



For patients having surgery

Information for patients and
their parents / carers



Find more information
on our website
[www.sheffieldchildrens.nhs.uk/
patients-and-parents/wards/](http://www.sheffieldchildrens.nhs.uk/patients-and-parents/wards/)

Welcome to Sheffield Childrens Hospital

This information booklet is designed to help you prepare for your hospital stay.

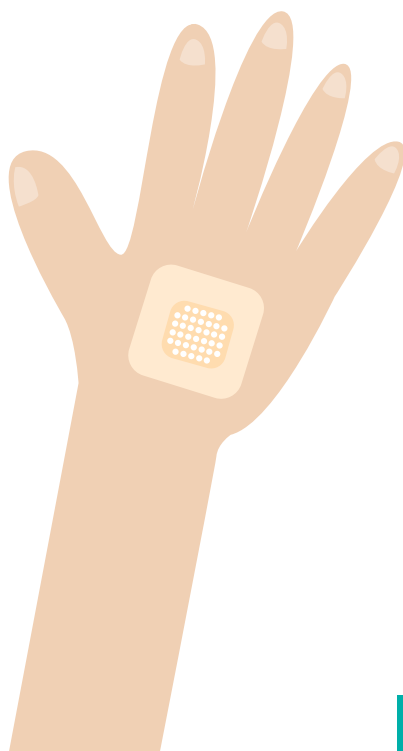
Hospital visits can be a daunting experience for children and adults alike. We want to reduce any anxieties and help to make your visit as stress-free as possible.

If you have a query that is not covered by this booklet, please call the number shown on your appointment letter.

You can also find more information on our website at
www.sheffieldchildrens.nhs.uk/patients-and-parents/wards/

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Preparing for Hospital

Where do we go?

From the main entrance of the hospital, please follow signs for Theatre Admissions Unit (TAU). We are situated in the green wing of the hospital.

Maps and travel advice can be found at the back of this booklet.

What time should we get there?

Please allow time for travel and parking. The nearest car park is Q Park on Durham Rd, S10 2JA.

The time stated on your letter is an admission time. This is not the time your child will go to theatre or X-ray.

How long can I be expected to stay?

This depends on the time your child goes to theatre and the length of the procedure. An average stay on TAU is between four and eight hours.

What should we bring?

Bring your appointment letter and any medications. Your child should take any medications as normal on the day of your admission unless you have been given other specific instructions.

Bring a dressing gown and slippers for your child. Patients will be given a gown

when they are taken to theatre so do not need pyjamas. However if you are going to be staying on the ward, also bring an overnight bag with pyjamas, toothbrush etc.

We do not provide nappies, so please bring your own supply if your child needs them.

If your child is having toe or foot surgery, please bring open-toed shoes.

We have activities and toys on our wards and waiting areas, though your child is welcome to bring their own too.

Please do not bring valuables. The Trust cannot accept liability for any loss or damage.

Can I ask questions?

Absolutely, we encourage patients and their families to ask questions when they come into hospital. You may want to think about the questions you have in advance and write them down.

Are visitors allowed?

Theatre Admissions Unit

It is essential that a parent or guardian accompanies your child in order to sign the consent form.

Please note only two adults can accompany your child. Under 16s, including siblings, cannot attend – with

the exception of babies under the age of six months.

In-patient wards

The hospital has an open visiting policy, allowing three visitors to a bed at a time. Any additional visitors will be asked to wait in the playroom or waiting area. Please note that siblings under the age of five may only visit with prior agreement from the nurse in charge. All children under 16 years must be accompanied by an adult. Please help to keep the wards quiet for other families by asking your visitors to leave by 8pm. Please speak to the nurses if you have any visiting difficulties.

What if my child is worried about their hospital admission?

You can bring your child to have a look around before the day, to help calm any fears about coming to hospital. To arrange this, call us on 0114 271 7343 or 271 7393.

How can I help my child to prepare for their procedure and the anaesthetic?

It is important that children know a little about what to expect when they come for their procedure. Please visit our website for more information about general anaesthetics, advice and booklets written for children and young people:
www.sheffieldchildrens.co.uk/ga

What if we need an interpreter?

To arrange an interpreter, please call the number shown on your appointment letter.

What if my child has special needs?

If your child has special needs, please contact the Theatre Admissions Unit on the number below before you arrive so we can discuss their needs and our facilities. We use aids such as Makaton, symbol timelines and picture exchange communications systems to help children and parents.

