

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.

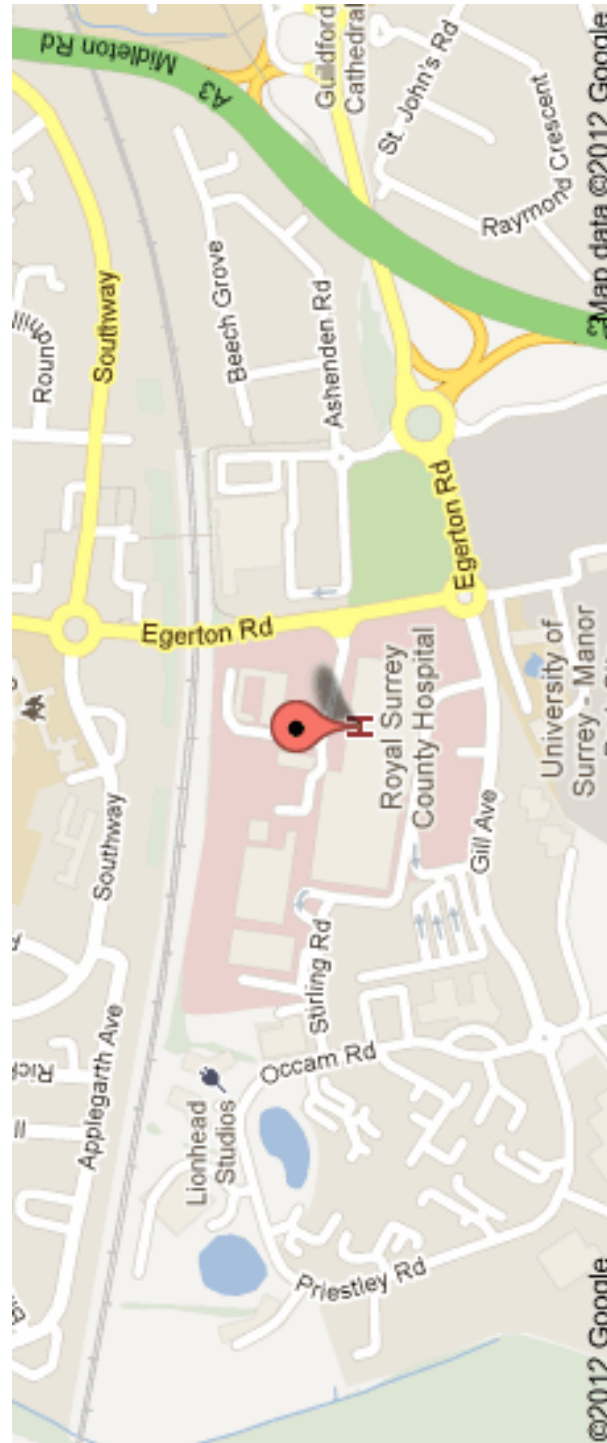
The transport team will all be specialists in the care of sick, newborn babies and will include a doctor or an advanced neonatal nurse practitioner, a senior neonatal nurse and a Paramedic. They will all have undertaken specialist transport training.

To contact our service:

0203 594 0888

Claire.King2@bartshealth.nhs.uk

www.neonatal.org.uk



Neonatal Transport Service
for *London*

Parent Information Leaflet

Royal Surrey County Hospital

Neonatal Unit

Egerton Road,
Guildford,
GU2 7XX

(Map on the back page)

Switchboard 01483 571122
Direct 01483 464834

<http://www.royalsurrey.nhs.uk/>

Information on about the Neonatal Unit and local Amenities

Parking

There is car parking available at the Royal Surrey County Hospital. Like most hospitals the RSCH needs to make a charge for car parking. The charge for parking pays for security and lighting the car parks which are managed by Q-Park.

Charges for parking are: 1 hour - £1.00, 1-2 hours £1.50, 2-3 hours £2.50, 3-4 hours £3.50, 4-5 hours £4.50, over 5 hours £6.00, weekly tickets £15.00.

By rail

South West Train's stop's in Guildford Town Centre

By bus

There are Bus Stop's outside the main entrance to the hospital, There is a regular bus service directly from Guildford Friary Bus Station and the rear entrance of Guildford Railway Station along Guildford Park Road, to the hospital: Arriva/Safeguard number 4/5 (via Park Barn) There are several bus routes that cover areas in and around Guildford .Arriva number 7 (Merrow Park - University/RSCH) Arriva number 16 (via Fairlands, Wood Street - circular) Arriva number 17 (via Wood Street, Fairlands - circular) Arriva number 26 (via Grange Park/ Rydes Hill - circular) Arriva number 27 (via Rydes Hill/Grange Park - circular) Arriva number 37 (Merrow - Bushy Hill via Guildford)

Cash points

The Cash points are located in the hospitals main reception area, and in Tescos, Ashenden Road (opposite the hospital)

Catering/refreshments

Country Pantry Mon – Fri 9.00am – 4.30pm
Spice of Life Breakfast 7.00am – 10.30am
Lunch 12.00pm – 2.00pm
Supper 5.30pm – 8.15pm

Local catering outlets/shops

Tesco's coffee shop, Ashenden Road, (opposite hospital)

Access to Religious Support

Hospital Chaplin's Ext4044 (Christian, Anglican, Roman Catholic)

Access to interpreters

List of interpreters available from Human Resources, Ext 2117

Midwifery care available for mum

On the post natal ward

Availability of PALS/Patient's Advocacy Service

The Royal Surrey County Hospital is currently establishing a [Patient Advice and Liaison Service](#). We are in the process of planning to build an easily -accessible *PALS Office and Patient Information Centre* close to the main Hospital Reception area. For the time being, the PALS Manager, [Chris Purcell](#), can be contacted from 9.00 – 5.00 on weekdays by: Asking the Hospital Reception Desk to contact him while you are visiting the Hospital.

Phoning **01483 571122**, and asking for extension **2059** (a message can be left if he's not there, or if you're phoning during the evening or over the weekend. Writing to him at Royal Surrey County Hospital, Egerton Rd, Guildford GU2 7XX

Description of Neonatal Unit

The Special Care Baby Unit (SCBU) has 14 cots/incubators, including two intensive care cots. It is recognised as a provider of neonatal intensive care, high dependency and special care. The unit is a friendly, close knit group of medical and nursing staff, supportive of each other, the babies, parents and their relatives, promoting bonding with parents' rooms available to establish breast feeding and parent craft skills.

Visiting for siblings and others

Parents, siblings and grandparents Open visiting Friends and relatives (over 16) 3.00pm onwards

Facilities & Accommodation for parents

When baby is ready to go home, both mum and dad can room in, in one of our two rooming in rooms. Parents are required to provide their own meals; there is a microwave in the parent's kitchen. No mobile telephones are permitted to be used on the unit. Siblings are unable to stay over night.