

Welcome to the Outpatient Department at GOSH

Information for families

Great Ormond Street Hospital
for Children NHS Foundation Trust

Who's who in the Outpatient department



Lead Nurse, Charge Nurse,
Clinical Educator,
Clinical Nurse Specialist,
Clinical Site Practitioner,
Research Nurse, Research Sister,
Nurse Practitioner



Senior Staff Nurse,
Clinical Educator,
Specialist Nurse,
Research Nurse



Staff Nurse

The majority of our patients come to Great Ormond Street Hospital (GOSH) as an outpatient. This information explains what you can expect to happen during your visit. If you have any questions, please ask a member of the Outpatients team.

What happens during the appointment?

Your appointment letter will usually give the name of the consultant caring for your child. Our consultants work in teams with other doctors, called registrars or specialist registrars. We cannot guarantee that you will always see the consultant, but we can assure you that the consultant is kept fully informed of the results of appointments and tests.

Multidisciplinary teams of specialists, such as nurses, dietitians, speech and language therapists, physiotherapists and psychologists, run some clinics. You may see a number of different



Healthcare/
Clinical Assistant



Reception

people during your child's appointment but they should always introduce themselves to you.

Although your clinic appointment is for a set length of time, some appointments overrun, particularly if the doctor has to give a family a difficult diagnosis or explain a complicated treatment. This can have a 'knock on' effect on following appointments. The clinic staff will always try to keep you informed about any delays. If you are concerned about the length of time you have been waiting, please speak to one of our clinic assistants. Everyone is seen in the order of their appointment time, not the time that they arrive.

We are introducing pagers so you can leave the department for a drink or a snack without missing your child's appointment time. We also have folders of information to read at each reception desk – please bring them back when you have finished with them so another family can use them.

When the clinic nurse or doctor calls you and your child, there may be more than one person in the room. As GOSH is a teaching hospital, some of these people may be doctors, nurses and other professionals in training. Your doctor should introduce them to you and explain why they are there.

If you or your child would prefer not to have these other people there during the consultation, it would be helpful if you could let us know before the appointment. Asking to be seen alone will not affect your child's care in any way.

The doctor will usually start by asking you and your child lots of questions about his or her illness or condition. This information helps the doctor make a diagnosis and plan any treatment. If the doctor wants to examine your child, they will ask your child to lie on a bed that has curtains around it. You will, of course, be able to stay during any examinations or you could ask us to provide a chaperone if you prefer.

As your child grows older, we encourage them to start seeing the doctor on their own for all or part of their appointment. We think this is an important part of growing up and becoming more independent.

When the doctor has finished, you will have the chance to ask him or her any questions. If there is something the doctor explains which you do not understand, please ask him or her to explain it again.

Some parents find it helpful to write down some questions to ask the doctor – here are some suggestions:

- What happens after this appointment?
- What are the tests for and when do we get the results?
- How long will my child have to take medicines?
- How do the medicines work?
- What other treatment options are there?
- Who do I contact in between appointments if I have any questions?

At the end of the consultation, the doctor will tell you if he or she wants to see your child again and if so, approximately when. He or she will also give you a form with this information on it to take to the reception desk. The receptionist will then arrange a suitable date and time for your child's next appointment before you leave the hospital. If we cannot arrange the next appointment before you leave, we will write to you with full details.

After the appointment, the doctor will write to your family doctor (GP) and local paediatrician to tell them about the appointment and explain how they plan to treat your child. You should automatically get a copy of this letter. As your child grows older, we can send them a copy of this letter – please tell the reception staff if your child would like their own copy.

Medicines

If the doctor gives you a prescription for medicines, you will need to get them from the hospital pharmacy at GOSH. Please leave your prescription at the Pharmacy before you go for any tests or other appointments.

When you hand in the prescription, please tell us if your child has any allergies to food, medicines, preservatives or colourings. Also, if your child prefers to take medicine in a certain format, for instance as liquid or tablets, please discuss this with us.

We are developing a 'tracker' system so that you can see where your child's prescription is in the system. We can also text message you when your child's medication is ready for collection so you can go elsewhere while you wait. If you prefer to use the waiting area, we usually have a series of short films running showing how best to give your child medicine and the process we follow for dispensing medicines.

