

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.

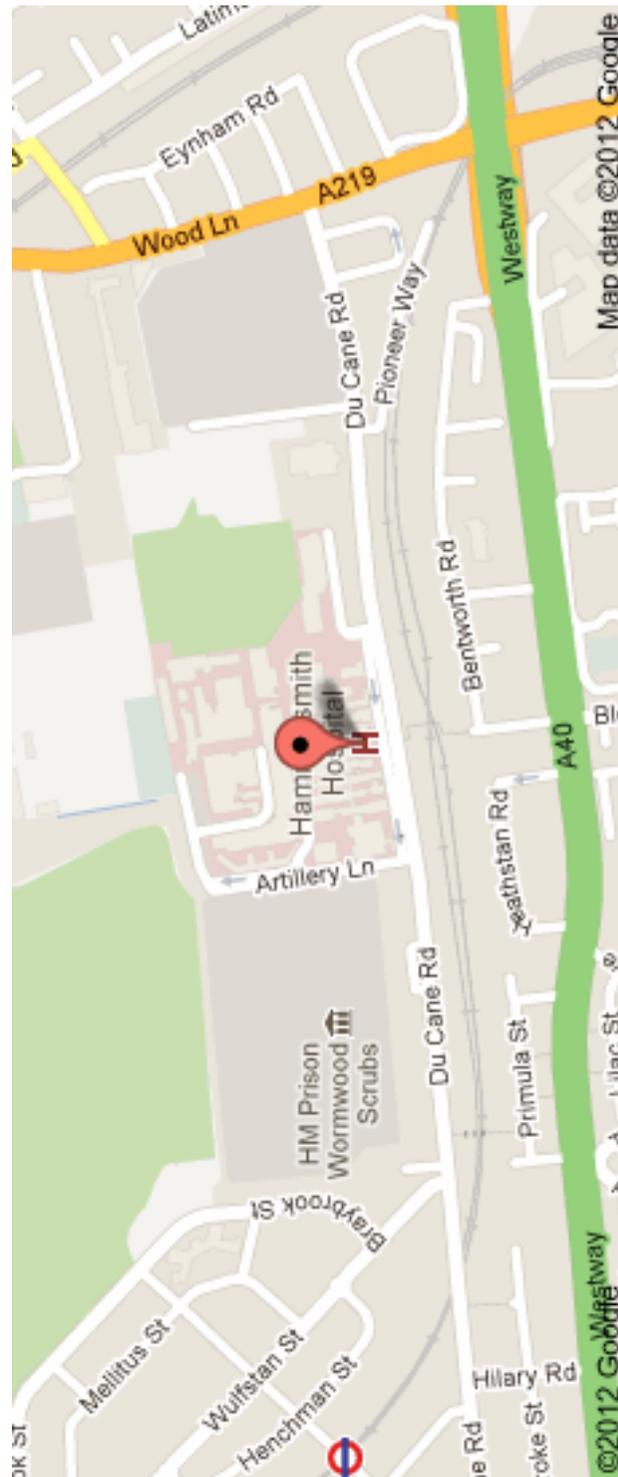
The transport team will all be specialists in the care of sick, newborn babies and will include a doctor or an advanced neonatal nurse practitioner, a senior neonatal nurse and a Paramedic. They will all have undertaken specialist transport training.

To contact our service:

0203 594 0888

Claire.King2@bartshealth.nhs.uk

www.neonatal.org.uk



Neonatal Transport Service
for *London*

Parent Information Leaflet

**Hammersmith / Queen
Charlotte's Hospital**

**Du Cane Rd,
London,
W12 OHS**

(Map on the back page)

Tel:

**020 8383 3474 / 020 8383 3174 NICU
020 8383 3908 / 020 8383 5137 SCBU**

www.hhnt.nhs.uk

Information on about the Neonatal Unit and local Amenities

The Neonatal Unit is on the fourth floor of Queen Charlotte's and Chelsea Hospital.

By road

Queen Charlotte's and Chelsea Hospital is well situated in West London and is close to main road links with the A40 (Western Avenue) being within half a mile.

