





Dr Paul Aurora with one-year-old Khaled on Bumblebee Ward

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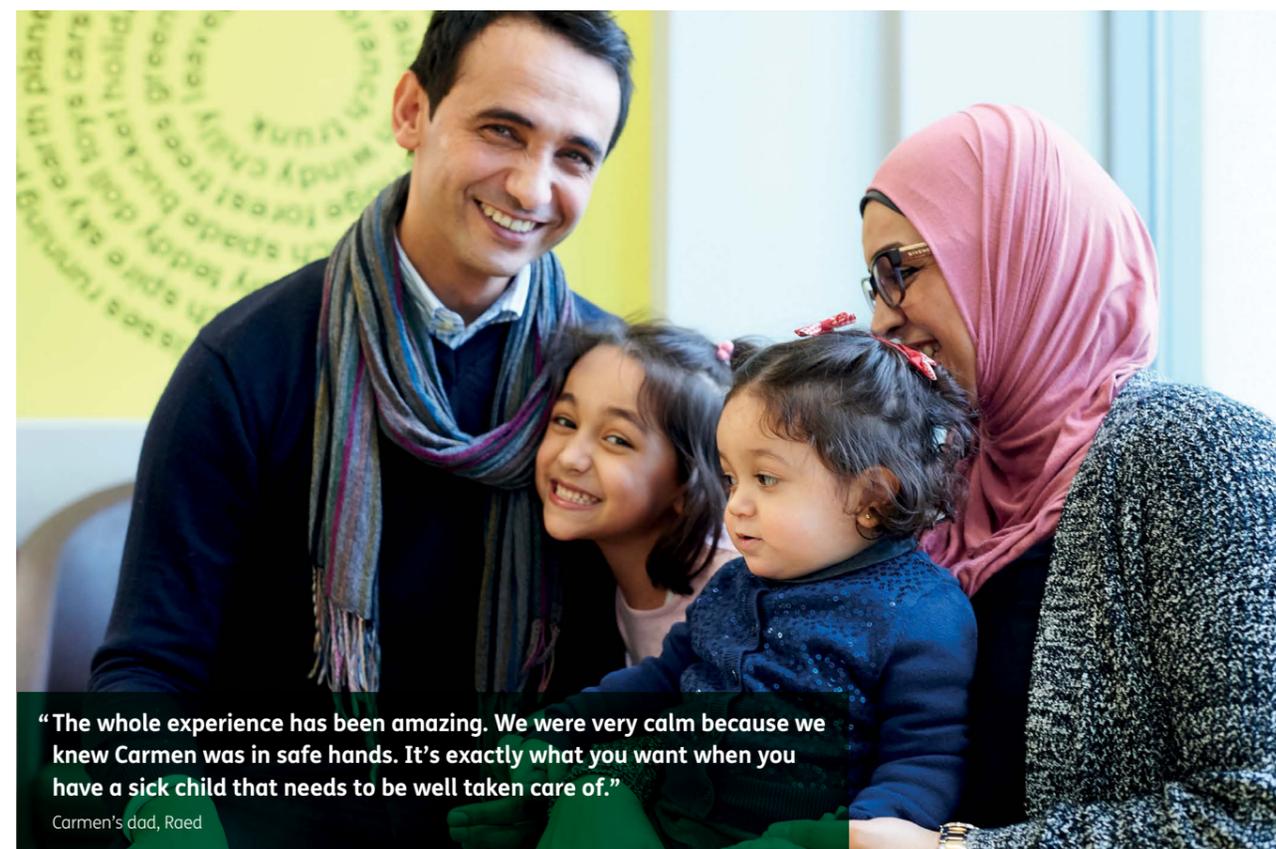
FRONT COVER: Fahad, Caterpillar Outpatients

# Welcome to Great Ormond Street Hospital



“Caring and friendly staff made my child feel at ease. It was very informative and everything was explained fully.”

Family on Butterfly Ward



“The whole experience has been amazing. We were very calm because we knew Carmen was in safe hands. It’s exactly what you want when you have a sick child that needs to be well taken care of.”

Carmen’s dad, Raed

**W**elcome to Great Ormond Street Hospital (GOSH). We want you and your family to feel as comfortable as possible while you are with us. We also want you to have access to all the information and support that you may need during your stay or day visit.

We know that you may be feeling stressed or anxious about your trip to hospital, and that is understandable, so we hope that the information in this booklet will help you to feel reassured about what to expect and who you can go to for help.

Staff at GOSH reflect ‘Our Always Values’, demonstrating that we are welcoming, expert, helpful and act together as one team. We will work in partnership with you to provide excellent care, sharing the information you need about the care of your child in order to provide the support you need.

We are committed to continually improving our services, so we truly appreciate feedback from our patients and their families about those aspects of your experience that have been positive – so we can do more of those – but also those where we need to improve.

Please feel free to share with us your experiences of visiting or staying at GOSH. You can do this by completing our Families and Friends Test, or our more detailed parent and children’s questionnaires, or by talking to the staff in the Pals office in main reception.

**Juliette Greenwood, Chief Nurse**

## Welcome to your ward

**W**e have more than 30 wards at GOSH, including three wards for our International and Private Patients Service (IPP): Hedgehog, Butterfly and Bumblebee. Each of the IPP wards admits children and young people from birth to 16 years old.

The following information has been developed to help you settle in quickly and get to know the ward routine and staff who are available to help you during your stay. A small number of children are admitted directly to one of our intensive care units. Should this be the case, please refer to the section entitled 'Admission to intensive care' on page 8. Please also note that the intensive care units have different routines and stricter rules around visiting, so do check with the nurse in charge if you are unsure.

Information about each ward is available on our website at [gosh.nhs.uk/parents-and-visitors/coming-hospital/ward-and-admissions-information](http://gosh.nhs.uk/parents-and-visitors/coming-hospital/ward-and-admissions-information)

### Admission

On being admitted to the ward, a number of staff will introduce themselves and guide you through the admission process. If you require an interpreter, one will be made available to assist you.

Firstly, a member of staff will show you to your room and talk through the facilities available to you, and you will also be given a tour of the ward. The nurse who is caring for your child will undertake the admission

assessment, which involves asking you a number of questions. Some baseline observations, such as height, weight and temperature, will be carried out. After this, the nurse, together with you and the rest of the team, will establish a care plan. The nurse will also tell you how the ward works and explain what expectations are made of parents during their stay on the ward.

One of the doctors will visit to speak to you and find out about your child's medical history. They will also examine your child and explain the plan for their stay, which is part of the admission assessment and treatment planning. Throughout, please feel free to ask any questions or raise any concerns – we will do our best to help.

### GOSH Guides

Navigating your way around GOSH can be a daunting experience. There are 12 different interconnected buildings and we are always redeveloping and improving the hospital, so areas may be blocked off while this is happening.

Our specially trained volunteers (GOSH Guides) will welcome you to GOSH as you arrive in the main reception and will help you to find your destination. Look out for them in their bright yellow shirts with 'Here to Help' on the back. They are here to make your journey easier. We also have a series of Wayfinders around the hospital that can help you find your way.



