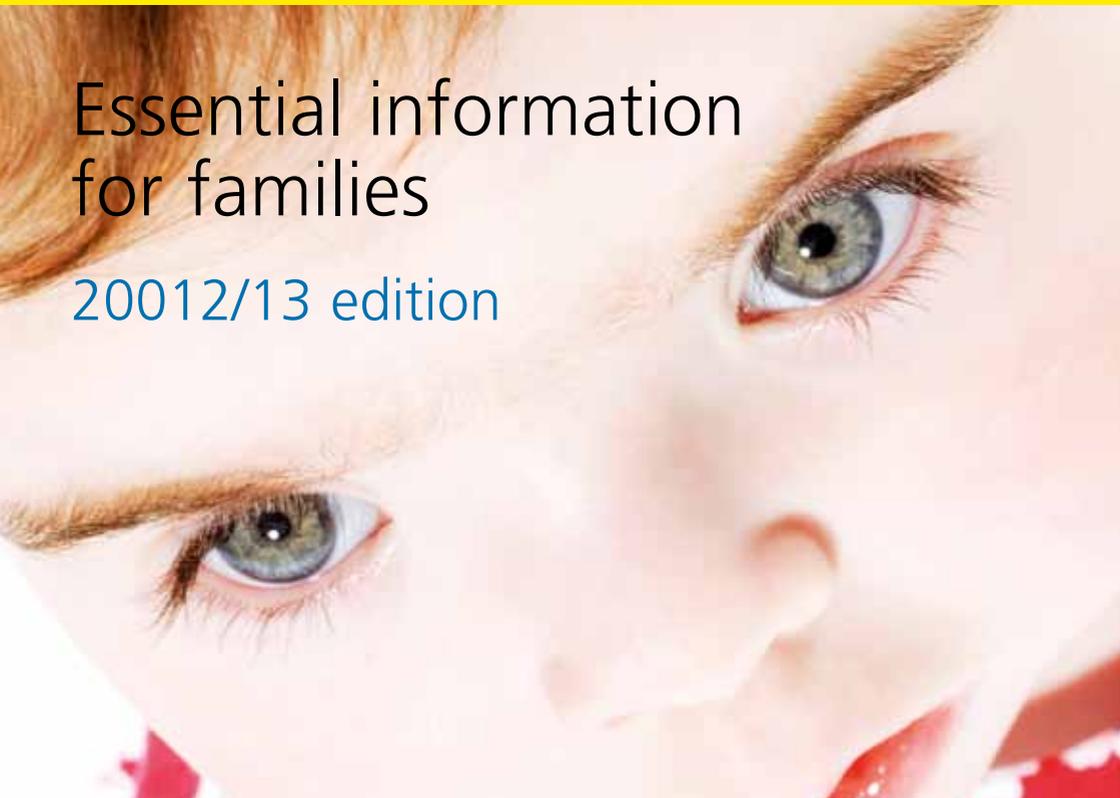
Pals (Patient Advice and Liaison Service) Office 020 7829 7862

Chaplaincy 020 7813 8232

Accommodation 020 7813 8151
or 020 7829 7871

Pharmacy Medicines Information 020 7829 8608

Hospital School 020 7813 8269



Essential information for families

20012/13 edition