Tests and procedures

Some children need to have a test or procedure when they visit, this could include blood tests, x-rays, removal of a plaster cast or clinical photography. We will tell you when you check in if your child will need to have anything else done during this visit and give you directions.

Between appointments

If you have a number of appointments on the same day, there are plenty of things to do within GOSH and in the local area while you wait. Have a look at our folders available at the reception desk for a few suggestions.



Friends and Family Test

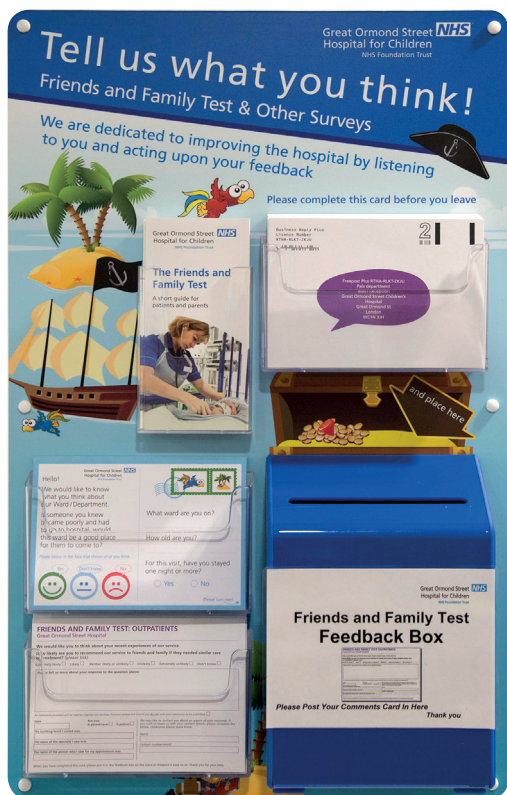
The NHS-wide Friends and Family Test is an important opportunity for you to provide feedback on the care and treatment your child receives at GOSH.

We use the information gathered to improve services. When your child attends the Outpatient department, you will be given the opportunity to answer the following question:

How likely are you to recommend our ward to friends and family if they needed similar care or treatment?

You will be invited to respond to the question on a paper feedback form by choosing one of six options, ranging from 'extremely likely' to 'extremely unlikely'. Your response is voluntary but if you do answer, your feedback will provide valuable information to help ensure our children, young people and families continue to have the best possible experience of care. Responses can be anonymous and you can provide your contact details if you wish to have someone contact you. Please post your feedback form in one of the blue boxes in each outpatient area.

If you would like to know more about the Friends and Family Test or see how we are doing, please see our webpage at www.gosh.nhs.uk/parents-and-visitors/giving-feedback-and-raising-concerns/friends-and-family-test



Information about your child

We aim to provide the highest quality of care for your child and to do this, we need to keep records about your child, their health, the care they have had in the past and our plans for the future. It is vitally important that we have your up to date address, phone number and family doctor (GP) details - if these have changed, please tell us.

If you would like to know more about how we keep and use your child's information, please see our webpage at www.gosh.nhs.uk/parents-and-visitors/coming-hospital/information-held-about-your-child



Safety and security at GOSH

All our members of staff should 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 ask them to call security.

The hospital has a security team on duty 24 hours a day, seven days a week. They are there to protect all staff and visitors to the hospital. If you see anything that looks out of the ordinary, please ask a member of staff to contact security.

GOSH is a smoke-free zone, which means that you cannot smoke anywhere inside hospital property and adjacent areas, such as entrances to hospital buildings.

Although this is a children's hospital, you will still be responsible for the behaviour of your child and the safety and behaviour of their brothers or sisters coming to visit and may need to arrange appropriate supervision, depending on their age.

A background image featuring several colorful parrots, including a prominent blue and yellow one on the left and a red and blue one on the right, set against a light, slightly blurred background.

Useful telephone numbers

GOSH switchboard – 020 7405 9200

Appointments line for outpatient appointments – 020 7829 8880

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

Accommodation – 020 7813 8151 or 020 7829 7871

Transport Office – 020 7829 8152

Complaints department – 020 7829 8501

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Ref: 2015F1816

Compiled by the Outpatient department

in collaboration with the Child and Family Information Group

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