**“I love working here. The team are great: they are really friendly and supportive. My proudest moment was when a mother told me she would never forget me. It really meant a lot as I always try and do my best for the children and families around me.”**

Staff Nurse, Butterfly Ward

## Family-centred care

**G**OSH practises a model of care delivery called 'Family-centred care'. This means that, although your child is our patient, we involve the whole family in their care, and work towards ensuring that you can confidently and competently look after your child once you are discharged home.

We appreciate this may be a new or novel approach, so to explain further:

- Family-centred care is an inclusive care delivery model with a core aim of ensuring that parents/carers have the understanding and skills to care for their child independently, and where possible outside of a hospital setting, once discharged from GOSH.
- In order to achieve family-centered care, it is essential that parents/carers are either resident on the ward (one parent/carer only) or visit with the child for a substantial proportion of each day (see 'Visiting', page 10)

Family-centred care has multiple benefits for you, your child, and for the clinical team caring for you, including:

- Your presence on the ward when the clinical team review your child ensures that you receive updates on their treatment plan first-hand and are able to ask questions directly of your consultant.
- Reducing delays to treatments that require your written consent.
- Increased exposure to any specific care that your child needs after leaving hospital, allowing you to learn how to provide this in the home. This can help to reduce the length of time your child is in hospital.

While the ward team actively encourage involvement of the whole family in caring for the hospitalised child, we must stress that there are no facilities for supervising any siblings who visit. If you choose to bring your other children onto the ward, we expect you to supervise them throughout the visit and ensure that they, like yourselves, adhere to any requests made by the clinical team (such as to remain in a cubicle, to wash hands, and so on).

On very rare occasions, we may need to request that no visitors other than parents attend the ward. If we need to restrict visitors, the ward managers will explain the reason(s) to you and give you an idea of how long this will be necessary. This decision is never taken lightly, so we do ask for your understanding and compliance should we ask this of you. Please be aware that this is done for the safety of your child.

**“The nurses here try and make sure our stay at GOSH is as comfortable and pleasant as possible and they ensure that we are a valued member of our child's health care team.”**

Mum from Kuwait

### Staying with your child

At GOSH, we practice family-centred care, which ensures a collaborative approach in care-giving and decision-making. We do this by listening to you and respecting the knowledge, skills and experience that you bring as a parent/carer. To ensure the highest level of care for your child, GOSH encourages parents to spend as much time as possible with their child on the ward. Early each morning, in IPP, there is a daily ward round, led by a team of doctors and nurses. During the ward round, your child's condition will be assessed and treatment plans will be proposed and communicated to you. It is very important that you as parents attend. Your presence enables you to raise any concerns you might have, and also to hear what the daily plan is for your child.

During the day, parents are encouraged, as much as possible, to continue with the familiar childcare routine, as at home. This means that you will continue to be involved in play, feeding and toileting (changing nappies/ taking your child to the toilet) just as you would at home. Our long-term patients, if they are stable, may be able to attend our hospital school or our Activity Centre – there is more information about these in the 'Facilities for children and young people at GOSH' section on page 13.

While your presence and care provision are essential for the wellbeing of your child, we know that this is also a stressful time for you. Therefore, it's equally important that you take good care of yourself. This means taking time to eat and rest during the day, and trying to get a good night's sleep. Each day, please talk to your child's nurse and negotiate what support you require. We will try our best to assist you with breaks. If you leave the ward area, you must inform your child's nurse and let them know when you are expecting to return.

Please also ensure that the ward have an up-to-date telephone number and contact details for you in case of an emergency. Within the IPP wards, there is one bed where you or another member of the family can stay with your child overnight. Some of the other wards in GOSH may not be able to accommodate a parent or carer to stay the night or only be able to offer a fold-out bed or armchair.



Eleven-year-old Mohammed talking with Arabic Interpreting Assistant George

### Named nurse

In the IPP wards, our university-educated nurses work in two shifts: a day shift from 7.45am to 8.15pm and a night shift from 7.45pm to 8.15am. Your child will be allocated a nurse for each shift and they will introduce themselves to you at the start of each shift. There is information by each bed that details your child's name, the name of their nurse for the current shift and the name of the doctor who is in charge overall for their care. Usually, nurses are looking after more than one patient at a time, and so it is very important that you work closely with your child's nurse to ensure that your child's daily cares are planned together.

**“The whole team are excellent. A welcoming, organised, helpful, thoughtful nursing team, and a brilliant, friendly, surgical team.”**

Family on Butterfly Ward

### Lead consultant

Your child will have a lead consultant who will plan their care. The consultant will assess your child regularly and advise the ward doctors about any changes that need to be made. Please agree with your lead consultant the most appropriate times in which to discuss your child's care.

The International and Private Patients Service also has ward-based consultant paediatricians who will help to co-ordinate your child's care, from admission through to discharge home, and they will support your child's care if there are any urgent issues.

### Nurses, students and healthcare assistants

As GOSH is a teaching hospital, your child will be allocated a qualified nurse on every shift. In addition, they may be cared for by healthcare assistants or student nurses working under the supervision of a qualified nurse. We have both male and female members of nursing staff

and care is allocated according to the needs of your child. Qualified nurses will always supervise drug administration.

### Ward rounds

There is a ward round every morning, where the doctors and nurses looking after your child review his/her progress and make plans for the rest of the day. It is important that you are available for the ward round so that you can be updated about your child's treatment plan as well as communicate with the medical and nursing staff. Such discussions, which take place together, inform decisions about your child's treatment and care plan. Parents have told us that it can be helpful to write down questions as they occur so that you are prepared for the ward round.

At other times, the nurses will be able to contact the doctor responsible for your child's care, if you want to talk to them. Please be aware that there may be occasions when your doctor is unable to attend immediately should they be seeing other patients or attending clinical emergencies. The nursing team will be able to advise you.

### Arabic Interpreters

Arabic Interpreters provide an interpretation and translation service in order to improve effective communication between patients/parents/carers and healthcare providers. The Arabic Interpreters are based on the ward and will help you to settle into the hospital. They work 7.30am–8pm, Monday to Friday, and are also available during the weekends and on public holidays.

For patients who do not speak Arabic and for whom English is not their first language, other interpreters can be sourced and booked in advance.

In emergencies, particularly overnight, a conference telephone interpreting service can be accessed for many languages.

**“GOSH has become more than a hospital to us. I feel immense gratitude to the doctors here and I would especially like to thank the translators and nurses for their support and co-operation towards me and my daughter during our stay. I consider GOSH to be the very best.”**

Rayah's dad

### Admission to intensive care

There are three different intensive care units within the hospital:

- Neonatal Intensive Care Unit (NICU) – this unit cares for premature and newborn babies (within 28 days of birth) who require help with their breathing, have medical conditions or are receiving medicines that require them to be closely observed.
- Paediatric Intensive Care Unit (PICU) – cares for patients aged 28 days and over. Usually, children on PICU

require help with their breathing, either because of their medical condition or following an operation.