What should we do if we cannot attend?

It is important to let us know if your child cannot attend their appointment so we can offer it to someone else. Please call us as soon as possible on the number shown on your appointment letter.

What if my child is unwell?

Please call for advice on 0114 271 7343.

Can my child eat or drink before the procedure?

It is really important to follow the starvation times as directed in your admission letter. Please contact TAU for any further information.

What happens on the day?

1 Step one: Initial assessment

When you get to the Theatre Admissions Unit, you will be met by a member of the TAU team. They will put a wristband on your child and apply numbing cream. Your child will then be weighed and shown into the main waiting area.

2 Step two: Admission

You will be seen by the team looking after your child. This will include a member of the nursing team, a surgeon and an anaesthetist. The surgeon will explain the procedure. The anaesthetist will discuss your child's anaesthetic and pain relief with you.

If you haven't already done so, you will be asked to sign a consent form agreeing that you understand what is going to happen. This consent can only be given by the parent or guardian; no other relatives can give consent. If your child is old enough to understand what is happening then they can also give consent.

3 Step three: Waiting for your procedure

You and your child will be able to wait in the waiting area/play area or adolescent room until your child goes to theatre. It is important that you do not leave the unit once admitted.

Will I be told what time my child will be having their procedure?

Where possible the team will give you an approximate time. However times can change if emergency cases come in or if an earlier case takes longer than expected.

Unfortunately some procedures may be cancelled at very short notice. We will always try and keep you updated.

Can I go with my child to the operating theatre?

Only one parent can accompany a child into the anaesthetic room. Occasionally this is not possible, especially with very young babies. Other relatives can wait outside theatres.

Once your child is asleep, you will be given a pager and this will be beeped when it is time for you to be reunited with your child in the recovery area.

What happens after the operation?

Your child will wake up in our recovery area and when able, will be taken back to the Theatre Admissions Unit or to an inpatient ward where they will be cared for throughout the rest of their stay.

Your nurse will advise you when it is appropriate for your child to eat and drink after their operation.

How long will it take?

Most patients will be allowed to go home the same day. They are likely to be on the unit for between four and eight hours.

Overnight Stays

Will my child need to stay overnight?

For some simple procedures, your child may only need to be with us for between four and eight hours. If an overnight stay is required, this will usually be indicated in your appointment letter. However even if an overnight stay is not anticipated, occasionally children will take longer to recover, or doctors may wish to observe them overnight. If this happens, we will arrange for you and your child to transfer to an overnight ward.

Will you provide food for me and my child?

Breakfast, lunch and dinner are ordered daily for patients only. Snacks will be provided in between meal times if required.

If the patient is breastfed, we will provide the breastfeeding mum with meals.

Can parents stay overnight?

We actively encourage one parent/carer to stay overnight. At each bed space there is a sofa bed for one parent to stay. The night staff will assist you with getting these ready and will provide you with bedding and a pillow.

Other overnight options include:

Treetops and Magnolia House – Run by

The Sick Children's Trust, these facilities have 24 rooms for parents. Both sets of accommodation also offer a range of communal facilities including a kitchen, lounge and laundry facilities. Rooms cannot be booked in advance and are allocated based on priority. Ward staff can make enquires for you when your child has been admitted.

PACT House – This is situated a short walk from the hospital and provides a home-from-home for families using Ward M3.

Information on nearby B&Bs and hotels is available from the wards and the Patient Advice and Liaison Service (PALS).

Who looks after my child?

Each ward has a team of children's nurses, doctors and other staff who will be caring for your child with you. Your consultant or a member of their team will see your child at least once per day.

Will it be noisy at night on the ward?

We try to quieten the wards down in the evenings, but caring for patients goes on at all times of the day and night. Please help to keep the wards quiet for other families by asking your visitors to leave by 8pm.

Going Home

When your child is ready to be discharged to go home, final checks will be made by the doctors and nurses. Medications may need to be ordered from the pharmacy or follow-up appointments made before you leave. Please ensure you have some pain relief at home before your child is discharged, as we do not routinely provide this. The ward staff will be able to provide information about your discharge.

You will need to make your own transport arrangements for getting home.

Will there be anything that my child cannot do after the procedure?

There may be some restrictions. These will be explained by your nurse.

What if a problem occurs after we've gone home?

