

## ***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](http://www.neonatal.org.uk)



Neonatal Transport Service  
for *London*

**Parent Information Leaflet**

## **Royal Free Hospital**

*Neonatal Unit*

6 West B

6<sup>th</sup> Floor,  
Pond Street,  
London,  
NW3 2QG

**(Map on the back page)**

**Tel: 0207 794 0500 (Ext 3833).**  
**Direct dial number 0207 830 2733**

[www.royalfree.nhs.uk](http://www.royalfree.nhs.uk)

## Information on about the Neonatal Unit and local Amenities

### **Parking**

Pay and display parking areas are available near the hospital but these are frequently full. There are also 'voucher parking' areas in some nearby streets. To park in these areas you must first buy a voucher from a local shop.

### **By rail/underground**

Hampstead Heath (Silverlink). When coming out of the station, cross the road and turn left and turn right at the first corner. The hospital is directly in front of you on the left side of the road. Belsize Park tube station on the Northern Line is slightly uphill for around 150 metres. If you come up Pond Street (from South End Green) you must also walk uphill for around 75 metres.

### **By bus**

**46– Kensal Rise**, Queens Park Station, Warwick Avenue Station, Maida Vale, St John's Wood Station, Swiss Cottage Station, Hampstead Station, South End Green (for Royal Free), Kentish Town, King's Cross Station

**168 South End Green**, Pond Street (for Royal Free)

Belsize Park Station, Haverstock Hill, Chalk Farm Station, Camden Town Station, Eversholt Street, Euston Station

**268 Finchley Road**, Swiss Cottage, Belsize Park. Royal Free Hospital, Hampstead Station, Whitestone Pond, Golders Green.

**C11 Archway Station**, Parliament Hill Fields Gospel Oak, South End Green, Pond Street (for Royal Free), Belsize Park Station, Swiss Cottage Station, Finchley Road Station, West Hampstead, Cricklewood Station, North Cricklewood, Brent Cross

### **Cash points**

Ground floor, Lloyds bank

### **Catering/refreshments**

Coffee shop Located on the ground floor.

Monday to Friday 7.30am – 7.30pm

Saturday, Sunday & Bank holidays 8.30am – 7.00pm

### **Access to Religious Support**

The trust understands "spiritual care" to be a part of the care offered by all members of staff to patients and their relatives and friends. Members of the chaplaincy - spiritual care team are here to help meet some of the spiritual and religious needs of patients, staff and visitors.

We are available for everyone, whether or not they profess a particular religion or regard themselves as "religious". Many people value the opportunity to talk with someone about what is happening to them and how they feel about the changes they are facing.

### **Access to interpreters**

The interpreting service exists for patients who speak little or no English and who require language support. The interpreting service co-ordinator is based in the Patient Advice and Liaison (PALS) office and is part of PALS, which is located on the ground floor of the main RFH building, next to the in-patient pharmacy. The service uses external agencies to provide sessional interpreters. Interpreters have to be booked in advance. Interpreters are not employed by the trust.

### **Midwifery care available for mum**

Available depending on status of beds

### **Availability of PALS/Patient's Advocacy Service**

The PALS team comprises Roz De Silva, Sebastien Pumfrey, Nicky Horton and Chithra Atta. It is part of the directorate of service development. PALS is a 'one stop shop' offering advice, information and help to patients and their families who experience problems using or accessing the trust's services. PALS

aims to resolve complaints and concerns quickly. PALS will become a focus within the trust for receiving feedback from users and ensuring that the main concerns and needs of patients are taken into account and are at the heart of driving forward changes to services.

### **Description of Neonatal Unit**

The neonatal unit has 18 cots, six of which are intensive care cots. The unit serves the local population and also takes emergency referrals from London and South East England. The neonatal unit provides care for pre-term and newborn babies requiring medical support. Babies who have conditions requiring surgery are transferred to specialist units at Great Ormond Street Hospital.

### **Visiting for siblings and others**

Parents 24 hr visiting

10.00 - 19.45

Siblings and other visitors can visit only if accompanied by either parent (maximum 2 people per cot)

If the mother is unwell, another close relative can visit only after written consent has been obtained by the nurses.

No visitors during the Nursing Handover (7.45-8.15) or the Medical Ward round (unless invited to).

### **Facilities & Accommodation for parents**

2 Rooms available on unit for parents, depends on demand. No costs associated with rooms

Telephone access – payphone on unit

Mobile telephones not allowed

Catering/refreshments: tea and coffee facilities

Laundry facilities for babies clothing

No cooking facilities

Siblings cannot stay overnight