- Cardiac Intensive Care Unit (CICU/Flamingo Ward) – this unit is solely for the care of children with serious heart conditions requiring help to maintain their normal heart function, and those recovering from heart surgery.

Due to your child's treatment plan or care requirements, it may be necessary for them to spend part, or occasionally all, of their admission on an intensive care unit.

While the three units have slightly different routines, there are some rules and expectations universal to them all:

- Visitors must remove outdoor coats and wash their hands thoroughly on arrival to the unit.
- The number of visitors is limited to two per patient at any time, and no children can be on the unit. We strongly advise that any siblings do not come to the hospital while your child is on an intensive care unit as they will not be allowed to visit.
- No parent/carer can be resident on the unit overnight.
- If requested to leave the unit, all visitors are expected to comply (you will be allowed to return as soon as possible).

If your child needs to go to an intensive care unit, your lead consultant and the medical team will inform you of the reasons and, where possible, tell you the duration of the stay. Please be aware that you may be asked to vacate the bed space you are currently occupying for the period of time your child will be in the intensive care unit. When your child is ready to return to the ward, you may be transferred to a different bed space so that the nurses can observe your child more closely.

Very occasionally, you may not return to your original ward. If that happens, you will be informed prior to transfer. Please be assured that the nurses on whichever ward you return to will have full knowledge of your child and their care needs.

### Infection control

Infection prevention and control is very important; children and young people who are unwell can be prone to infections. The infection control team at GOSH monitor all infections in the hospital and, together with staff, are responsible for the prevention and control of outbreaks. Before or on admission, all children are screened to find out if they carry germs that are resistant to common antibiotics, such as methicillin-resistant staphylococcus aureus (MRSA). The test is done by taking a swab from the nose and throat, as well as sending a faeces (poo) sample for testing.

We also need your help to identify and control infection. If your child has been in contact with someone who has an infectious disease such as chicken pox,

shingles or measles, or has developed a rash, diarrhoea or vomiting before admission, please tell us before you arrive. Please also let us know if your child has a fever, diarrhoea or vomiting, a cough or cold. Staff will discuss your concerns and advise whether it would be better to postpone your child's admission until they are well. This is really important for both your child and the health of other children on the wards.

If your child acquires or develops an infection while staying in hospital, they will be restricted to their own room until their infection has cleared. Depending on the type of infection, staff may need to wear gloves, aprons or face masks when looking after your child. If you or a visitor develops an infection, we ask that you do not visit until you are well.

During your child's stay at GOSH, please help us control the spread of infection by washing your hands before and after visiting your child and by asking all staff and visitors to do the same. Please keep the area within your child's room and around the bed tidy and free from clutter to help our domestic staff to clean regularly. It is advisable that you or your child do not visit other patients in their rooms to reduce the risk and spread of infections. If you have been advised that your child has an infection they must remain in their cubicle and not go out onto the ward or visit any other patients. Please use the parent's sitting room if you would like to socialise with other parents. It is vital that you and any visitors adhere to all infection control instructions given by staff.

On very rare occasions, we may need to request that no visitors other than parents attend the ward. If we need to restrict visitors, the ward managers will explain the reason(s) to you and give you an idea of how long this will be necessary. This decision is never taken lightly, so we do ask for your understanding and compliance should we ask this of you.

If you have any concerns or questions about infection prevention or control, please speak to the ward sister or nurse in charge.

### Play facilities

Each ward has a play area where your child, if well enough, can play games, take part in arts and crafts, and watch films, supported by a play worker. Play specialists can also help your child prepare for a medical procedure through play activities.

If your child is unable to go to the play area, you are welcome to borrow toys for them to use in bed, but please wipe them down with an alcohol wipe before putting them back in the play area.

Our nurses are unable to supervise visiting children, and the supervision of any siblings is the sole responsibility of the parents.



**“The food was the best we have ever had in terms of variety, quantity and quality.”**

Family on Bumblebee Ward

### Food

All meals are provided for patients on the ward. Our children’s menus have been designed following consultation with expert dietitians, and we are able to cater for halal, kosher, vegetarian and special diets. If your child has a special food or dietary requirement, or staff are concerned about their nutrition, they will be referred to a dietitian.

Your child will be able to choose from a menu provided by the housekeeper for their lunch and dinner. A cooked breakfast is also provided. We provide a wide range of options, including light snacks, salads and sandwiches. Three types of vegetable are available with each meal, as well as a potato option. For dessert, there are freshly made puddings, yoghurts, ice cream and fruit.

GOSH follows a protected meal times policy. For three set times every day on each ward, a protected time is established to create a regular eating pattern and a positive mealtime experience for your child. During this time, your child will not have any clinical interventions, treatments or disruptions, except in an emergency.

For more information about the specific food services provided on your ward, please see the ward insert.

### Visiting

Parents and carers are welcome and there is an open visiting policy during the day. Other family members and siblings are also welcome. Friends and other relatives should visit between 10am and 10pm on Bumblebee, Butterfly and Hedgehog Wards. Visiting times on other wards may vary, so please speak to the relevant nurse in charge or your daily nurse to confirm the times if you are not admitted directly to an IPP ward.

If families and visitors try to enter the ward after 10pm, they will be refused entry. All family members and visitors will be expected to have left the ward by 10pm, except for the parent who is staying with their child that night.

There are a few basic rules for all visitors to GOSH:

- All visitors must wash their hands before entering the ward and when leaving.
- Visitors with colds, coughs or other infectious diseases should not visit until they are well.
- If your child is isolated in a cubicle, then all guests are expected to remain inside the cubicle for the duration of the visit to minimise the risk of infection.
- Visiting children must be supervised at all times by an adult.

At times, there may be visiting restrictions and these will be communicated.

### Discharge

For most children, hospital stays are short and relatively rare events. However, for children with complex needs, hospital admissions can be frequent and prolonged. Patients who have complex needs often require input from a multidisciplinary team of doctors, nurses, therapists and dietitians. For these patients, transfer out of hospital must be carefully planned and managed. Policies and procedures exist to ensure that their discharge is as structured and as uncomplicated as possible.

The purpose of discharge planning is to achieve co-ordinated, safe, timely and well-communicated discharge at GOSH for you and your child. Effective discharge planning also helps to manage expectations, clarify the roles of healthcare professionals, and ensures a smooth flow of patients through wards.

Discharge planning is an essential component of quality healthcare and has several purposes:

- The patient is at the centre of this process and they rely on a secure environment, which is created by competent and co-ordinated care.
- Robust planning provision also plays a role in managing expectations.
- For staff, discharge planning clarifies the roles of the professionals involved. Early discharge planning strengthens the links between the multidisciplinary team, allowing us to facilitate your child’s timely discharge.
- For the hospital, discharge planning forms a central part of its strategy. The smooth flow of patients through wards is vital to the effective running of a hospital.

