

Changes to children's services at Ealing Hospital

From 30 June 2016 where we look after your child
in an emergency is changing



If you are a parent or carer, please
read this booklet to find out more.

There will be changes to some children's services at Ealing Hospital from 30 June 2016

- From 30 June urgent care for children will still be available 24 hours a day at Ealing Hospital through the urgent care centre (UCC).
- Ambulances will stop taking children to A&E at Ealing Hospital.
- The children's overnight or 'inpatient' ward will be closing.
- In a life-threatening emergency call 999.
- Ambulances will take children to a hospital with a children's A&E. This will be: West Middlesex, Hillingdon, Northwick Park, Chelsea and Westminster, or St Mary's hospitals depending on your child's needs.
- If your child regularly uses overnight services at Ealing Hospital, hospital staff will discuss your child's future care with you.
- These changes are about improving children's care across the whole of North West London, by providing better access to more specialist senior doctors during the day and night.

All other children's services including day clinics and outpatient appointments will stay at Ealing Hospital and you should use them as normal. A full list of children's services can be found at www.inwh.nhs.uk/children-ealing-hospital

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What to do if your child needs urgent care in Ealing from 30 June 2016



- **In a life-threatening emergency call 999.**
- **If it is not a life-threatening situation, you can go to Ealing Hospital's urgent care centre (UCC) (see below), visit/call your GP or call NHS 111.**
- **Urgent care for children will still be provided by Ealing Hospital's urgent care centre (UCC) 24 hours a day, 7 days a week.** The UCC shares the same reception as Ealing adults A&E.
- Ealing UCC treats children for minor illnesses and injuries that are urgent but not life-threatening, such as: strains and sprains, minor cuts, minor burns, chest, ear or throat infections and minor broken bones (page 4 explains more).
- If your child needs more specialist care than the urgent care centre can provide, they will be safely transferred to another hospital with you. Examples of how this will work are on pages 8 and 9.

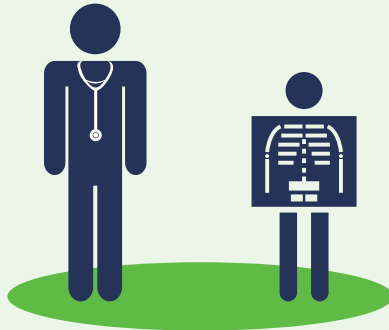
The difference between urgent and emergency care

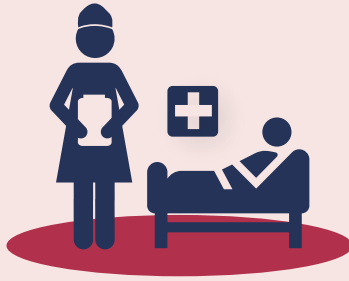
Urgent care

Ealing Hospital's urgent care centre provides 24/7 urgent care, treating children and adults with minor illnesses and injuries that are urgent but not life-threatening, for example:

- sprains and strains
- minor burns to small areas
- minor cuts including those needing stitches
- common infections such as chest, ear or throat
- minor broken bones such as toes, ankles, wrists, fingers or collarbone.

If your child needs more specialist care than the urgent care centre can provide, they will be safely transferred to another hospital with you. Pages 8 and 9 explain how this will happen.





Emergency care

Accident and Emergency departments (A&E) provide emergency care for major, **life-threatening** illnesses and injuries, which may result in a stay in hospital, for example:

- drowsiness and loss of consciousness
- severe chest or tummy pain
- breathing difficulties
- choking
- severe non-stop bleeding
- swallowing of chemicals
- having fits
- badly broken bones, including legs
- bad burns
- a rash that doesn't disappear under the pressure of a glass.

If your child is suffering from any of the above, you should dial 999 immediately for an ambulance.

Note: This is a list of some examples, if your child needs emergency help dial 999.

Note: Ealing A&E will remain open for adults from 30 June 2016.

