



## Royal Manchester Children's Hospital

# Useful Information About Your Child's Forthcoming Out-patient Appointment



This information is designed to make your child's forthcoming out-patient appointment as straightforward as possible.

## What if we cannot attend an appointment?

The letter will give the time, date and location of your child's appointment. It is very important that your child attends the appointment. If, for any reason, you are not able to keep the appointment, please tell us as soon as possible, so that the appointment can be offered to another patient.

If you need to cancel or rearrange, please contact our Appointment Centre:

**Monday to Thursday 8.30 am – 4.30 pm**

**Friday 8.30 am – 12.00 pm**

**Tel: (0161) 701 9501**

Or alternatively you can e-mail:

**childrens.appointments@cmft.nhs.uk**

(24 hours notice required for e-mail) You will receive an automated response to your e-mail.

Please provide **your child's hospital number, name and date of birth** with all communications.

If you have not phoned or e-mailed to cancel your child's appointment and you do not attend, please note that your child **will not automatically be issued with another appointment and will be discharged back to the care of your GP.**

## Cancellations by the hospital

Whilst we make every effort to make sure appointments are not cancelled, there are occasions when, due to the unavailability of clinical staff, your child's appointment may have to be cancelled. If this is the case we will arrange a new appointment for your child as soon as possible.

## Self Check-In Out-Patients

You can now use our new Self Check-in System. This has been introduced to improve and speed up your check-in process.

Please bring the bar coded appointment letter with you to your appointment. It is important that you complete the registration form on the back of the appointment letter to ensure we have your correct details.

When you arrive you will need to:

- Go straight to the Self Check-in kiosk, which is located inside the entrance of the Royal Manchester Children's Hospital signposted 'Self Check In'.



Then either

- Scan the bar code on the appointment letter (if present).

or

- Enter the patient's gender, date of birth and postcode (if no bar code present).

You will then be directed to the appropriate out-patient clinic area.

Once in the out-patient clinic area, please monitor the patient calling TV screens for the patient's name.

## What if my child has special requirements?

If you or your child has special requirements please contact the Appointments Centre before your child's appointment  
Telephone number 0161 701 9501 Monday – Thursday  
8.30 am – 4.30 pm and Friday 8.30 am – 12.00 pm.

## How will we get there?

**Travelling by public transport**, timetable information can be found by telephoning Greater Manchester Passenger Transport Executive (GMPTE) on **0161 228 7811** or visit website: **[www.gmpte.com](http://www.gmpte.com)**

**Travelling by car**, The closest car park to the Children's Hospital is the Hathersage Road multi-storey car park. This car park is situated on Hathersage Road by the junction with Upper Brook Street. There is disabled parking on the ground floor of the car park.

There are also 'drop off' parking bays which are time limited (30 minutes) to the front and side of the hospital. There is limited parking available for patients who are blue badge holders (disabled) in marked parking bays at the front of the hospital, a portion of these bays are for ramped vehicles only. These areas are barrier controlled and accessed from the Hathersage Road entrance, which is signed 'Access for Drop Off and Blue Badge Holders only'.

**For Satellite Navigation users please use post code M13 OJH**

## Car park tariffs

The car park operates a pay on foot system which means that you pay your parking fees prior to returning to your vehicle and driving to the exit. The tariffs are as follows;

0 - 30 minutes	- Free	6 - 24 hours	- £15.00
30 minutes - 3 hours	- £2.50	Weekly Parking Permit	- £20.00
3 - 6 hours	- £5.00	Monthly Parking Permit	- £40.00

If you have been to an out-patient appointment and your visit has gone over 6 hours, you will be charged the £5.00 rate. Please speak to a member of the security staff at the car park before paying. You will need proof of your child's appointment or attendance. Alternatively a voucher can be obtained from the department your child has attended.

A Fixed Penalty System and wheel clamps are in operation all around the site in order to ensure safe parking for all and ensure the trust hospitals maintain full access at all times for emergency vehicles.

## Reclaiming travel costs

If you are claiming benefits or on a low income you may be entitled to reclaim all or part of your travel costs.

## How do I claim?

You should take your travel receipts, appointment letter or card and proof that you are receiving one of the qualifying benefits to the cashiers office on the ground floor of the Royal Manchester Children's Hospital to claim your reimbursement. Only one parent or carer with the patient can claim a refund.

You can make a postal claim or claim at the cashiers office up to three months after your appointment(s) has taken place.

## Qualifying benefits and allowances

You or your partner (including civil partners) receive

- Income support
- Income-based Jobseeker's Allowance
- Pension Credit Guarantee Credit, or

- you are named on or entitled to, an NHS tax credit exemption certificate, or
- you have a low income and are named on certificate HC2 (full help) or HC3 (limited help).

To apply for this certificate, you should complete form HC1 available from your local hospital, Jobcentre Plus offices, from the Department of Health publications order line on 0300 123 1002 or can be downloaded at [www.dsdni.gov.uk/hc1/pdf](http://www.dsdni.gov.uk/hc1/pdf).