For the majority of patients, transfer out of hospital is simple and uncomplicated. However, for patients whose needs are more complex, policies and procedures need to exist to ensure that their discharge is as structured and as uncomplicated as circumstances can allow.

A major part of discharge planning for your child takes place at a pre-admission meeting before you arrive at the hospital. We aim to make our discharge plans for your child clear to you from the start, to manage your expectations about the length of your child’s stay at GOSH. Admissions should be for a defined purpose, enabling a relatively accurate estimation of discharge timing.

### Discharge checklist

We maintain a comprehensive discharge checklist for your child to ensure that all aspects of your child's care are managed prior to your day of discharge. We document core elements such as:

- training competencies for parents and carers
- provision of medication with a level of understanding of their use
- equipment and supplies to be obtained where necessary
- where your child will go after leaving GOSH
- transport requirements
- follow-up plans

As parents or carers, you may require training and education prior to your child's discharge for total parenteral nutrition, tracheostomy, feeding pump use or basic life support. You will also need to have a good understanding of any medication your child is taking.

Before discharging your child, we need to confirm the standards of medical provision at receiving institutions, as many countries are not able to easily manage certain conditions, feeding strategies or drugs. It is important that we communicate with your receiving hospital so that your child's care can be optimised when they are ready to leave.

International patients may transfer overseas to

hospitals or home, or remain in the UK for a period of recovery or follow-up. Overseas patients do not have entitlement to shared care at other UK institutions, so your child may have to stay longer than a UK patient. You should also be advised where to go in an emergency, usually an accident and emergency department close to your UK address, as GOSH does not accept self-referrals or emergency admissions. International patients should have comprehensive English documentation and will be given a discharge summary to support any emergency care required, ensuring their safety when discharged.

Transport plans and requirements need to be established early to avoid delays in discharge. We recognise that your child's needs may change during their admission and we will respond appropriately to recommend the most appropriate means of transfer. When travelling overseas, however, you will ultimately determine the mode of transport.

Patients may require a fitness-to-fly assessment to observe their response to cabin pressures and altitude. Supplies and medications need planning and organisation, as there are a number that cannot pass through airport security and therefore, they need special permissions and paperwork.

Multidisciplinary team meetings will continue regularly during your child's admission, referencing discharge planning. These meetings are useful to establish and build on links between parents and care providers. These meetings can empower families to engage in the discharge process, and allow any concerns to be raised by either party.

Inadequate communication can compromise the discharge process for our international patients. We try to address and minimise problems by talking regularly with you, with support of embassies, to build up a trusting relationship. We recognise that as parents and carers you are a vital part of the process.

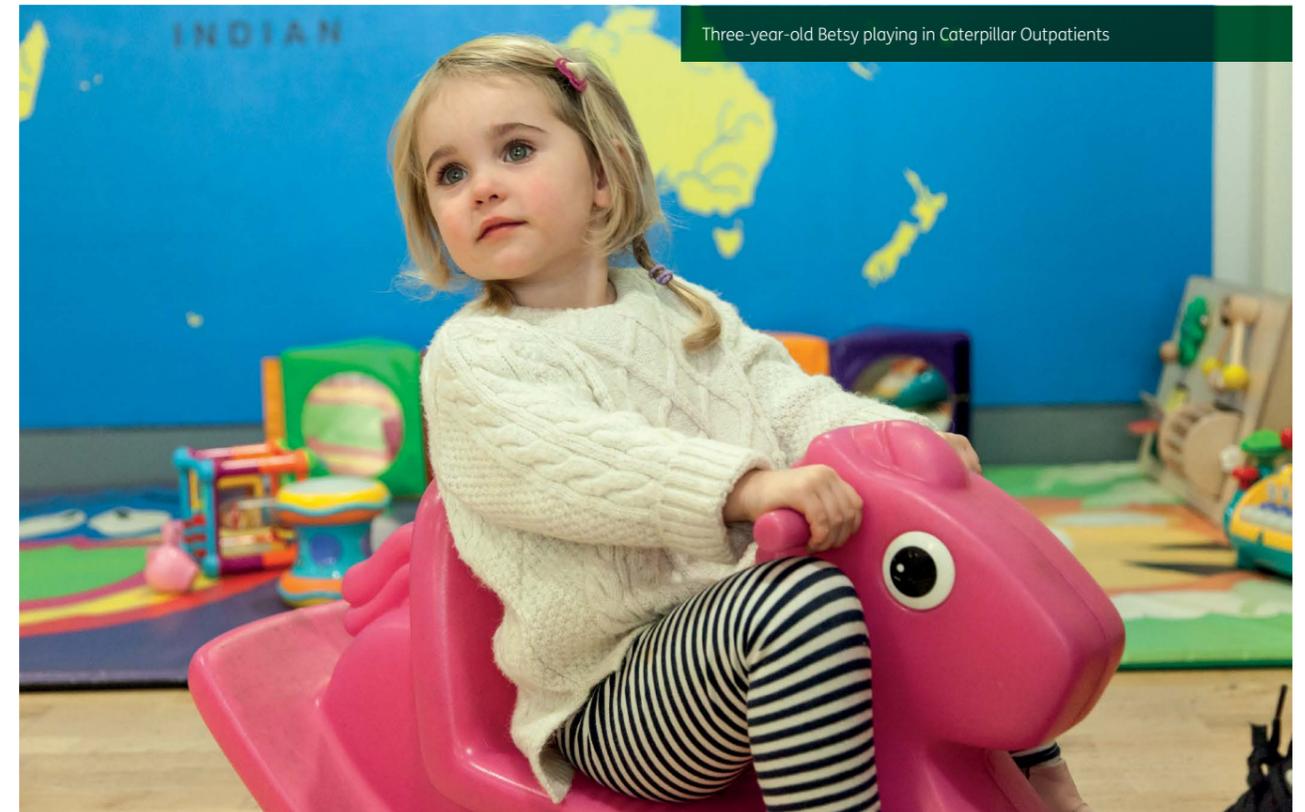
We will continue to support you after discharge. Options for communication with GOSH include outpatient reviews in the UK, outreach clinics abroad, teleconferencing or use of our international staff. We have a Clinical Nurse Manager based in our Gulf office in Dubai, who is often able to facilitate a smooth repatriation.

Quality and safety improvement is at the heart of the NHS. At GOSH, we focus on four strategic initiatives:

- zero harm
- no waste
- no waits
- working together

Our discharge planning is guided by these criteria.

## Facilities for children and young people at GOSH



Three-year-old Betsy playing in Caterpillar Outpatients

**G**OSH looks after children and young people from birth to the age of 16 (and occasionally slightly older). There is plenty for all age groups to do – below are a few suggestions. Further information is available at [gosh.nhs.uk/facilitiesandservices](https://gosh.nhs.uk/facilitiesandservices)

### The Children's Hospital School

The Children's Hospital School at GOSH and University College Hospital caters for children aged four-and-a-half to 16 years (UK Year 1 to Year 11) who are inpatients or staying in patient accommodation for at least 15 days.