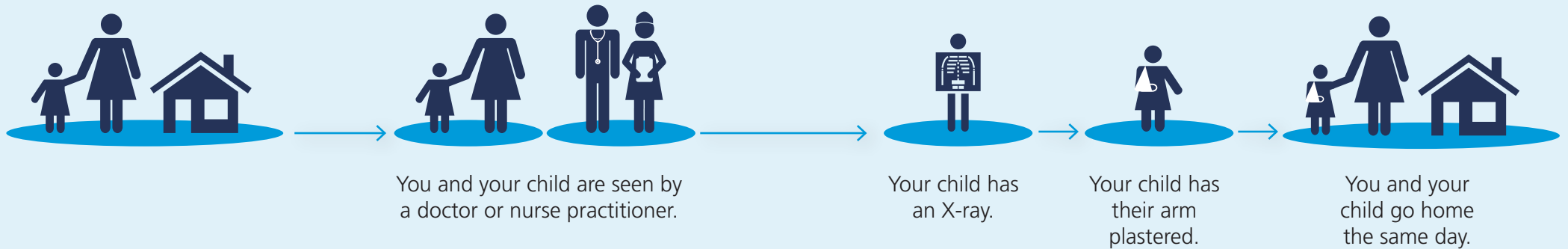
How Ealing's urgent care centre works

Examples of **urgent care** provided by Ealing Hospital's urgent care centre and what you can expect to happen.

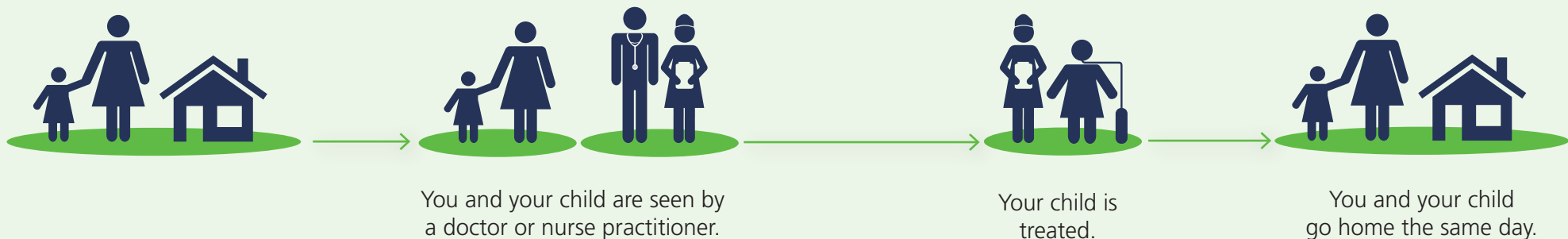
You and your child arrive at the urgent care centre, your child has:

The majority of children who are taken (not in an ambulance) to Ealing Hospital needing immediate same day care are treated in the urgent care centre.

