

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.

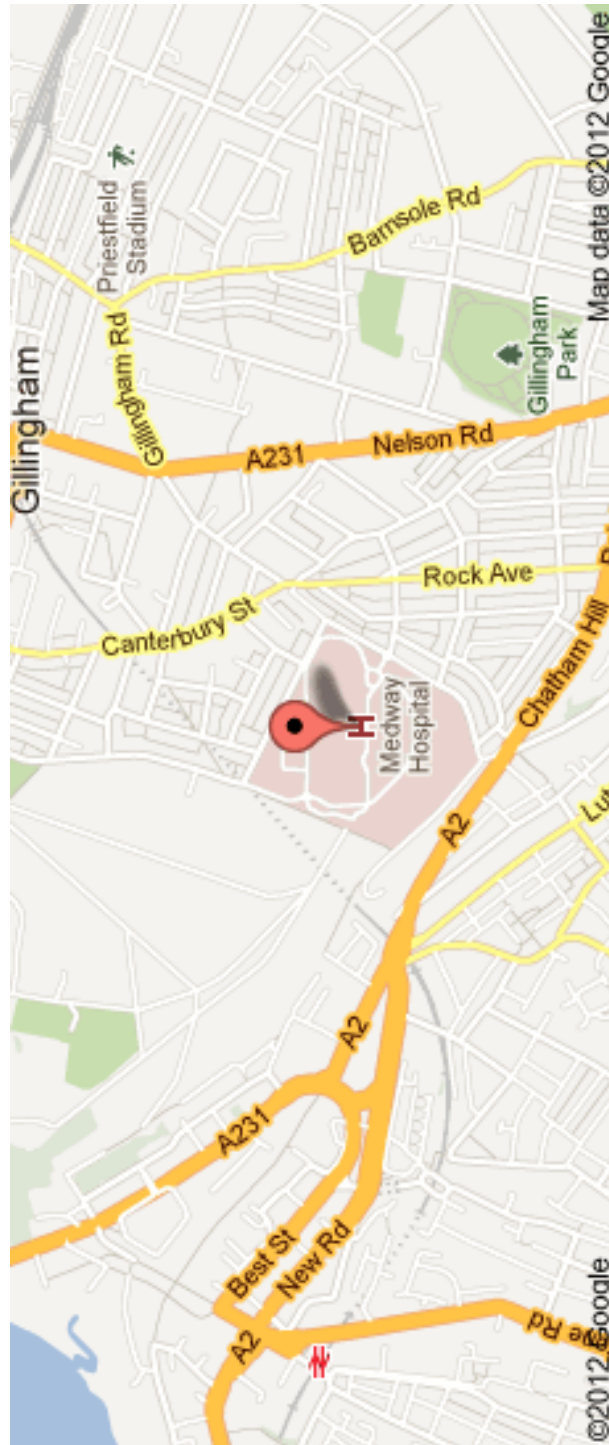
The transport team will all be specialists in the care of sick, newborn babies and will include a doctor or an advanced neonatal nurse practitioner, a senior neonatal nurse and a Paramedic. They will all have undertaken specialist transport training.

To contact our service:

0203 594 0888

Claire.King2@bartshealth.nhs.uk

www.neonatal.org.uk



Neonatal Transport Service
for *London*

Parent Information Leaflet

Medway Maritime Hospital

Oliver Fisher Neonatal Unit

Windmill Road
Gillingham
Kent
ME7 5NY

(Map on the back page)

Tel: Direct Number 01634 825125

www.medwaymaritimehospital.nhs.uk

Information on about the Neonatal Unit and local Amenities

Car

Starting from the A2 (from Sittingbourne) head towards Gillingham. Continue on the A2 until the first roundabout and exit towards Sovereign Boulevard (A2). Continue over the next roundabout and exit onto the A2. Continue on the A2 and turn right onto Rock Avenue and then left onto Montgomerie Road. Turn right into Windmill Road and arrive at the Medway Maritime Hospital

Parking

There are three public car parks for patients and visitors to the hospital. A "Pay & Display" system operates. Follow the signs as you enter the hospital site. With a limited amount of parking space available, you may have difficulty finding a parking space. If so, please ask a car park attendant to help you.

There are parking bays for disabled people near the main entrance to the hospital. Parking in surrounding roads is limited to residents only.

By Rail

Chatham or **Gillingham** from London Victoria, Dover or Ramsgate

From **Chatham** – walk down Railway Street to the Pentagon Shopping Centre, just over ¼ mile and take a bus- see suggested route number below.

From **Gillingham** – The High Street is immediately opposite the Station entrance. Follow High Street to Canterbury Street, turn left and follow Canterbury Street to the junction with Rock Avenue. Walk up Rock Avenue and turn right at first side turning into Shakespeare Road. Turn right at the next junction into Montgomery Road. This will lead you into the Hospital grounds. Distance from the station is approximately 1 1/4 miles.

By Bus

The following buses stop at the bus stop in the hospital grounds: 136, 176, 191, and the 139 evening hospital bus service. 176 is the connecting service between the hospital and train station (the bus stop is at St Marks church). For information on timetables, contact the Arriva Bus company on 01634 281100.

Cash points

Gillingham High Street – all main banks

Catering/Refreshments

The hospital restaurant is on level 1, Purple Zone and is open to patients and visitors at the following times:

08.00 – 11.30

12.00 – 14.00

17.00 – 20.00

League of Friends Shops and the Tea Bar in the Main Reception area are open from 08.00 – 20.00

Local Catering Outlets/Shops

Canterbury Street – a variety of takeaway shops

Gillingham High Street – a range of shops including Boots, WH Smith, Woolworth's etc. Within walking distance.

Access to Religious Support

The Chaplains are there for you, whether you are a religious believer or not. They will be glad to visit you if you feel the need to talk to someone during your stay in hospital. If you would like to see the Chaplain, please contact 01634 833816 or ask a member of staff to contact them for you. If its urgent, the Chaplain on duty can be paged by the hospital switchboard operators. We have Chaplains from the Church of England, Roman Catholic and Free Church Traditions as well as more than thirty volunteer Chaplaincy visitors. The Chaplains are glad to arrange visits for Sikh, Muslim and Hindu patients and others from representatives of their own faith communities on request.

Access to Interpreters

If English is not your first language, please ask for the help of an interpreter. The hospital switchboard holds a list of interpreters who are available to help patients. We can arrange for signers.

Midwifery Care Available for Mum

A full range of Maternity Services are available on Maternity Wards in the hospital.

Availability of PALS/Patient's Advocacy Service

PALS Tel: 01634 825004

Other contact information:

Mrs V. Bouttell Vivien.Bouttell@medway.nhs.uk &

Mrs C. Scott Carol.Scott@medway.nhs.uk

Description of Neonatal Unit

A booklet will be provided for you.

Visiting for Siblings and Others

Siblings can visit with Parents and Grandparents – other visiting is restricted. Only 2 persons to each bed at a time.

Facilities & Accommodation for Parents

Coffee room on the unit and 3 bedrooms for Parents to stay with their baby just prior to going home.

Mum as in-patient – **Dad can sometimes stay with Mum**

Mum not as an in-patient. **Accommodation available on site. Siblings can only stay in accommodation, not on unit.**

Ease of access to Neonatal Unit. Unit is on the 4th floor beside lift 9 and the staircase.

Any costs associated with accommodation – **nil for accommodation – meals not included.**

Duration of availability – **variable, depends on availability.**

Telephone access – **Public telephone available on the unit and in the corridor outside.**

Mobile phones – **outside the hospital building.**

Laundry facilities & cooking facilities are available.