

Child and Young Person Temporary Open-Door Hospital Service

Patient Label

This leaflet is about the Temporary Open-Door Service for children and young people
Please ask your child’s doctor/ nurse to complete this section:

Reason for placement on Temporary Open Door:

[Empty box for reason for placement]

Named Consultant.....

Date Temporary Open Door From: Until:.....

What is the Temporary Open-Door Service?

Temporary open door is for children and young people who have been seen by the paediatricians and for a set period will be seen by the paediatric team. Temporary open door enables children and young people to re-access care without having to get a referral from their General Practitioner (GP) or the Emergency Department (A&E) first. The aim is that these children will receive timely, co-ordinated, high quality care.

The decision to place a child or young person on open door is made by the paediatricians who assessed your child.

When should you use the Temporary Open-Door Service?

When your child becomes unwell with their specific condition/need that placed them onto the Temporary Open-Door Service. For all other concerns regarding your child, we recommend you take your child to their General Practitioner (GP) or 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 are ever unsure as to whether you should use the temporary Open-Door Service or go to your child’s GP/ Emergency Department, please telephone the nurse/doctors on the Children’s Emergency Department for advice on **01296 315216**.

How do we access the Temporary Open-Door Service?

Please telephone the Children's Emergency Department on **01296 315216** which is open 24 hours a day, 7 days a week. When telephoning, please tell us that your child is on temporary open door, along with their name, date of birth and their hospital (MRN) number if you know it; these details just make it easier to access your child's information quickly. Your child's hospital (MRN) number should be displayed on any letters you have received from the hospital.

One of the nurses or doctors will speak to you and either provide advice over the telephone or ask you to bring your child to the Children's Emergency Department. Sometimes the doctors/nurses may advise you to call an ambulance or to come in via the main Emergency Department (A&E); this would only be because they feel your child is at immediate risk and needs urgent assessment. If this was to happen, the paediatric team would see you and your child in the Emergency Department.

If you are ever unable to get through to the Children's Emergency Department, please contact **Ward 3 (the children's inpatient ward) on 01296 315145**

Where is the Children's Emergency Department?

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

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

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 and then your child will be seen by a paediatric doctor. A plan will then be made with you about your child's care. Sometimes your child will just be seen by a nurse, for example if they have to come in for a specific procedure for example insertion of a new nasogastric tube. The Children's Emergency Department can be a very busy department and children will be seen 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 Stoke Mandeville Hospital.

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

This is individual to all children and for a temporary period. You as parents/carers, will be involved in any decisions regarding your child's care.

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

This service is just for your child who was put onto the Temporary 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.