

The Neonatal Transfer Service

The ambulance that comes to collect your baby will be specially designed and equipped with the necessary specialist equipment to provide intensive care for sick newborn babies.

Your baby will be placed in an incubator to keep it warm, will have its heart rate, breathing and blood pressure monitored and may require equipment to help with breathing.

This will ensure a safe transfer to the unit that will care for your baby.

The transport team will all be specialists in the care of sick, newborn babies and will include a doctor or an advanced neonatal nurse practitioner, a senior neonatal nurse and a Paramedic. They will all have undertaken specialist transport training.

To contact our service:

0203 594 0888

Claire.King2@bartshealth.nhs.uk

www.neonatal.org.uk

Neonatal Transport Service
for *London*

Parent Information Leaflet

Epsom Hospital

Dorking Road
Epsom
Surrey
KT18 7EG

(Map on the back page)

Tel: 01372735279

www.epsom-sthelier.nhs.uk

Information on about the Neonatal Unit and local Amenities

Parking

On site hospital parking. Permits available at reduced rate for parents of babies on the Neonatal Unit. Please ask staff.

By rail

Epsom Station in town centre.

By bus

Outside Main Entrance, Dorking Road.
Buses available , E5, K10, 293 & 166.

Cash points

Ground floor of hospital, next to Chapel/
near main lifts

Catering/refreshments

Second floor of hospital.

Opening times

- Breakfast 0700-1000.
- Lunch 1200-1400.
- Dinner 1830-2000.

Coffee shop 1000-1730.

Local catering outlets/shops

WRUS shop on ground floor by main entrance, opening hours 0930-1600.

Availability of PALS/Patient's Advocacy Service

Talking to us... Listening to you Comments, Suggestions, Complaints. Do you want to make a comment? a suggestion? do you need advice? help? are things going wrong? do you want to make a complaint?.

There are lots of ways to tell us what you think about our services or ask for advice and help: You can Visit Our Patient Advice and Liaison Service (PALS) which is located on the ground floor next to reception at the main entrance of St Helier Hospital You can email us at PALS@epsom-sthelier.nhs.uk You can telephone St Helier Hospital - between 9am-5pm on 020 8296 2508 Epsom General Hospital - between 9am-5pm on 01372 735 393. You can make a written complaint write to the Chief Executive, Epsom and St Helier University Hospitals NHS Trust St Helier Hospital, Wrythe Lane, Carshalton, Surrey, SM5 1AA

Access to Religious Support

Hospital chapel & chaplaincy team. Ground floor, Wells wing ext.5322. All faiths welcome.

Description of Neonatal Unit

Booklet available at unit

Visiting for siblings and others

Open visiting for parents.

Other visitors may visit between 10:00-12:00 & 15:00-18:00 but must be accompanied by parents. Only siblings can visit & no other children.

Facilities & Accommodation for parents

If mum is an in-patient :

Mum will have a bed on the post natal ward. Unfortunately there are no facilities for dad to room in.

If mum is not an in-patient:

There is limited availability for mum to room in. Unfortunately there are no facilities for dad to room in.

Mobile telephone – **safe and appropriate area for use – outside main entrance & back entrance near A&E.**

Laundry facilities – **no**

Cooking facilities – **no**

Can siblings stay? – **no**