Lessons take place either in the Activity Centre or school. Children who are well enough are encouraged to come to the school to work with others of their own age as part of a group. It is advisable to bring details of any school work (coursework or homework) along with you.

Some children are also taught on the wards, though priority is given to recurrent or long-stay inpatients.

The school employs fully qualified UK teachers who teach according to the UK curriculum, but the school does not provide lessons for siblings, religious instruction

or English as a foreign language. However, siblings are welcome at the Activity Centre (children under four years old must be accompanied by an adult).

For more information or advice, please contact the hospital school on +44 (0)20 7813 8269, or visit the school pages at [gosh.nhs.uk/thechildrens-hospital-school](https://gosh.nhs.uk/thechildrens-hospital-school)

### Activity Centre

The Activity Centre is for inpatients, outpatients and siblings of all ages (up to 19 years old) and open daily but closed at lunchtimes. It is full of excellent resources, including art activities, toys, games and consoles, with trained staff available to help your child take part in fun activities and learn new things. It is an educational and recreational facility that parents can drop into with their children at any time. The Activity Centre follows the Early Years Foundation Stage curriculum for children within nursery and reception age group.

For more information and the Activity Centre timetable, visit [gosh.nhs.uk/welcome-childrens-hospital-school/activity-centre](https://gosh.nhs.uk/welcome-childrens-hospital-school/activity-centre)

### Bedside entertainment

Many of our wards have a bedside television system. This includes television channels and internet access. If you have any questions about this, please ask a play specialist or housekeeper.

### Internet access

As well as our bedside television system, inpatient children and young people and their families can use our free wi-fi network to access the internet. The Wi-Fi network at GOSH has three levels of access:

- GO-kids – for children aged 12 years and under – this is the ‘default’ setting for the system and has the strictest content filtering.
- GO-teens – for young people aged between 12 and 16 years.
- GO-wifi – for anyone aged over 16 years.

Internet access is provided via the London Grid for Learning (an educational network) so content filters are in place to protect children and young people from accessing inappropriate content. Every page visited is logged so that we can contact you if we have any concerns. If you have any problems with internet access, please talk to the ward staff.

### Volunteer Services

The Volunteer Services team provides volunteers on the wards to carry out a wide variety of roles at GOSH, including emotional and practical support for children, young people and families. All volunteers who work at GOSH are carefully selected, vetted and trained to undertake their roles with regular support, while providing support for families, in addition to the staff.

The team also manages events and activities such as Saturday Club, Crocodile Club (see page 15), Easter, Summer and Halloween parties, and external services such as Radio Lollipop, the Scout and Guide group, and Spread a Smile entertainers. If you have any questions about volunteers at GOSH, please talk to your ward sister, call Volunteer Services on +44 (0)20 7813 8294 or email [volunteer@gosh.nhs.uk](mailto:volunteer@gosh.nhs.uk)

### Radio Lollipop

Radio Lollipop, our play-based interactive radio service, is available on Monday and Wednesday evenings from 6.15pm to 8.15pm, and on Sunday afternoons from 4pm to 6pm, on channel 9 on ward televisions. During non-broadcast times, a 24-hour radio service is available. The service is provided by volunteers who also visit the wards during the broadcasts, providing creative activities for patients and families. You can call the studio on extension 6784 to make music requests and take part in a variety of competitions.

### Scout and Guide group

The 17th Holborn joint Scout and Guide group is based at GOSH and is open to anyone aged six or older. The group meets every Tuesday evening from 6.30pm to 8pm in the Activity Centre. They offer an evening away from the ward for both patients and other young family members, so please feel free to go along and be a Beaver, Rainbow, Cub, Brownie, Scout or Guide. Each week, the group have a range of fun activities on a different theme and create the opportunity to make friends with other children from the hospital. For more details, look out for the Scout and Guide leaders when they visit the wards on Tuesday evenings. You can find more information on their website [17thholborn.org.uk](http://17thholborn.org.uk)

### GO Create!

GO Create! is GOSH’s arts programme. Activities range from visual art and design to music and dance. Their aim is to enhance the hospital experience and environment, reflecting the diversity of the hospital’s patients, visitors and staff. Events include weekly art and music workshops and public performances fortnightly in The Lagoon. GO Create! also commissions site-specific artworks and programme temporary exhibitions. For more information, see [gosh.nhs.uk/gocreate](http://gosh.nhs.uk/gocreate)

### Coram’s Fields

Coram’s Fields is a large public play area about five minutes’ walk from the hospital. It is open every day from 9am until dusk and has lots of play equipment, activities during school holidays, and even farm animals. (Please check with a member of staff before visiting the areas containing livestock, as your child may not be able to visit because of their condition.) There is also a cafe between March and October.

Coram’s Fields is for children and young people under 16 years old. Please be aware that adults can only enter Coram’s Fields when accompanying a child. More information about special events held at Coram’s Fields is available on their website at [coramsfields.org](http://coramsfields.org)

### Special events

Throughout the year, Volunteer Services arrange parties and events for patients and families in The Lagoon. Look out for posters advertising events on wards and in central locations.

Every year, the hospital celebrates Eid al-Fitr with a party. The children are given small gifts and there is entertainment, food and activities such as henna artists and arts and crafts at the party. Hot and cold food options are also provided. All families are welcome.

Christmas is a very important time of year at GOSH. There is a children’s party and every child at the hospital on Christmas Day is given a gift.



“There’s a fantastic atmosphere here. My daughter attended the hospital Eid party and she was very excited and had a lovely time.”

Mother

Three-year-old Millie, enjoying the Eid party

“Playing is important: it occupies our time and it is fun. Play specialists help put a smile on children’s faces.”

Patient from Kuwait

### Film show

We have a free film show in Weston House on the first Monday of each month, which shows the latest films. The early showing is for children and the later one for young people and adults. Details of which films are showing are displayed around the hospital.

### Saturday Club in the Activity Centre

Every Saturday from 1pm to 5pm, volunteers (co-ordinated by a member of staff from Volunteer Services) run the Saturday Club in the Activity Centre. The club offers fun and

interactive sessions involving arts, crafts, games and sports to provide children and young people (and their siblings) the opportunity to escape their clinical environments. Saturday Club is suitable for all ages, with an ‘over 10’ space for young people to relax and enjoy each other’s company playing games.

### Crocodile Club

This arts, crafts and games club runs every Monday and Thursday from 12 noon to 2.30pm in The Lagoon. It is called Crocodile Club because Mr Snap the crocodile mascot attends most days to say hello to children and young people taking part. There are fun themes every session, mostly for younger children.

## Facilities for parents, families and visitors

**W**e want to make your experience of staying with your child at GOSH as stress-free as possible. There are lots of services and facilities available. If you would like to know more, please ask at the Patient Advice and Liaison Service (Pals) office.

