

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment please speak to a member of staff or contact the Patient Advice and Liaison Service (PALS):

Freephone: 0800 183 0204

From a mobile or abroad: 0115 924 9924 ext 65412 or 62301

E-mail: pals@nuh.nhs.uk

Letter: NUH NHS Trust, c/o PALS, Freepost NEA 14614, Nottingham NG7 1BR

www.nuh.nhs.uk

Community Paediatrics

Information about your appointment

Community Paediatrics

This document can be provided in different languages and formats. For more information please contact:

Community Paediatric Department

Tel: 0115 840 4848

The Trust endeavours to ensure that the information given here is accurate and impartial.

We are specialist children's doctors (Paediatricians) and nurses from Nottingham Children's Hospital who have expertise in a range of medical and developmental conditions, including complex disability. Clinics may be held in Health Centres or Hospital settings. This leaflet aims to tell you more about our service and what to expect from your appointment.

What do community paediatricians see?

- Concerns about development and late milestones in young children, complex disability requiring medical management.
- Concerns about genetic conditions or specific syndromes.
- Children with brain injury, extreme preterm, or hearing / vision impairment who require assessment / ongoing input.
- General paediatric medical problems (e.g. growth concerns, possible fits or seizures etc.)
- Assessment for ADHD, Autism Spectrum Disorder, or Tics.

We do often get asked about other issues such as educational worries, general behaviour, and sleep. Whilst we may not be the most appropriate service to address these, if you have concerns please discuss this with the doctor or nurse you see, as they may be able to direct you to the most appropriate service.

What to expect at your appointment

A Clinic Support Worker will check who has parental responsibility and that we have the correct contact details, school and GP. They will measure weight, height and if required blood pressure and head size. If you can, please arrive 10 minutes early to allow for this.

Please note that children brought for appointments by relatives or friends must bring written consent from the person with parental responsibility unless there are exceptional circumstances.

Please be aware that your child may be seen by any member of the paediatric team and a student may be present.

Your first appointment will last around 40 minutes. Whilst we try to run on time, sometimes there are urgent problems that can impact on this. Thank you for being patient if this is the case.

Let us know as soon as possible if you cannot attend / wish to change an appointment, or your contact details / address change.

Contacting us

Call the Communication Hub on - 0115 840 4848

Lines are open 08.30am - 4.30pm (Monday to Friday).

If the lines are busy or you are calling out of hours, leave a brief message including your child's full name, date of birth, where they are seen (e.g. name of health centre) and the name of the doctor / nurse they see.

We return messages as soon as we can, but due to clinical commitments this may take several days.

Please note: we do not provide an emergency service

**For any urgent issues please contact
your GP or call NHS 111**

Prescriptions

Most prescriptions will be available on repeat from your GP unless your paediatrician says that we will prescribe ourselves.

To order medication from us

Call the Communication Hub with your child's details and the medicine name, dose or strength, number of times taken daily and which clinic you collect from. Please give 10 working days notice if possible.

Melatonin prescriptions

Repeat melatonin prescriptions are prescribed and dispensed by the pharmacy at QMC or City Hospital. If your child is on melatonin you should have already received information about ordering a repeat prescription.

The telephone number for pharmacy is **0115 970 9472**.