



Welcome to the Paediatric Emergency Department

Information for parents and carers

This leaflet explains how the Paediatric Emergency Department works and what to expect when you come in. Please supervise your child at all times while they are in the department.

Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

If we don't ask these questions, then please ask us to check.

Ensuring your safety is our primary concern.

What happens when I arrive?

Communicating with us

If you or your child needs support to communicate with us, we will ask you to fill in a hospital passport. This will make sure we know how to best communicate with them and their likes and dislikes. We will aim to see your child as quickly as possible. If your child is distressed, please speak to one of our nurses. We have a sensory room where they can wait.

I need an interpreter – how do I arrange one?

Please let us that you need an interpreter when you arrive. We can arrange translations in any language by phone.



Walk-in patients

When you arrive: A nurse will meet you. They will ask you some questions so they can decide who your child needs to be seen by and how urgently. They will ask you and your child – if they are five years old or over – to put on a mask, unless their condition means they are exempt.

Booking in: We will ask you to book in with the receptionist and wait in the reception area, or a member of staff will take you to another room in the department. If you are taken to another room you will be asked to complete a form with your child's details which will be given to the receptionist to book your child in.

If you see the receptionist they will ask for your child's name and the name and address of their GP (home doctor). They will also ask for your name and contact information and the details of the person who has parental responsibility for the child, if this is not you.



Triage: Next, a triage nurse will assess how urgently your child needs treatment and the type of care they may need. They will ask you more for more information about why you have brought your child in and will do a quick assessment of them, such as checking their heart rate and temperature. The nurse may give your child some medicine or order an x-ray.

You will find your way to x-ray by following the fish on the wall.



The triage nurse will then do one of four things:

- send your child home because they do not need any treatment and are ok to leave the department
- send you and your child to the most appropriate service, for example the GP who is based in the emergency department.
- ask you to take your child to another part of the emergency department for more assessments
- ask you to sit back in the waiting room and listen for your child's name to be called to be seen by a clinician. You will then be seen by the clinician.

Arriving by ambulance

Your child will be assessed by a nurse and then moved to one of our treatment areas (see page 4). They will decide how urgently your child needs to be seen and the type of treatment they need. The nurse will place your child in the queue to see a doctor or an advanced/emergency nurse practitioner.

They will offer your child pain relief and assess them again while they are waiting to be seen.



How long will I have to wait for my child to be seen?

We are one of the busiest Emergency Departments in London and see up to 500 patients a day. We assess and treat everyone according to how urgent their medical need is and not in order of their arrival time.

Most children will be seen by an emergency department doctor, a nurse practitioner, a GP or a children's (paediatric) doctor. Sometimes your child might need to see a specialist team and each team has its own queue of patients.

If you are worried that your child is getting worse or you have any other concerns while you are waiting, please speak to one of our nurses.

The department has toys for your child to play with and books they can read while waiting. We can also provide them with an activity pack if they have to wait a long time. Please ask one of our nurses for a pack.

Where will my child be treated?

This depends on their illness or injury and how unwell they are.

- **The Minors area** is for patients with less serious injuries, such as wounds, limb or eye injuries or problems, and all non-life-threatening illnesses. The minors area has different queues and waiting times will vary.
- **The Majors area** is for patients who need urgent treatment or tests.
- **The Resuscitation** area is for the most unwell, severely injured or critically ill patients.
- **The Clinical Decision Unit (CDU)** is a ward for patients who need monitoring and further treatment.



Sensory Room

We have a room which is especially designed for children and young people who have additional needs. The room contains sensory equipment and soft flooring. If you feel your child/young person would benefit from waiting in this room please ask a member of staff.

Who do I contact with queries or concerns?

- Please talk to the senior nurse in charge – the sister or charge nurse – or the consultant in charge. They will help you and your child if you have any queries or concerns about your care. Each area of the Emergency Department also has a senior nurse and doctor in charge that can help you.

Putting your child at ease

Your child might need tests or treatments which they find painful or distressing. To help distract them, we use aids such as iPads.

We also have two hypoallergenic therapy dogs called Wilf and Coco who visit our department every Tuesday and Thursday. If your child is scared of dogs, please let us know.



Can my child eat or drink while in the Emergency Department?

The nurse who assesses your child will let you know whether it is ok for them to eat or drink anything before they are examined. Eating or drinking can sometimes delay or complicate treatment. If your child has been in the department for a long period of time staff can provide food for you child. Please ask a staff member



Examination of your child

Depending on why your child has come to the Emergency Department, the medical professional who sees them may ask for a chaperone to be present while they are carrying out their examination. For some examinations your child may be able to request whether the Dr is male or female

Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your doctor or nurse if you do not want students to be involved in your child's care. Your treatment will not be affected by your decision.

Wi-Fi

There is free Wi-Fi available.

Simply select the NHS Wi-Fi network from your device. Accept the terms and conditions and click connect.

Further information: Wi-Fi Helpdesk 03448 489555

Discharge (GP) letter

We will send a letter to your child's GP telling them that your child has been to the Emergency Department and explain any treatments, tests or investigations they have had. We will also advise your GP if your child needs any more investigations or treatments, as an outpatient or at their surgery.

Please give us your feedback

We would like to hear about your experience in our department – what went well and what we could do better. You can scan the QR code below or use this link to fill in a short survey. We would like to hear from parents, children and young people. We use your feedback to help us improve our service.



The QR code is to the right and the link is below:

<https://bit.ly/3m0fF1m>



How do I get my child's prescription?

We give out some drugs from the Emergency Department but you might have to pick up your child's medication from King's outpatient pharmacy, which is open 8am - 9pm, Monday to Friday, and 9am - 5pm, Saturday and Sunday. It is down the road from the Emergency Department, on Denmark Hill, between King's Dental Institute and Faraday Building. Your prescription will last for up to two weeks. If you need more medication, please ask your child's GP for a repeat prescription.

Health visitor and school nurse referrals

We may refer your child to a health visitor or school nurse to ensure that both you and they are receiving the best ongoing support and care. We will tell you if we are going to make a referral.

Social services

We ask every child who comes to the Emergency Department if they see anyone from social services. If we think your child will benefit from social services support because they needed to come to the department, we will discuss this with you before we take any action.

What do I do if my child is still unwell or they get worse?

Contact your child's GP or call **111** for advice.

If you think they need urgent treatment, please come back to the Emergency Department.

In an emergency call **999**.



PALS

The Patient Advice and Liaison Service (PALS) offers support, information and assistance to patients, relatives and visitors. The PALS office is on the ground floor of the Hambleton Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: **020 3299 3601**

Email: **kch-tr.palsdh@nhs.net**

You can also contact PALS by using our online form at

www.kch.nhs.uk/contact/pals

If you would like the information in this leaflet in a different language or format, please contact PALS on 020 3299 1844.