

Welcome to the Children's Emergency Department at New Cross Hospital

Please ask at main reception for the current waiting times

Welcome to the Children's Emergency Department. We understand that this is a worrying time for you and you are concerned about your child.

Your journey through the Emergency Department

Once you have registered your child's details at reception, you will be shown to the children's waiting area. This has security buzzers so you can only be let in to this area by staff members.

Triage

A member of our team will perform an initial assessment which helps us to understand how unwell your child is.

Those who are most unwell will be taken through to be seen by a doctor or advanced practitioner more quickly. This means that children are not always seen in the order that they came in and you may need to wait longer.

Depending on what your child has come in with, the triage nurse may ask you to attend the Urgent Treatment Centre instead and will give you directions for this.

Next steps

Your child will be assessed by a member of our team. Once your child has been assessed, the clinician may suggest that:

- Your child can be discharged with advice and treatment
- Your child needs to be kept in the department for further observation to make sure that they are well enough to go home
- Your child needs further investigations such as blood tests or X-rays (follow the picture of Bentley having an X-ray)
- Your child needs to be seen by a specialist team such as the general children's team (general paediatrics). If this happens, you may need to wait for the specialist team to come and see your child in the department before moving to another ward.



The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

Toilets

There is a toilet in the children's waiting area (with baby change) as well as another single toilet further along the corridor next to consulting room 6.

Translating / Interpreting services

We are able to offer interpretation via phone at any time of day. Please inform a member of staff if you require an interpreter. We may not be able to allow a family member to translate for you.

WiFi

Free wifi is available throughout the hospital through 'NHS Wifi'. You will need to open your browser to complete logging in.

Please let a member of staff know if:

- You are worried that your child is getting worse
- Your child needs any medicine
- You want to leave or go home.

Pharmacy

If you are provided with a blue slip, please take it to Pharmacy (C31).

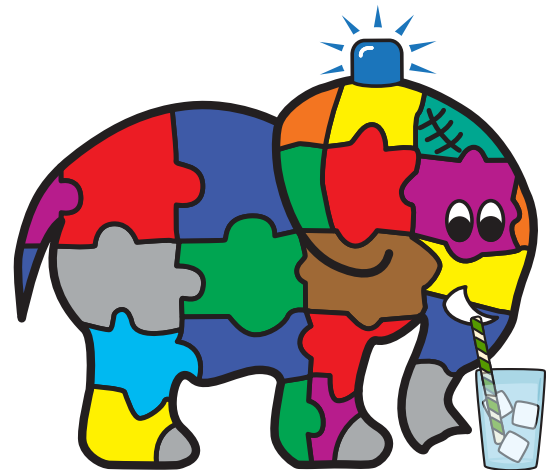
Food and drink

Before offering your child anything to eat or drink, please check with the staff if they are allowed to do so; children who may need an operation may not be allowed to eat or drink before their procedure.

Please follow the picture of Bentley with a straw to find out where the kitchen is.

We can offer drinking water and a selection of juices. There is a limited food selection in our kitchen, however there are more options available at East Side Café. There is a café in Building 12, as well as in the Heart and Lung building. There is also a Greggs in the centre of the hospital. See the map at the end of the leaflet to help you find the other areas.

