

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

The Royal London Hospital

*Ward 8D /
Neonatal Intensive Care Unit*

**The Royal London Hospital,
Whitechapel,
London,
E1 1BB**

(Map on the back page)

Tel: 0203 594 0524

www.bartsandthelondon.org.uk

Information on about the Neonatal Unit and local Amenities

Parking

There is no dedicated car parking facilities for patients or visitors at The Royal London. There are a number of public parking spaces for people with disabilities outside the hospital in Stepney Way and metered parking spaces in adjacent streets South and East of the hospital. Congestion charging applies west of Aldgate East tube station. Certain patients/visitors may be exempt. For more information call 0845 90071234 or visit the [Transport for London](http://www TfL.gov.uk) website (www TfL.gov.uk).

By rail

Liverpool Street is the nearest National Rail station and unit can be reached from there via the Hammersmith & City line to Whitechapel Underground station.

For general rail enquiries please call: National Rail enquiries 08457 48 49 50

By London underground

Whitechapel underground station is the nearest: it is opposite the hospital main entrance on Whitechapel Road. The following tube lines run to Whitechapel tube station: the Hammersmith and City line, District line and the East London line. For full details of tube services, please call 020 7222 1234 or visit the [Transport for London](http://www TfL.gov.uk) website.

By bus

The following buses stop outside or close to the hospital on Whitechapel Road: numbers 25, 106, 205, 253 and 254 as well as night buses N25, N106 and N253. Bus numbers 15, 115 and D3 stop close to the hospital on Commercial Road. Low-floor wheelchair accessible buses run on all routes serving The Royal London Hospital.

Cash points

Barclays Bank: east of hospital on south side of Whitechapel road

Woolwich Building Society - west of hospital on north side of Whitechapel Road

Cash-point adjacent to Students Union building opposite Main Outpatients Dept on Stepney Way (south side of main hospital building)

Catering/refreshments

Snacks, tea and coffee are available from the coffee shop on the ground floor of the Outpatients Department during weekday working hours. The hospital restaurant, on the 5th floor, serves a wide range of snacks and hot and cold meals. It is open every day, 7.30am-8pm.

Local catering outlets/shops

There is a wide variety of local restaurants and pubs serving meals within easy walking distance both east of the hospital along Whitechapel Road towards Mile End, and south on Commercial Road. A McDonalds and Pizza Hut restaurant are on the North side of Whitechapel Road, just west of the hospital.

Access to Religious Support

The chapel at The Royal is open for patients and visitors who wish to pray or seek a quiet place. Services are held there regularly. There are also two Muslim prayer rooms, with separate prayer and ablution facilities for men and women. Each of the hospitals at Barts and The London has chaplains of various faiths who are available to talk to patients and to offer advice, help and support. If you would like a visit from a chaplain please tell a member of staff.

Access to interpreters

Advocacy services for a variety of languages are available to clinics and the unit during normal working hours and for Bengali through to 21.00 hrs Mon – Fri. Other interpreters can be arranged as required. A telephone interpreting service is also available.

Midwifery care available for mum

Barts and the London provides a full range of midwifery services. In the event of your baby needing transfer after birth into the neonatal unit here, we will endeavour to arrange admission to the postnatal ward as soon as possible, provided she is fit to travel

Availability of PALS/Patient's Advocacy Service

The PALS office is situated in the main hospital

Description of Neonatal Unit

Barts and the London NHS Trust: Royal London Hospital:

The Neonatal Unit comprises of both neonatal and neonatal surgical beds.

Visiting for siblings and others

In order to respect confidentiality it must be understood that information regarding any baby will only be given to his/her parents.

Parents and siblings only may visit at any time. Other relatives and friends (over 16 yrs of age) may visit between 15.00 and 17.00 hours, **but must always be escorted by a parent of the baby.** We can only permit 2 visitors at the cot side at a time, one of whom must be a parent. Copies of the full visiting policy are available on request.

Facilities & Accommodation for parents

On the unit there is a small waiting area with a table and chairs for young sibling. A sitting room is available for parents to use.

The neonatal unit has rooming-in rooms with twin beds and en-suite facilities for parents to use primarily when establishing feeding and for a day or few nights prior to discharge home with their baby. This functions as a half-way house with support from the neonatal staff readily available. Kettle, limited crockery small refrigerator and microwave is available in the parent sitting room.

Stevenson House on Ashfield Street is available for the families of children admitted to The Royal London Hospital for long stays. Enquiries should be made via the House Manager on tel 020 7791 2604.