Your child will only be sent home when the team feels it is safe for them to leave. However if your child does have problems after returning home, please contact the ward, your GP or take your child to the nearest Accident and Emergency Department.

General Information

Refreshments and shops

The Parkside Restaurant is near the Outpatients Department and open seven days a week.

| | |
|-----------|----------------|
| Breakfast | 8am to 11.30am |
| Lunch | 12pm to 2.30pm |
| Tea | 3.30pm to 7pm |

There is also a coffee cart in the hospital main entrance serving hot and cold drinks and snacks.

The Friends of the Children's Hospital shop is located in the long corridor near X-Ray. The newsagents is open from 7am to 5pm, Monday to Friday, and sells newspapers, magazines, cold drinks, sweets, crisps and snacks.

A number of vending machines serving drinks, snacks, hot and cold food can be found across the hospital.

We also operate a meal delivery service on the wards for parents and carers. Lunch orders are taken between 8.30am and 11am with meals delivered after 12.45pm, and dinner orders are taken up to 3.45pm with meals delivered after 4.30pm. For a copy of the menu please ask a member of ward staff. Orders can be placed by calling 17418 from an internal phone or by emailing support.services@sch.nhs.uk

Telephones and mobiles

There are a number of payphones around the hospital. Mobile phones are permitted in all areas except Intensive Care, the Neonatal Surgical Unit and Theatres. Please do not take pictures without permission and make sure your mobile phone is on silent.

Cash machines and cashback

The nearest cash machines can be found at the University of Sheffield Students' Union on Western Bank or in the Co-op at the bottom of Clarkson Street.

The Parkside Restaurant can provide cashback for debit cards with a minimum spend of £5.

Security on the wards

All ward areas are secured at all times. Parents and visitors are asked to press the appropriate call button and wait for staff the answer and let them on to the ward. Please do not let others in.

Religious needs

A Chaplaincy Centre is available to all who wish to spend some time in prayer or quiet reflection. The hospital has Chaplains of all denominations with access to leaders of all faiths. The Chapel and Prayer Room are open 24 hours a day and can be found on D Floor in the main entrance block, next to the Cystic Fibrosis Unit. Call 0114 271 7338 or speak to any member of the nursing staff for more information.

Infection control

Please help prevent the spread of infection by:

- Washing your hands
- Using hand gels when entering or leaving the department
- Trying not to bring siblings or other children to appointments
- If your child has an infection, call us before setting off on 0114 271 7343.

No smoking

All of our sites and their grounds are no smoking areas. This includes e-cigarettes.

Concerns or complaints

If you have concerns, please speak to a member of staff. Alternatively contact the Patient Advice and Liaison Service on 0114 271 7594.

If you are not happy with your care, you can also ask for a complaints leaflet. This will tell you who to write to and how your complaint will be answered. This information is also available at www.sheffieldchildrens.nhs.uk

If you have concerns, please speak to a member of staff. Alternatively contact the Patient Advice and Liaison Service on 0114 271 7594.



The Children's Hospital Charity

We'll never stop wanting better for our children and their families,
so we'll never stop needing your help!

Donate, get involved and Make it Better!

www.tchc.org.uk



For more
information about
our plans and how
you can help us to
Make it Better, visit
www.tchc.org.uk



How to contact the Hospital

Useful telephone numbers

| | |
|--|----------------------|
| Main hospital switchboard | 0114 271 7000 |
| Patient Advice and Liaison Service (PALS)* | 0114 271 7594 |
| Theatre Admissions Unit (TAU) | 0114 271 7343 / 7393 |
| Ward M1 | 0114 271 7525 / 7524 |
| Ward M2 | 0114 271 7298 / 7332 |
| Ward M3 | 0114 271 7309 / 7322 |
| Ward S1 | 0114 271 7345 / 7398 |
| Ward S2 (neurosciences) | 0114 271 7784 / 7758 |
| Ward S3 | 0114 271 7392 / 7394 |
| Burns Unit | 0114 226 0694 |
| Clinical Research Unit | 0114 226 7846 |
| High Dependency Unit (HDU) | 0114 271 7437 |
| Intensive Care Unit (ICU) | 0114 271 7362 / 7205 |
| Neonatal Surgical Unit (NSU) | 0114 271 7324 |
| The Children's Hospital Charity | 0114 271 7203 |

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*PALS can help you when you need advice,
have concerns or don't know where to turn



Maps

and public transport