### Patient Advice and Liaison Service

The Pals office is in the main reception area. There you can talk through any concerns or worries and ask for advice, find health information and liaise with staff around the hospital. They are open from 10am to 5pm, Monday to Friday. You can contact Pals on extension 7862, and email them at [pals@gosh.nhs.uk](mailto:pals@gosh.nhs.uk)

### Food and drink

The Lagoon, on Level 2 (Ground Floor) of the Morgan Stanley Clinical Building, is the dining room for visitors and hospital staff. It is open for hot meals, snacks, and hot and cold drinks, seven days a week from 8am to 7.30pm. The menus change daily and always include one halal and one vegetarian option. Kosher food is available to order.

At the south end of The Lagoon is the Coffee Bar, which serves a range of hot drinks and snacks, and is open from 8am to 6pm every day.

There is also a variety of food shops in the local area around the hospital. The Pals office has copies of our 'Around GOSH' information sheet with more details.

For more information on facilities for food for parents, please review the accompanying insert.

### Family File

We realise that life can be complicated when you have a child with complex needs. To help you to keep track of changes to treatment and know who is involved in your child's care, we have designed the Family File. It's a handy place to record information about your child and keep all relevant information together. It should make it easier for you to find key pieces of information and share them with your child's healthcare team at GOSH and at home.

In addition, you will receive regular medical reports from your child's specialist. You should keep these for your records. The Family File is available on our website at [gosh.nhs.uk/parents-and-visitors/coming-hospital/family-file](http://gosh.nhs.uk/parents-and-visitors/coming-hospital/family-file)

### Cashpoints

There is a cashpoint in the main entrance to the hospital, which accepts most types of bankcards and does not charge a fee (excluding overseas transactions). There are plenty of other cashpoints in the local area. Please ask at the Pals office for directions.

### Laundry

Free laundry facilities are provided within IPP wards. There is a washing machine and a tumble dryer. There is no need for detergent or fabric conditioner because the washing machine dispenses these automatically. Operating instructions are provided in the laundry. Please speak to the housekeeper if you need help.

Please do not wash and dry clothes in your child's room. For details of where your nearest laundry facilities are, please refer to the ward insert.

### Breastfeeding

Most wards have suitable facilities where you can breastfeed. If you prefer to express your breast milk, we can arrange access to a breast pump. We also provide food vouchers to all mothers breastfeeding babies under six months old, whether or not your baby is a patient at GOSH. If you have any questions about breastfeeding or would like some advice, please ask a member of staff to contact our Neonatal Nursing Advisers.

### Shop

The hospital shop is located in The Lagoon and is open from 8am to 6pm on weekdays and from 9am to 4pm on Saturday. The shop sells a range of products, including newspapers, magazines, sweet and savoury snacks and drinks. It also sells toiletries, cards, games, toys and Great Ormond Street Hospital Children's Charity-branded products.

There is also a wide variety of shops in the local area – ask at the Pals office for a copy of our 'Around GOSH' information sheet for further details.

### Religious support and services

The multi-faith chaplaincy team offers round-the-clock spiritual, religious and pastoral care to staff, families, and children of all faiths or none. As well as their 24-hour on-call service, chaplains visit wards and departments on request. The hospital also has a Muslim chaplaincy service, with both male and female Muslim chaplains. The chaplains can be contacted through the hospital chaplaincy service on +44 (0)20 7813 8232 or through the hospital switchboard on +44 (0)20 7405 9200.

There is a chapel, a multi-faith room and a Shabbat room at GOSH, which families are welcome to use on a daily basis. We can also arrange for a religious leader from the community to visit you.

The hospital's chapel – St Christopher's Chapel – is on Level 2 (Ground Floor) of the Variety Club Building and it is always open. Services are held in the chapel each weekday and all are welcome. Please see the noticeboard for details. Details of Sunday services at local churches are also displayed on the chaplaincy noticeboard.

Friday prayers for the Muslim faith are led by an Arabic Patient Liaison for Muslim families and staff. These are held from 1pm onwards in the Charles West room on Level 2 of the Paul O'Gorman Building.

### Mothers' tea parties

For our inpatient families we hold monthly mothers' tea parties. This gives mothers the opportunity to socialise and build relationships with fellow mothers that have children in the hospital.

The tea parties are hosted by one of our female Arabic Interpreters. Refreshments and tea are served. Each tea party has a topic for discussion to help keep our parents informed of what is happening in the hospital, as well as passing on information around infection control and hygiene. A member of the management team also attends every tea party, so parents can share any concerns or ask questions.

**“The tea parties are really good. We get the opportunity to properly socialise and create connections with other mothers on the wards. We can support each other and talk about our experiences, our child's condition and treatment. It gives us a chance to bring a bit of home spirit into the hospital and make me feel reassured that my child is getting the best treatment available.”**

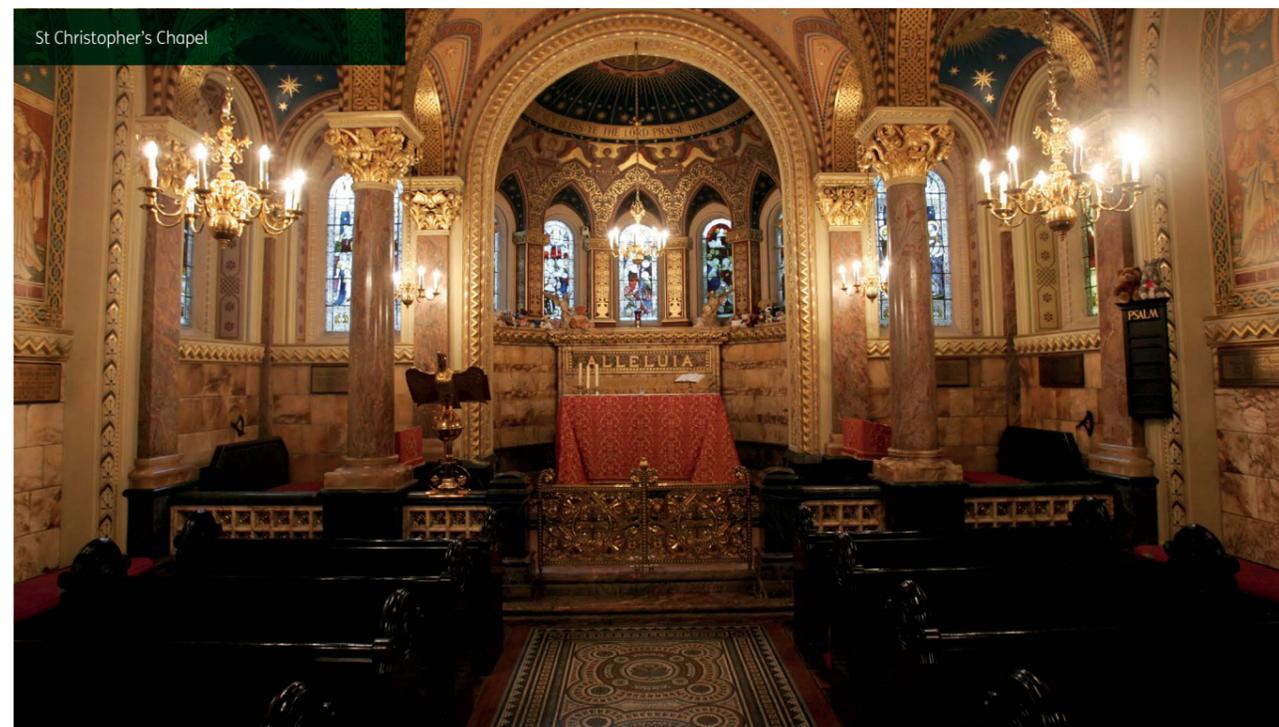
Mum from Kuwait

### Social workers

Our social workers are employed by the London Borough of Camden and a specialist charity, but are based and managed at GOSH. They work in multidisciplinary teams, attached to and working closely with medical units. Their aim is to make things less stressful for you and your child while you are at GOSH.

