

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.

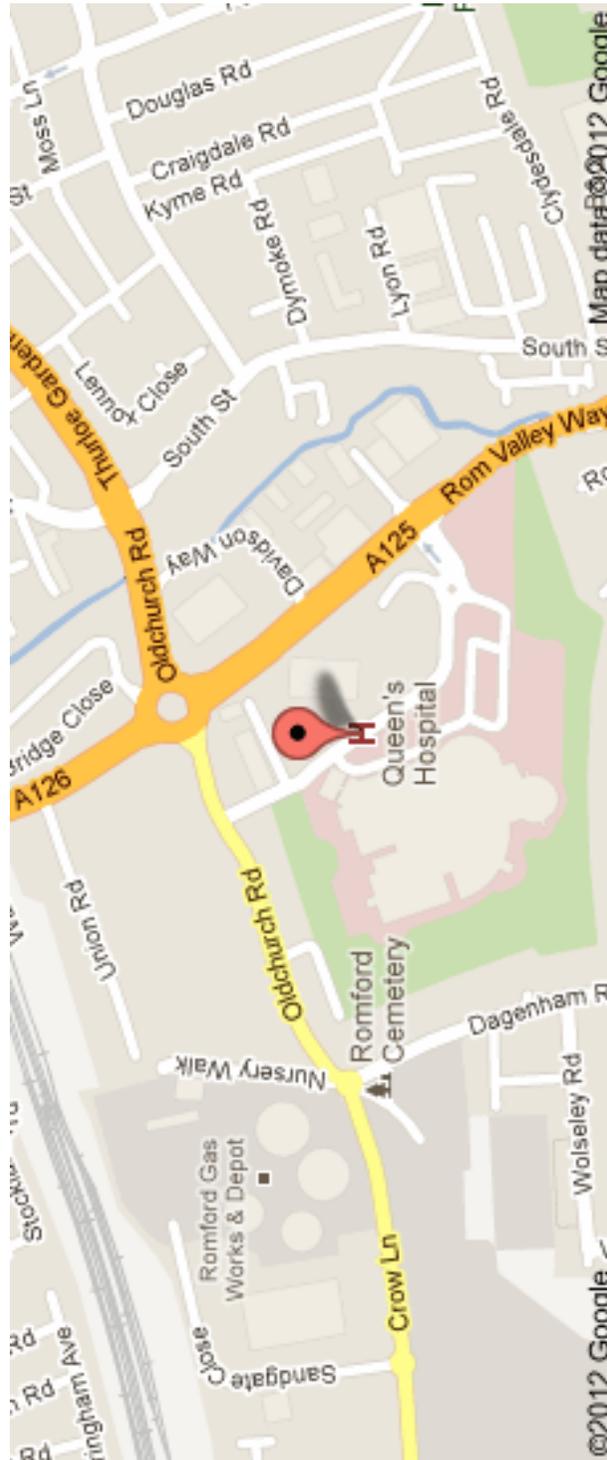
The transport team will all be specialists in the care of sick, newborn babies and will include a doctor or an advanced neonatal nurse practitioner, a senior neonatal nurse and a Paramedic. They will all have undertaken specialist transport training.

To contact our service:

0203 594 0888

Claire.King2@bartshealth.nhs.uk

www.neonatal.org.uk



Neonatal Transport Service
for *London*

Parent Information Leaflet

Queen's Hospital

Neonatal Unit

Rom Valley Way
Romford
Essex
RM7 0AG

(Map on the back page)

Tel: 01708 435000
0845 130 4204

www.bhrhospitals.nhs.uk

Information on about the Neonatal Unit and local Amenities

Parking

- £1.60 up to 3 hours
- £3.10 up to 6 hours
- £15.00 up to 24 hours

Pay and display parking is available on site.

At the mini roundabout to the front of the building, general staff and visitor parking and drop off bays for the nursery can be accessed by taking the left lane. Drop off bays for Maternity, A and E and Walk-In Unit and the dedicated carpark for cancer patients can be accessed by going straight across. Patient and visitor parking areas are on the ground and first floor of the multi-storey car park (MSCP) and in the surface level car park to the front of the building.

Spaces for blue badge holders are located opposite to the main entrance and at each level in the multi-storey car park (MSCP).

Cycle racks are also available on site.

Visitors' parking is fee paying Monday to Sunday and display areas are subject to the tariffs as above (except Disabled Permit Holders who may park free of charge if displaying the appropriate permit.)

Vehicles will be wheel clamped if they are illegally parked or the appropriate tariff has not been paid in the Pay and Display Car Park

Concessionary car park permits are available

By Road:

M25, Junction 28, A12 or Junction 29 - A127 to Romford town centre. Follow signs to hospital

By Rail:

From Liverpool Street, London, take the main line train to Romford station.

By Bus:

There is a bus station within the hospital grounds, opposite the main entrance.

The following buses come into the hospital grounds:

175 , 193 (First) , 365 , 496

The following buses pass very close by the Hospital entrance:

103, 128, 174, 499

Catering/refreshments

Tempo Coffee shop

Opening Times 07:30 to 20:00

Escape from the busy hospital surroundings in the relaxing coffee shop, which offers a delicious range of speciality coffees, hot chocolate and teas, minerals and juices, sandwiches and paninis, a range of hot and cold pastries, cakes and cookies. Tempo also stocks a range of gift ideas from CDs to chocolates.

The Food Court

Opening Times 07:30 to 20:00

Enjoy appetising food in pleasant surroundings, choose from a varied selection of breakfasts, snacks, main meals, salads, desserts and beverages, including healthier choices, something for every taste. You can even get hot food and drink served on disposables to take away.

Go Shop

Opening Times 07:30 to 19:00

The Go shop convenience store sells a wide range of products including newspapers and magazines, books, greeting cards, small gifts, items patients may have forgotten to bring to hospital, as well as

the usual confectionary, snacks and beverages. For your convenience, a trolley service will operate from the Go shop visiting each ward once daily with a range of goods available for purchase. Please note we do not sell flowers or houseplants as it is our policy not to allow these items in patient areas.

Vending machines

Situated in the main ward reception areas on floors 2, 3 and 4, these are for use by all, selling a variety of hot and cold beverages, snack items and confectionary.

Description of Neonatal Unit

The Neonatal Unit is on Level one of the new Queens Hospital

The neonatal services at the New Queens Hospital look after babies who need specialized care (e.g. artificial breathing support) whilst Harold Wood Hospital looks after babies who need continuing normal neonatal care.

Visiting for siblings and others

We have an open visiting policy for parents/ carers, grandparents and siblings of babies on the unit, which means that you may visit any time of the day or night. Parents are advised not to visit between 0730am-0830am and 1930pm-2030pm due to change over of nursing staff. You may also be asked to leave during the doctor's ward round or if an emergency procedure needs to be carried out on your baby or another baby.

Facilities & Accommodation for parents

Each neonatal unit has mother and baby rooming in facilities that parents are most welcome to use while their babies are on the unit. There are also breast feeding and expressing facilities available as well as a visitors waiting area.