Any young person aged 16 or over may make their own Low Income Scheme claim – there is more information in leaflet HC11 – Help with health costs.

[www.nhsbsa.nhs.uk/HealthCosts/Documents/HealthCosts/HC11.pdf](http://www.nhsbsa.nhs.uk/HealthCosts/Documents/HealthCosts/HC11.pdf)

### What form of transport can I use?

You should use the cheapest most appropriate means of transport, which in most cases will be public transport. If you travel by car you will be reimbursed the estimated cost of fuel used plus unavoidable car parking and toll charges. The cost of a taxi fair will not be reimbursed; you will be entitled to the cost of the same journey if taken by public transport. In exceptional circumstances, where you are using a taxi for transport it is recommended that you check with the hospital or Primary Care Trust before you travel to agree this. You must provide a letter of agreement and a letter from the consultant for travel by taxi to the cashiers office.

The cashiers office is open Monday – Friday 9.00 am – 1.00 pm and 1.30 pm – 4.00 pm. When the cashiers office is closed you can attend the cashiers office located in the Manchester Royal Infirmary or, complete a HC5 form – claim travel charges, obtainable outside the cashiers office and post this together with your travel receipts to the address given in the form.

## What will we need to bring?

You will need to bring all

- Medicines
- Inhalers
- Creams
- Any other medications that your child uses
- Any records you may have about your child's condition
- Parent held child health record
- Appointment letter with completed registration form on reverse

## What facilities are available?

Activities, toys and books are available although you may wish to bring something for you and your child/children to do whilst you wait. It is the responsibility of parents/carers to supervise their child/children at all times whilst they are at the hospital.

A restaurant and coffee shop are available on the ground floor of the hospital and there is also a shop opposite the out-patient department. If you would like your baby's feed warming, please ask a member of staff who will be able to advise you.

Breastfeeding/baby changing facilities are available, please ask staff.

A multi-faith prayer room is available on the ground floor and first floor of the hospital site. If you wish to speak to a faith leader please ask a member of staff.

## What will happen when we arrive?

You will need to book in at the Self Check-in kiosk either with your child's appointment letter or by entering patient details. Hand in the completed registration form on the back of the appointment letter at the clinic reception desk, if you don't have a letter with a registration form, please ask the receptionist for one.

The Self Check-in kiosk will advise you where to wait. Please be patient as appointment times vary. Patients are seen in the order of their appointment time. Sometimes it appears patients

are seen 'out of turn' but this is normally because they are seeing a different clinician.

Your child's name will appear on the patient calling screen directing you where to go. Or a member of staff will call your child's name. Your child may have their weight, height and blood pressure checked and some children may need to provide a urine or blood sample.

If your child requires a blood test, local anaesthetic cream may be applied. This can take up to one hour to work. This will be discussed with you at the time. It may be necessary to carry out further tests on the day of the appointment so please allow time for this when planning your visit.

It is important that you do not forget to arrange your child's next appointment before you leave. If you require transport or an interpreter please let the receptionist know.

## What if my child's appointment is not in the main out-patients department?

Some appointments are not held within the main out-patients department, these areas are signposted and directions are contained in this booklet. You can ask at the reception desk at the main entrance or you can ask any staff member within the hospital who will be more than happy to guide you if you are unsure.

## Regional Cleft Unit

### Your cleft lip & palate appointment Important information

#### Where will I find the Regional Cleft Unit in the hospital?

Enter the hospital through the main entrance. Pass the main reception area on the right to find the main out-patients department. From the main out-patients department, go through the purple door sign posted 'Clinic 5'. Go straight ahead and through the first set of double doors. Immediately on your left you will see the cleft and dental reception. Please report to the cleft desk on this reception.



## **What should I expect at a multi-disciplinary clinic?**

At this clinic you/your child will have the opportunity to see a number of different professionals who are part of the cleft team. Some will be in the same room and some will provide separate assessments. However, this will enable you/your child to have a full assessment in one visit. You should expect to be at the unit for 2-3 hours.

If you have any queries or need to rearrange this appointment, please contact us on 0161 701 9091 or by e-mail [\*\*cleft@cmft.nhs.uk\*\*](mailto:cleft@cmft.nhs.uk)

## **What should I expect at an 18 month assessment clinic?**

It is important for your child to have a specialist speech and hearing assessment at around 18 months of age. It is also an opportunity for your cleft, lip and palate clinical nurse specialist to catch up with you and your family. You should expect to be at the clinic for about 2 hours.

If you have any queries or need to rearrange this appointment, please contact us on 0161 701 9007 or e-mail [\*\*cleft@cmft.nhs.uk\*\*](mailto:cleft@cmft.nhs.uk)

## **Dental Health Unit**

### **Where will I find the Dental Health Unit in the hospital?**

Enter the hospital through the main entrance. Pass the main reception area on the right to find the main out-patients department. From the main out-patients department, go through the purple door sign posted 'Clinic 5'. Go straight ahead and through the first set of double doors. Immediately on your left you will see the cleft and dental reception. Please report to the dental desk on this reception.

If you have any queries or need to rearrange this appointment, please contact us on 0161 701 9501.