### Citizens Advice Bureau

Advisers from the Citizens Advice Bureau (CAB) are on hand in the hospital to help with any benefit, debt, housing or other social welfare problems. Currently, the service is only available through referrals by the social work team or Pals. If you would like the help of the CAB, please ask a staff member to arrange an appointment.



St Christopher's Chapel

# General information about GOSH

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

## Privacy and dignity

We do everything we can to protect the privacy and dignity of your child at all times during their stay at GOSH.

Your child will be allocated a bed space according to how their physical, psychological and social needs are best met, while taking into consideration the needs of other children and young people on the ward at that time. Private and international patients are not guaranteed a private room outside of IPP wards, so please tell us if your child has a preference for being with other children of their own age or gender and we will try to meet this request where possible. Please note that there are some circumstances where requests cannot be met, for instance, in high-dependency or intensive care areas. Your child's safety will be our utmost priority at all times.

As part of our progress towards protecting your child's dignity, we have introduced a new type of theatre gown. This provides unrestricted access for our nurses and doctors while keeping your child covered up and comfortable at all times.

## 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.

All parts of the hospital site are protected by a very sensitive fire alarm system. If you are on the ward when the fire alarm sounds continuously, please remain calm and follow the instructions from the nurse in charge. If you are elsewhere in the hospital, please remain where you are and follow the instructions from a member of staff. Do not return to the ward until the area is declared safe by the hospital fire team.

Smoking in enclosed public areas is banned in the UK and is therefore not allowed anywhere on GOSH property, including near entrances and any outside covered area. Please do not smoke in our main entrance or near hospital buildings, as we will ask you to move elsewhere.

## Mobile phones

Please be considerate when using your mobile phone, switching it off during consultations and keeping it on silent when in a clinical area.

## Cameras and taking photos

You can take photos of your child in hospital, but please be mindful of others who may appear in the photo and make sure you have their permission first. Please do not take photos in theatres, the Radiology department or during treatment.

## Mutual respect and responsibility

We know that there may be times when families are likely to feel frustrated, angry or upset. During these situations, we will listen and help you find the right person to discuss any concerns you may have about your child's care or your experience as a family member.

We are keen to offer appropriate support and care and have an open and collaborative approach to looking after you and your child. In doing so, we will not tolerate any kind of threatening behaviour – verbal, physical or psychological – towards staff, patients or other family members. Our 'Resolving conflict' policy sets out how we will deal with such situations, should they arise. Copies are available from the Pals office. This may involve formally asking family members to agree to a set of behaviours that we can expect from each other. In rare circumstances where this agreement is not kept, we will ask that the person leave or arrange for them to be removed from hospital premises.

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. You are responsible for the supervision of any siblings visiting and you may need to arrange appropriate supervision, depending on their age.

## Personal information

Your doctor and the team of healthcare professionals caring for your child keep a record of their health, any treatment and care provided, and your family background. This helps the team 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 and require you to fill them in as completely as possible.

Once your child is registered as a patient of GOSH, we

will regularly ask you to check the information that we hold about your child to make sure all details are up-to-date and accurate. 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 may ask you for your mobile phone number so that we can text you appointment reminders or your email address so we can communicate with you by secure email. If you would rather not receive communications in these ways, please tell us.

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 access your child's medical notes to see the information that we hold, so please tell us if you want to and we can make it available for you. Further details are in our 'Information held about your child' leaflet which is available from the Pals office..

## Teaching and research

GOSH is a teaching hospital, so we may ask your permission for trainee doctors, nurses and other professionals to be 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 not comfortable about this, please talk to the department or ward manager. It will not affect your child's care in any way.

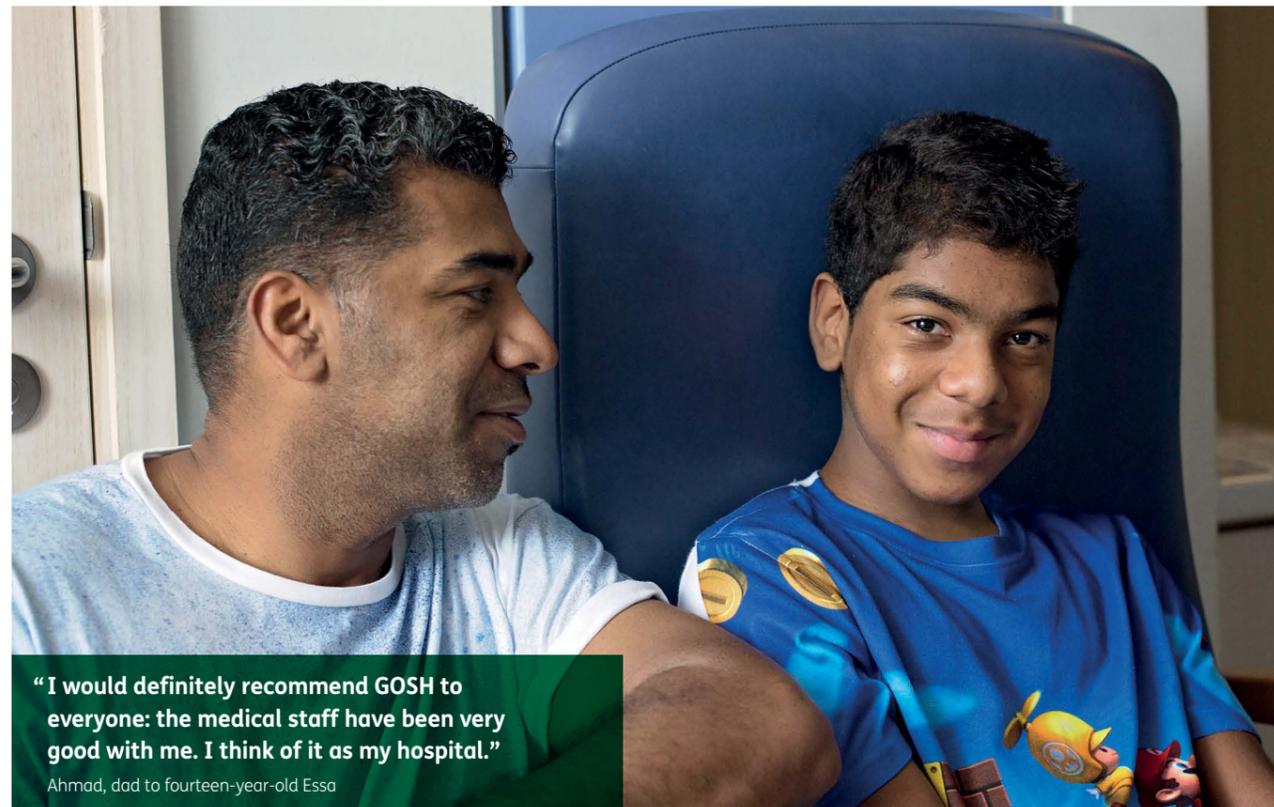
We work closely with our research partner, the UCL Great Ormond Street Institute of Child Health, searching for treatments and cures for childhood diseases and conditions. We may ask you to take part in some research while you are at GOSH, but this is voluntary. The researcher will give you an information sheet about the research project before you decide, and will answer any questions you have. 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 can be film crews and photographers working in the hospital to document various aspects of our work. We always seek permission from families and patients before they are involved in such projects. 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 the ward manager and a press officer to learn more.

