

## Children's Services

# Welcome to the Children's Clinic

**We hope your child's visit will be as pleasant as possible**

### Clinic procedure

Please inform the receptionist when you arrive at the clinic. You will be asked for your child's name, address and telephone number (this is useful if we need to contact you at short notice) and the name of your child's GP, to ensure that our records are up-to-date.

You will also be asked for your mobile telephone number and asked if you would like a text reminder of your appointment

You will then be asked to sit in the waiting area until the nurse is ready to weigh and measure your child.

The nurse will call your child's name and show you to the weighing room – parents can come too. Babies and small children must be naked when they are weighed – there are changing facilities in the weighing room and also in the children's toilet. Older children will be asked to remove their outdoor clothes, shoes and any heavy jumpers. All children will have their height measured without their shoes.

We are committed to treating all patients and their families with privacy and dignity in a safe, clean and comfortable environment, but in order to meet the needs of clinics, your child is likely to be weighed in the weighing room with other children of different age and sex. If you have any concerns regarding this, please discuss this with the nurse in charge. We will make every effort to make sure your child's needs are met.

The nurse will record the measurements in the medical notes, and if you bring your child's own record book we can update it for you.

If it is your child's first visit to the clinic/specialist clinic, a urine sample may be required. Please ask the nurse if a sample is needed before taking your child to the toilet. Do not worry if you have a baby, or your child is not 'potty trained' – we have special bags for collecting urine from these children.

The nurse will tell you the name of the doctor your child is going to see and if the clinic is running to time. Appointment times are approximate. Your doctor may be delayed due to an emergency in another department, so please bring something to do while you and your child are waiting.

Every effort is made to keep waiting times to a minimum. However, if you feel you have been kept waiting for a long time please speak to the receptionist. In addition, there is also a screen in the waiting room with the doctors and nurses names detailed on it, along with an approximate estimate of the waiting time.

The doctor or nurse will call you when the doctor is ready to see you. The doctor may give you forms for blood tests or other investigations. Please show these to the reception staff or ask a nurse to explain the forms to you. An appointment slip will also be given to you.

## **Facilities available in the clinic and hospital**

There is a WRVS canteen and shop in the outpatient reception area. If you wish to go there please inform a member of staff. No hot drinks are allowed in the clinic but there is a cold water dispenser.

A quiet room may be available if you need to feed your baby (we can warm up feeds if needed).

The clinic may seem very busy and crowded at times, as there may be several different clinics in progress on the same day.

There is a play area, with pictures to colour and puzzles and games available to help pass the time. We have a full-time 'Play Specialist' based in clinic who works with children of all ages. She can use distraction and other techniques to help your child to cope with procedures such as blood tests, and to prepare them for any necessary treatments, or an overnight hospital stay.

We do our best to keep to appointment times, Children who come with you may also use the facilities but unfortunately we cannot provide a crèche facility. It is advisable to make other arrangements on appointment days for other children if possible.

We hope this has helped to explain some of the things that will happen during your visit to the clinic. Some of our specialist clinics, for example diabetic or endocrine, may each have a slightly different routine. Do not worry, as this will be explained to you on your arrival at the clinic.

Please feel free to ask if there is anything you do not understand; we are all here to help you.

## If you require any further information please contact:

Clinic 6 - 01223 216410.

Or if the appointment is in

The Weston centre - 01223 348576



We are currently working towards a smoke free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169

## Help with this leaflet:



If you would like this information in another language, large print or audio format, please ask the department to contact Patient Information: 01223 216032 or

[patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)



## Document history

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