A suspected broken wrist



Mild asthma

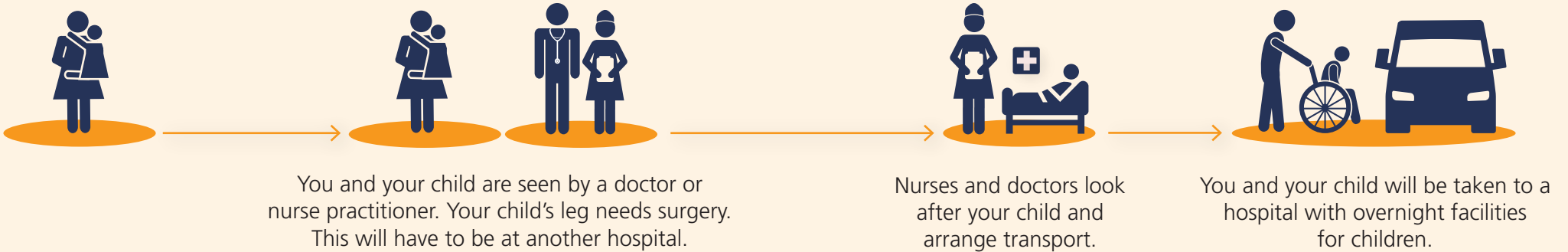


How Ealing's urgent care centre works

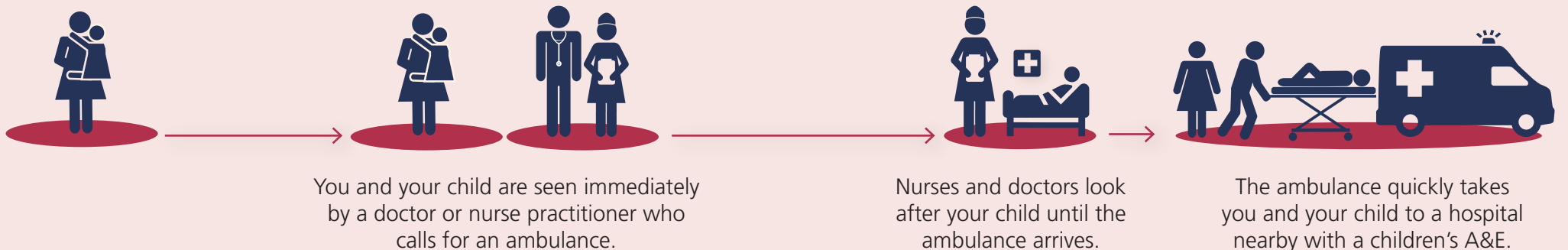
If you arrive at the urgent care centre (UCC) at Ealing Hospital **and your child needs more specialist care than the UCC can provide**, your child will be safely transferred to another hospital. These are examples of what you can expect to happen.

You and your child arrive at the urgent care centre, your child has:

Severe leg injury



Difficulty in breathing



How to find Ealing Hospital's urgent care centre

Ealing Hospital
Uxbridge Rd
Southall
UB1 3HW
www.inwh.nhs.uk

Underground, rail and bus routes:

Bus routes 83, 207, 427, 607 and N207 all link the hospital to Ealing Broadway station for the Central and District lines and National Rail.

Other routes:

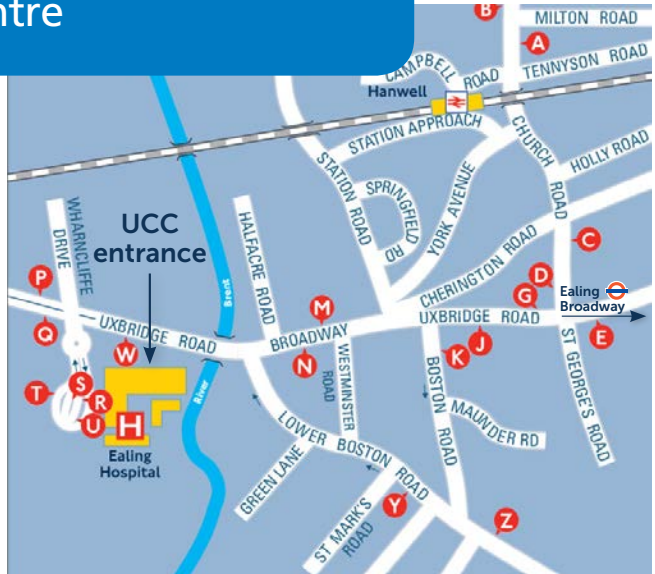
- Central Line to Greenford, then 92 bus to Ealing Hospital.
- Piccadilly line to Boston Manor, then 195 bus to Ealing Hospital.
- Hanwell Station (National Rail) is located in Church Road, approximately 1 mile from the hospital.

By car: Parking spaces are limited and it is recommended to go by public transport where possible. A 24 hour visitor pay and display car park is provided at the front of the hospital.

For car parking charges, visit:

www.inwh.nhs.uk/patients-visitors/locations-of-our-services/ealing-hospital

Disabled parking: Free parking spaces for registered disabled drivers can be found by the main entrance. A valid disabled driver's permit must be displayed.