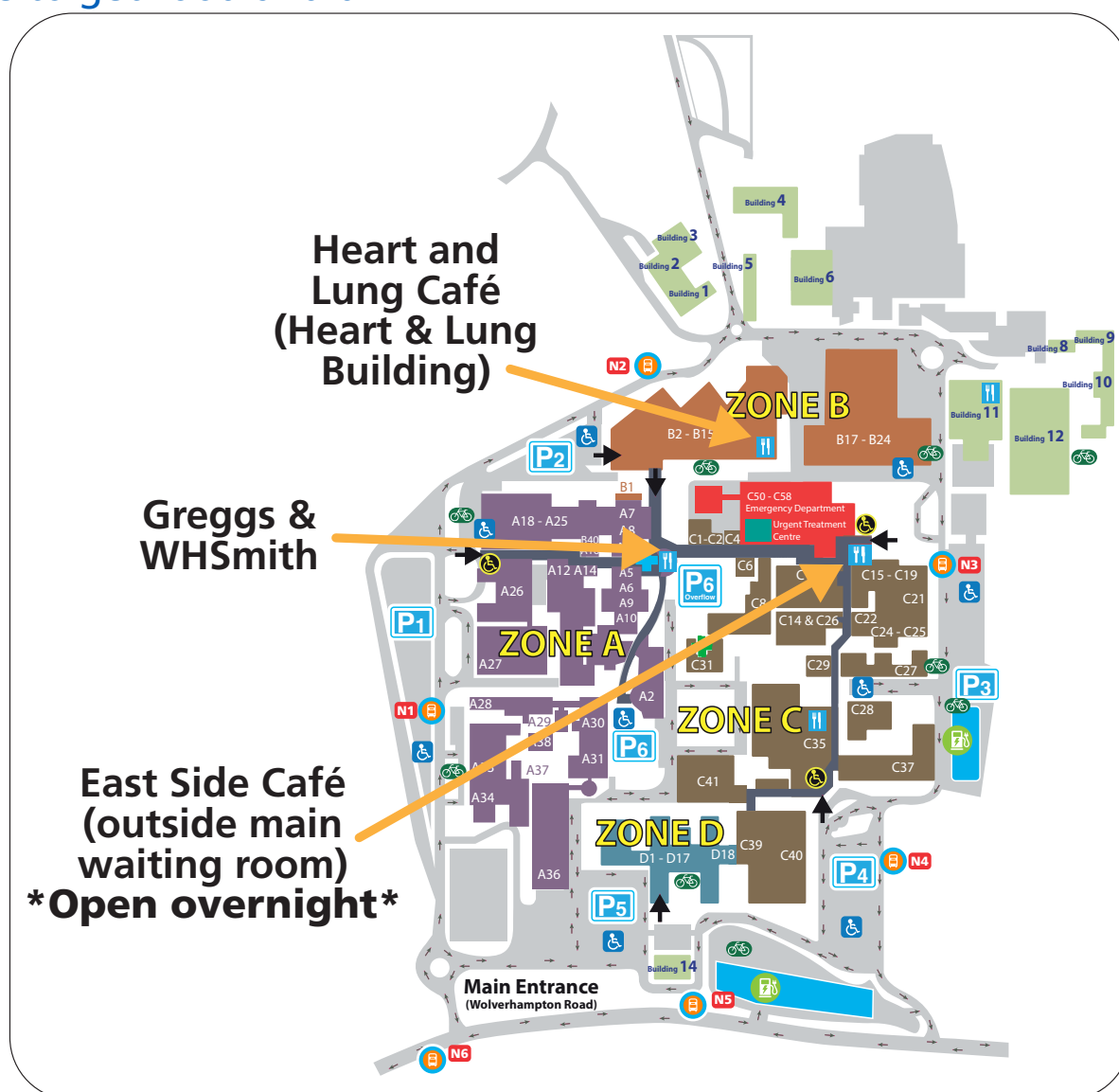
Please do not leave a child unaccompanied in the department and if you want to leave to get food or drink, please let a member of staff know.



Useful resources to look through while you wait

- **Urgent Care and Out of Hours Care (including dentists and pharmacies)**
<https://www.royalwolverhampton.nhs.uk/our-services/urgent-and-out-of-hours-care.html>
- **Healthier Together (Black Country) (information for 0-18years including mental health)**
<https://www.blackcountry0-18.nhs.uk/>
- **Wolverhampton Food Banks**
<https://www.wolverhampton.gov.uk/benefits/social-security-benefits/food-banks-and-soup-kitchens>
- **Wolverhampton Information and Advisory Directory (for housing, employment, debt and welfare benefits)**
<https://www.wolverhampton.gov.uk/benefits/social-security-benefits/wolverhampton-information-and-advice-directory>
- **Wolverhampton Safeguarding Together website (information about how to get help and support for your family)**
<https://www.wolverhamptonsafeguarding.org.uk/safeguarding-children-and-young-people/i-am-a-parent-carer>
- **Wolverhampton Community Initiative to Reduce Violence (if you are worried that your child could be involved with gangs, violence, drugs or any other criminal activity)**
<https://www.cirv.co.uk/>

Where to get food and drink



English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。