

Parent advice sheet

Paediatric Permanent Open-Door Service

This leaflet is about the Permanent Open-Door Service for children and young people

Please ask your child's doctor/ nurse to complete this section:

Diagnosis:

Reason for placement on Permanent Open Door:

Named Consultant:

Doctor's Signature:

Date:

What is the Permanent Open-Door Service?

Permanent open door is for children and young people with specific medical conditions/needs which require ongoing hospital care. Permanent open door enables children and young people to access care without having to get a referral from their General Practitioner (GP) or via the main Emergency Department (A&E) first. The aim is that these children will receive timely, co-ordinated, high quality care promoting minimal disruption to their daily lives.

The decision to place a child or young person on open door is made by the child or young person's named consultant.

When do we use the Permanent Open-Door Service?

If your child becomes unwell with their specific condition/need that places them onto the permanent open door service for all other concerns regarding your child, we recommend you take your child to their General Practitioner or A&E Department. For example:

If your child is on the permanent open door service because they have severe asthma, but they have a tummy bug, we recommend you contact your child's GP.

Or, if your child is on the permanent open door service because they have severe asthma and they have broken their arm, please take them to the main Emergency Department (A&E).

If your child is seriously unwell, please seek immediate attention by dialling 999, do not wait to call the Children's Emergency Department.

If you're not sure if should use the Permanent Open Door Service or go to your

child's GP/ main Emergency Department (A&E), please call the Children's Emergency Department for advice on **01296 315216**.

How do we access the Permanent Open-Door Service? Children's Emergency Department

01296 315216

24-hours a day, 7 days a week.

When you call us you must tell us:

- that you're child's on temporary open door
- their name
- date of birth
- their hospital (MRN) number (if you know it).

You'll find your child's hospital (MRN) number on any letters you have received from the hospital.

What will the nurses or doctors tell me when I call?

They'll give advice over the phone or ask you to bring your child to the Children's Emergency Department.

They might tell you to call an ambulance or come to the main Emergency Department (A&E) if they think your child is at immediate risk and needs urgent assessment.

We may allocate a community or specialist nurse to your child. You can contact them for advice or they may ask you to come to the Children's Emergency Department. They'll give you their contact details when they contact you.

If you can't get through to the Children's Emergency Department, call Ward 3 (the children's inpatient ward) on **01296 315145**.

Where is Children's Emergency Department?

The Children's Emergency Department is based in Stoke Mandeville Hospital, Waddesdon Wing next to the main A&E department. When you arrive please report to the reception desk in main Emergency Department (A&E).

Do we need to bring anything to Children's Emergency Department or CDU?

Please bring any medications that your child is taking. It is also advisable to bring an overnight bag with some night clothes, toiletries, nappies etc in case of possible admission.

What happens when we get to the Children's Emergency Department?

A nurse will assess your child. A paediatric doctor will then see them and make a plan about your child's care.

Sometimes your child will just see a nurse, for example if they need a specific procedure like the

insertion of a new nasogastric tube.

The Children's Emergency Department can be very busy. We see children in order of clinical priority.

If my child needs to be admitted where will they go?

They will be admitted to Ward 3 (the children's inpatient ward) which is on the ground floor of the hospital.

Does my child still need a GP if they are on the Permanent Open Door Service?

Yes, it is important that your child does still have a GP. The Paediatric Team at Stoke Mandeville Hospital will work closely with your child's GP and any other health and social care professionals involved in your child's care.

As mentioned earlier your child's GP can be an ideal resource to talk about other childhood concerns not relating to your child's specific medical need/condition.

If your child is prescribed any medication from their Paediatric Consultant, they will need to get ongoing supplies from their GP.

How long will my child be on the Permanent Open Door Service?

This is individual to all children and is reviewed regularly by your child's named Paediatric Consultant. You as parents/carers, will be involved in any decisions regarding your child's care.

Can other children in my family use the Permanent Open-Door Service?

This service is just for your child who was put onto the Permanent Open-Door Service. However, other children in your family can be seen in the Paediatric Department following a referral from their GP if they become unwell.

We hope this leaflet has been helpful if you have any further questions, concerns please speak to any of the doctors/nurses in the Paediatric Department.

How can I help reduce healthcare associated infections?

Infection prevention and control is important to the wellbeing of our patients so we have procedures in place. Keeping your hands clean is an effective way of preventing the spread of infections.

You, and anyone visiting you, must use the hand sanitiser available at the entrance to every ward before coming in and after you leave. You may need to wash your hands at the sink using soap and water. Hand sanitisers are not suitable for dealing with patients who have symptoms of diarrhoea.

More help or advice

Contact our patient advice and liaison service (PALS) on 01296 316042 or bht.pals@nhs.net

About our patient information

We aim to make the information as up to date and accurate as possible, but please note that it's subject to change. You must always check specific advice on any concerns you may have with your doctor.