Route finder

Day buses including 24-hour services

Bus route	Towards	Bus stops
83	Golders Green	G, M, P, R
92	Neasden	S
195	Brentford Charville Lane Estate	K, M, P, Z Q, W, Y
207	Southall White City	E, J, N, Q G, M, P
282	Mount Vernon Hospital	T
427	Acton Uxbridge	G, M, P E, J, N, Q
607	Uxbridge ♦ White City ♦	J, Q G, P
E3	Chiswick Greenford	A, C B, D
E8	Brentford Ealing Broadway	E, J, K, Z G, M, Y

Night buses

Bus route	Towards	Bus stops
N207	Holborn Uxbridge	G, M, P E, J, N, Q

♦ Limited stops

Other services



Here are some other places you can go, to get advice and treatment for your children.

NHS 111: You should call 111 if you are unwell and unsure about what you need. 111 is a free telephone number which is open 24 hours a day, seven days a week.

Pharmacies: Your local pharmacist or chemist is highly trained and can offer advice and suggest medicines or treatments for a range of common problems, such as headaches, stomach problems, coughs and colds.

GPs (General Practice):

GPs and their teams offer a wide range of services for the whole family for physical and mental health needs.

GPs in the Ealing area now have access to the children's rapid access clinic at Ealing Hospital, providing GPs with specialist advice on children's health and access to specialist appointments.

More information about healthcare services in your local area can be found at www.nhs.uk

This booklet

If you would like more copies, please call **0800 1777 990** or email healthiernwl@nw.london.nhs.uk

Translations and alternative formats: This leaflet is available in Braille, 'easy read', and in Arabic, Bengali, Farsi, Gujarati, Hindi, Polish, Punjabi, Somali, Tamil and Urdu. Please call **0800 1777 990** or email healthiernwl@nw.london.nhs.uk

هذه النشرة متوفرة باللغة العربية. يرجى الاتصال برقم **0800 1777 990** أو مراسلتنا على عنوان healthiernwl@nw.london.nhs.uk

এই লিফলেটটি বাংলায় পাওয়া যায়। অনুগ্রহ করে **0800 1777 990** নম্বরে ফোন করুন বা healthiernwl@nw.london.nhs.uk এ ইমেইল করুন।

این جزوه به زبان فارسی موجود است. برای دریافت لطفاً با شماره **0800 1777 990** تماس بگیرید و یا به نشانی healthiernwl@nw.london.nhs.uk ایمیل بزنید.

આ લીફલેટ ગુજરાતીમાં ઉપલબ્ધ છે. કૃપા કરી **0800 1777 990** પર ફોન કરો અથવા ઇમેઇલ કરો healthiernwl@nw.london.nhs.uk પર.

यह लीफलेट हिंदी में भी उपलब्ध है। कृपया **0800 1777 990** पर फोन करें या healthiernwl@nw.london.nhs.uk पर ईमेल करें।

Ulotka jest dostępna w języku polskim. Zadzwoń pod numer **0800 1777 990** lub wyślij wiadomość e-mail na adres healthiernwl@nw.london.nhs.uk

ਇਹ ਪਰਚਾ ਪੰਜਾਬੀ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਬਿਰਥਾ ਕਰਕੇ **0800 1777 990** ਨੰਬਰ ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਇਸ ਪਤੇ ਤੇ ਈਮੇਲ ਭੇਜੋ: healthiernwl@nw.london.nhs.uk

Warqadaan waxaa lagu heli karaa af Soomaali. Fadlan soo wac **0800 1777 990** ama i-meel usoo dir healthiernwl@nw.london.nhs.uk

இந்தத் துண்டுப்பிரசுரம் தமிழில் கிடைக்கிறது. தயவுசெய்து **0800 1777 990** என்ற எண்ணை அழைக்கவும் அல்லது healthiernwl@nw.london.nhs.uk என்ற முகவரிக்கு மின்னஞ்சல் அனுப்பவும்.

یہ لیف لیٹ اردو زبان میں دستیاب ہے۔ برائے مہربانی **0800 1777 990** پر کال کریں یا ای میل کریں healthiernwl@nw.london.nhs.uk

Do you want more information?

If you have any questions about the changes discussed in this booklet or more information about paediatric services in North West London, please contact healthiernwl@nw.london.nhs.uk or call **0800 1777 990**.