By Coach

Victoria Coach Station: From the coach station go to Victoria underground station. Take the Circle Line train to Notting Hill Gate and change to Central Line train to either White City or East Acton

Parking

A 'pay and display' system operates within the hospital grounds between 7.00 am and 9.00 pm. A very limited number of spaces are available. We offer parents a reduced rate parking permit – see staff for details.

By rail/underground

East Acton or White City on the central line are both a 10 min walk to the main entrance.

By bus

The following buses all run every 10 minutes.
7 (Russell Square – East Acton)
70 (South Kensington – Acton)
72 (East Acton – Roehampton)
272 (Chiswick – Shepherds Bush via East Acton)
283 (East Acton – Barnes)

Cash points

A cash point and bank can be found in the main reception area of Hammersmith Hospital. You can also use our intranet cafes to bank online
Natwest Bank opening times: Monday to Friday
0830 - 1800

Catering/refreshments

Coffee Shop, QCCH opening times:
Mon to Fri (0700 – 1930)
Sat &Sun (0700 – 1530)

Du Cane Restaurant, HH opening times:
Breakfast 0700 – 1100
Lunch 1200 – 1400
Dinner 1800 – 2000

Stop Gap Shop opening times:
Mon to Fri 0700 – 1930 Sat 0800 – 1800
Sun 0800 – 1500

Local catering outlets/shops

At the front entrance of Queen Charlotte's & Chelsea Hospital there is a coffee shop and a small shop selling newspapers and snacks. In addition, Café Bleu and Du Cane Restaurants are located on the Hammersmith site (adjacent to Queen Charlotte's & Chelsea Hospital) where there is also a gift and convenience shop and flower stall.

Access to Religious Support

A multifaith chapel is situated off the main corridor in Hammersmith Hospital. A chaplain or leader of your faith is available on call for spiritual, emotional and pastoral support or advice.

Access to interpreters

If English is not your first language and you require an interpreter during your time with us, please let us know as soon as possible.

Midwifery care available for mum

If mum is discharged, we have a birthing centre run exclusively by midwives where mothers can go for postnatal checks on a daily basis. Mum can also be referred from the local hospital to our postnatal ward if she is not fit for discharge at the time her baby is transferred to our hospital. This is only if a bed is available and needs to be arranged by the local hospital.

Availability of PALS/Patient's Advocacy Service

Hammersmith and Queen Charlotte's & Chelsea Hospitals
Phone: 020 8383 3322 Fax: 020 8383 3122
E mail: pals@hhnt.nhs.uk

Description of Neonatal Unit

The Neonatal Unit is a designated level 3 perinatal centre within North West Thames neonatal network. The Neonatal Service provides a full range of general acute and specialist services, both to the local community and nationally as a tertiary referral centre. The new unit has up to 42 neonatal cots including 2 community cots making it one of the largest in the UK. A dedicated Neonatal Community Service ensures continuity of care and effective discharge planning.

Visiting for siblings and others

Only siblings are allowed to visit with parents. No other children are allowed.

Facilities & Accommodation for parents

There are 10 parent rooms adjacent to the unit allowing some parents to room in with their baby. We have 2 single rooms and 8 double rooms. Four of the rooms are oxygen dependent and one has wheelchair access. The rooms are in constant demand; therefore each room is allocated according to the parents' needs and agreed priorities. If mum is an inpatient on the postnatal ward dad can be accommodated overnight provided a room is available. This will be reviewed on an individual basis. Parents rooms are adjacent to the NNU. We do not charge for the use of parents' rooms. Siblings can only stay by arrangement with Senior Sisters only.

As the rooms are in constant demand, each room is allocated according to the parents' needs and agreed priorities. Your stay is reviewed on a Monday, Wednesday and Friday. You may be asked to vacate the room at short notice to accommodate emergency cases. Telephones are provided on each bed table. They will accept incoming calls, but if you want to make calls, you will need to purchase a Patient Call card. These are available from machines in each hospital to the value of £3 or £5. There is a small risk that mobile phones can interfere with medical equipment and for this reason, you may not use your phone at all in Critical Care areas of the hospital. Warning signs are displayed in these areas. catering/refreshments availability -You are expected to provide your own food however tea and coffee are provided. There is no laundry service although bed linen is provided. A well equipped kitchen is available for parents. Tea and coffee making facilities are also available on the unit.