## The Oncology, Haematology and Bone Marrow Transplant Department

### Where will I find the oncology, haematology and bone marrow transplant department in the hospital?

This department is based on Ward 84. Enter the hospital through the main entrance. There is a lift just past the main reception to the right, take this lift to the 2nd floor. On exiting the lift turn left, the ward entrance is signposted and can be found on the left. Go straight on through the double doors. Upon entering the department the oncology, haematology and bone marrow transplant reception can be seen on the right. Please report to this reception. Stairs are available, please ask a member of staff for directions.

If you have any queries or need to rearrange this appointment, please contact us on 0161 701 8405/8406.

### Important reminders

- Please arrive 15 minutes before your child's appointment time for booking in at reception (we understand that this may not be possible if arriving by ambulance). Arriving earlier does not mean that your child will be seen by the Doctor earlier, patients are seen in the order of their appointment time, not their arrival time.
- Please notify the reception if you have changed your address, contact details or GP.
- Before you leave, please take your child's appointment card/sheet to the Reception Desk. Another appointment will be made if your child needs one, but we also need to know if the Doctor has said that your child does not need to come back.

## Prescriptions

If you are given a hospital prescription by the Doctor this can only be dispensed by the Hospital Pharmacy which is located on the ground floor near to the Radiology Department and is open until 5.00 pm Monday – Friday. Delays are possible please be aware of this when planning your journey.

## Infection control

You should always wash your hands:-

- After visiting a toilet.
- After changing nappies.

Always use alcohol gel dispenser where available.

## Your information

The leaflet ‘What You Need To Know’ gives details of how your child’s personal information is used within the organisation.

If you would like a copy of this leaflet, please contact the Data Protection Manager on 0161 276 4878 or e-mail: [foi@cmft.nhs.uk](mailto:foi@cmft.nhs.uk). The leaflet is also available online at [www.cmft.nhs.uk](http://www.cmft.nhs.uk) go to Information for Patients then go to Carers and then go to Patient Leaflets.

## Teaching and Training

We are involved in teaching medical, nursing and other students and because of this there may be students in the clinic. Staff will ask you beforehand if you would mind students being present.

Although we would appreciate your agreement, we do realise that you and your child may wish to talk with the doctor/nurse privately. We will always respect your wishes and whatever you decide will not affect your child’s treatment in any way.

## Zero tolerance policy

We are committed to the well-being and safety of our patients and our staff. Please treat other patients and staff with the courtesy and respect that you would expect to receive.

Verbal abuse, harassment and physical violence are unacceptable and may lead to prosecutions.

## Suggestions, Concerns and Complaints

If you would like to provide feedback you can:

- Ask to speak to the ward or department manager.
- Write to us: Patient Advice and Liaison Services, 1st Floor, Cobbett House, Manchester Royal Infirmary, Oxford Road, Manchester M13 9WL
- Log onto the NHS Choices website [www.nhs.uk](http://www.nhs.uk) - click on 'Comments'.

If you would like to discuss a concern or make a complaint:

- Ask to speak to the ward or department manager – they may be able to help straight away.
- Contact our Patient Advice and Liaison Service (PALS) – Tel: 0161 276 8686 e-mail: [pals@cmft.nhs.uk](mailto:pals@cmft.nhs.uk). Ask for our information leaflet.

We welcome your feedback so we can continue to improve our services.

**This information is also available in Braille and CD versions.**

## Questions

We understand that there may be questions that either you or your child would like answering. Most of us forget what we were going to ask the doctor or the nurse.

**Please feel free to ask questions. Write your questions in the box below.**

Question	Answer





## No Smoking Policy

The NHS has a responsibility for the nation's health.

Protect yourself, patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted within any of our hospital buildings or grounds.

The Manchester Stop Smoking Service can be contacted on  
Tel: (0161) 205 5998 ([www.stopsmokingmanchester.co.uk](http://www.stopsmokingmanchester.co.uk)).

## Translation and Interpretation Service

These translations say "If you require an interpreter, or translation, please ask a member of our staff to arrange it for you." The languages translated, in order, are: Arabic, Urdu, Bengali, Polish, Somali and simplified Chinese.

اذا كنت بحاجة الى مترجم، او ترجمة، من فضلك اطلب من احد موظفينا ترتيب ذلك لك

اگر آپ کو ایک مترجم، یا ترجمہ کی ضرورت ہے، تو برائے کرم ہمارے عملے کے کسی رکن سے کہیں کہ وہ آپ کے لیے اس کا انتظام کرے۔

আপনার যদি একজন দোভাষী, অথবা অনুবাদের প্রয়োজন হয়, দয়া করে আমাদের একজন কর্মীকে বলুন আপনার জন্য ইহা ব্যবস্থা করতে।

Jeśli Pan/Pani potrzebuje tłumacza lub tłumaczenie prosimy w tym celu zwrócić się do członka personelu.

Haddii aad u baahantahay tarjubaan, fadlan waydii qof ka mid ah shaqaalahayga si uu kuugu.

如果你需要翻译或翻译员, 请要求我们的员工为你安排



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