You may be approached by a member of staff about



**"I would definitely recommend GOSH to everyone: the medical staff have been very good with me. I think of it as my hospital."**

Ahmad, dad to fourteen-year-old Essa



One-year-old Jaber on Bumblebee Ward

letting your child be featured in materials produced by the hospital. This could be a written case study or a photograph for a brochure. This is entirely voluntary. If you have any questions, please speak to the ward manager.

#### How to escalate concerns and give feedback

It is very important to us that patients and their families feel confident and that excellent care is provided. We are continuously striving to improve the service we offer our patients.

If you wish to make a complaint, please notify the nurse in charge of the ward as soon as possible as it is easier to resolve issues at the time of occurrence. If the matter is not resolved to your complete satisfaction, please refer your complaint to the ward manager, who will ensure that your complaint receives immediate attention. If you feel your concerns have still not been addressed, please ask to speak to the Head of Nursing or the General Manager. You can also take any complaints to Pals. For more information about Pals see page 16.

You can also complete our feedback questionnaire and Friends and Family card, both of which offer an opportunity for you to provide feedback on the care and treatment your child receives at GOSH. We use the information gathered to improve our services.

When your child is discharged, or within the 48 hours

that follow, you will be asked to answer the following question: 'How likely are you to recommend our ward to friends and family if they needed similar care or treatment?'

Remember: making comments or raising concerns with us will not affect your child's care in any way, now or in the future. We regard any comments, compliments, concerns and complaints about our services as an opportunity to learn in order to help us to make improvements.

We hope that you will be willing to give us your feedback on the service you have received. We value and appreciate your feedback, as we look to constantly improve the service we offer to ensure that we provide the best possible care for sick children from all over the world.

#### Useful contacts

GOSH switchboard	+44 (0)20 7405 9200
Appointments administrator	+44 (0)20 7762 6822
IPP reception	+44 (0)20 7813 8517
Arabic-speaking Patient Liaison Officer	+44 (0)20 7762 6803
Gulf office	+971 4 3624722
Patient Advice and Liaison Service (Pals) office	+44 (0)20 7829 7862



Two-year-old Al Kadi playing in Caterpillar Outpatients

# Introducing Great Ormond Street Hospital Children's Charity

Throughout our long history, GOSH has always relied on charitable support to help fund our life-saving work, even after the establishment of the NHS in 1948. Early supporters included Queen Victoria, and authors JM Barrie and Charles Dickens. Barrie even bequeathed the rights to *Peter Pan* to our hospital. Since then, many generous donors have followed in their footsteps and, across the hospital, you will see plaques recognising their extraordinary support.

Great Ormond Street Hospital Children's Charity aims to raise £100 million every year to continue providing the very best care for young patients and their families from across the world. Our support is focused on four main areas.

## Redeveloping the hospital

Our ambitious programme involves rebuilding two-thirds of the hospital, so that we can offer more and better facilities for patients and families from across the world.

Officially opened by HRH Prince of Wales in 2006, the Harris International and Private Patients Centre formed a key part of this programme and was made possible thanks to the incredible generosity of our supporters.

With charitable support over the coming years, we plan to build more new wards, operating theatres, outpatient and family facilities so that we can treat more children who need the hospital's care.

## Investing in child health research

Groundbreaking research has always been crucial to our ability to offer a chance of life to the very sick children in our care.

The hospital's partnership with the UCL Great Ormond Street Institute of Child Health creates the right conditions for extraordinary problem-solving, and offers an unrivalled opportunity to tackle some of the challenges faced by our patients and their families, and to make a global impact on children's health.

Together, we have been responsible for many breakthroughs in children's medicine. We pioneered the world's first heart-and-lung bypass machine for children, carried out the first successful gene therapy treatment for children with severe immune system disorders, and created the world's first windpipe using a child's own stem cells. In 2015, we successfully treated a one-year-old girl who had a leukaemia that was thought to be incurable using a newly developed gene editing treatment.

Our doctors and scientists are motivated every day to continue developing new and better treatments for the children who come to GOSH. Charitable donations help us to create new research facilities and continue investing in vital research to benefit children across the globe.

## Funding the latest medical equipment

Every year, we fund replacement or additional medical equipment to ensure that we take advantage of technological advances and deliver better care to our patients. Charitable donations have helped to provide a state-of-the-art 3T MRI machine and a CT scanner to complete the hospital's world-class Turtle Imaging Suite.

## Supporting children and their families

We believe in caring not only for the child but for the whole family. Patient and family support comes in many forms, from spiritual counselling to children's play and arts activities.

**To make a donation towards the important work of the hospital or for more information about the charity, please visit our website: [www.gosh.org](http://www.gosh.org)**

If you would specifically like to contribute towards the International and Private Patients (IPP) wards, please specify 'Trust Fund SW19 - Great Ormond Street Hospital'.

To discuss details of your donation further, please contact:

**Rachel Hughes, Deputy Director**

+44 (0)20 3841 3083

Great Ormond Street Hospital Children's Charity  
40 Bernard Street, London WC1N 1LE, UK

Great Ormond Street Hospital Children's Charity.  
Registered charity no. 1160024.



**"My son Oscar was saved thanks to the hospital's groundbreaking cancer research and treatment. Today, I am passionate about fundraising with the charity to help even more children with cancer in the future."**

Oscar's dad, Phil

**Great Ormond Street Hospital for Children**  
International and Private Patients Service

For further information please visit:

Web: [gosh.com.kw](http://gosh.com.kw)

Tel: +44 (0)20 7405 9200

Email: [privateinfo@gosh.nhs.uk](mailto:privateinfo@gosh.nhs.uk)

The Harris International Patients Centre  
The Octav Botnar Wing  
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London WC1N 3JN