



# Outpatients

Information for patients, parents and carers  
visiting the Outpatient Department



Find more information  
on our website  
[www.sheffieldchildrens.nhs.uk/  
welcome-to-outpatients](http://www.sheffieldchildrens.nhs.uk/welcome-to-outpatients)

# Welcome to Sheffield Childrens Hospital

This information booklet is designed to help you prepare for your outpatient appointment.

Clinic appointments 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 – including a video to show what your visit will be like – on our website at [www.sheffieldchildrens.nhs.uk/welcome-to-outpatients](http://www.sheffieldchildrens.nhs.uk/welcome-to-outpatients)

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We encourage patients and their families to ask questions at their appointment. You may want to think about the questions you have in advance and write them down.





# Preparing for your Appointment

## **Where do we go?**

We hold clinic appointments at different sites, so please check your appointment letter carefully to make sure you know where to go. Maps and travel advice can be found at the back of this booklet.

## **Who needs to be there?**

A parent or legal guardian must accompany the child. For space reasons, we prefer no more than two adults. Where possible, please do not bring siblings or other children.

## **What time should we get there?**

Please allow time for travel and remember that parking is limited at our sites.

Both the children's hospital and the Northern General Hospital have restaurants and cafes if you arrive early and want to get refreshments.

## **What should we bring?**

Bring your appointment letter and any medications. We have activities, books and toys in our waiting areas, though your child is welcome to bring their own too. Local children should also bring their child health record and Born in Sheffield book.

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 at their appointment. You may want to think about the questions you have in advance and write them down.

## **What if we need an interpreter?**

To arrange an interpreter, please call the number shown on your appointment letter. Alternatively you can call us on 0114 305 3691.

## **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.

If this is a new referral, call us on 0114 305 3690, if it is a follow-up appointment, call us on 0114 305 3691.

# What happens on the day?

## 1 Step one: Check in

Families visiting the main outpatient department and our outpatient clinics at the Northern General can check-in using self service kiosks. Please go to the kiosk and follow the directions on the screen. It will ask you to confirm that we have your correct information, including your address, phone number and GP details. Staff will be available to help guide you through the process.

If your clinic does not have self check-in then simply introduce yourself at the clinic reception when you arrive.

## 2 Step two: The Waiting Room

Patients are seen in the order of their appointment, not in order of arrival.

Sometimes delays can occur due to complex cases. Staff will try to keep you informed if a delay is likely. In the main Outpatients department, any delays will be displayed on the call screens.

In main Outpatients, names are displayed on the call screens. Please go to reception if you do not wish you child's name to be displayed.

## 3 Step three: Your appointment

This depends on the nature of your appointment.

If your child needs to be weighed and measured, you will be shown to a private changing room. Your child may need to undress so that we can get accurate details.

Children having eye examinations may need to be given eye drops.

You might be seen by the consultant overseeing your child's care, or by another specialist such as a doctor, nurse or therapist.

Some children may need an X-ray. If this is required, you will be shown to the X-ray department. The procedure is normally like taking a photograph. The results will be sent to your consultant for discussion at this appointment or a later one.

Other tests can require a sample of blood to be taken from your child. A small needle may be inserted into the back of your child's hand or a thumb prick of blood taken. The procedure is generally quick, but you may have to wait to be seen by a technician.

Any other tests will be explained to you.

## 4 Step four: After your appointment

If you need to collect medicines, ask for directions to the nearest pharmacy.

Your child may need another appointment or test. You can check with the reception staff about this. If your child needs an appointment more than three months away, we will contact you nearer the time to make the appointment.



You might be seen by the consultant overseeing your child's care, or by another specialist such as a doctor, nurse or therapist.

# General Information

## Refreshments and shops

### Sheffield Children's Hospital

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

A coffee cart sells hot drinks and snacks in the main entrance to the hospital.

Vending machines are also located around the hospital serving snacks, drinks and hot food.

A newsagents and the Friends of the Children's Hospital shop are located in the Long Gallery corridor.

### Northern General Hospital

There are cafes, restaurants and shops located around the site. Ask at reception for the nearest one to your clinic.

### Ryegate

Vending machines are available.

### Centenary House

Unfortunately there are no refreshments or shops available.

## Cash machines and cashback

### Sheffield Children's Hospital

The nearest cash machines can be found at the University of Sheffield Students' Union on Western Bank or in nearby Broomhill.

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

### Northern General Hospital

Ask at reception for the nearest cash machine to your clinic.

## Telephones and mobiles

There are a number of payphones at the hospital sites. Mobile phones are also permitted in all Outpatient areas. However please do not take pictures without permission and make sure your mobile phone is on silent.

## Feeding and nappy changing

Facilities are available, although you must bring your own nappies and feeds with you. Ask a member of staff for directions. Please ask a member of staff for assistance if you need help changing older children.

## Play while you wait

Most clinics have a Play Specialist who is able to provide toys and games for children and young people of all ages. Over 12s at the children's hospital in Western Bank can visit The Zone, the area of the Outpatients Department designed for older children.



## 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.

## Research

Our Trust is a leading children's research centre and our clinical

teams are helping to develop new treatments for children and young people in many clinical areas. If you would like to find out more about our research, please ask at your appointment or contact us at [research&innovation@sch.nhs.uk](mailto:research&innovation@sch.nhs.uk)

## 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](http://www.sheffieldchildrens.nhs.uk)



Our Trust is a leading children's research centre and our clinical teams are helping to develop new treatments for children and young people in many clinical areas.

# 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](http://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](http://www.tchc.org.uk)

# Our hospital is Growing!

If your appointment is at the children's hospital, you will see extensive construction work outside as we develop our new wing.

The new wing is a very exciting opportunity and will create a world class environment for the care of children and their families. The development will include more places to play, new wards with single rooms where parents can stay with their children, a sensory garden and much more.

While work is underway we realise it may cause inconvenience for families. We apologise for this and thank you for your understanding.

For more information about our plans and how you can help us to Make it Better, visit **[www.tchc.org.uk](http://www.tchc.org.uk)**

## Useful telephone numbers

Main hospital switchboard	0114 271 7000
Patient Advice and Liaison Service (PALS)*	0114 271 7594
Outpatient appointments	0114 305 3691
Haematology	0114 271 7268
Hearing and Speech	0114 271 7450
Ryegate	0114 305 3691
Centenary House	0114 226 2001
The Children's Hospital Charity	0114 271 7203

**[www.sheffieldchildrens.nhs.uk/welcome-to-outpatients](http://www.sheffieldchildrens.nhs.uk/welcome-to-outpatients)**

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



# Maps and public transport

Parents are expected to arrange their own transport to and from their appointment.

You can pre-book car parking at [www.q-park.co.uk/parking/sheffield/q-park-durham-road](http://www.q-park.co.uk/parking/sheffield/q-park-durham-road)

