

Welcome to the Paediatric Emergency Department (ED) at The Royal Oldham Hospital

An information guide



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The Oldham Paediatric Emergency Department is a local trauma unit that sees approximately 80 children daily with a variety of presentations including minor injury and illness to serious or life threatening emergencies.

Children are assessed on arrival, given a clinical priority and are then seen by a clinician in order of this priority.

Depending on their clinical priority, children are treated in one of the following areas:

- Paediatric Emergency Room
- High Care Room
- Children's Emergency Department
- Urgent Treatment Service

Following assessment you will be seen by a member of our team. This includes:

- A&E Consultant
- A&E Doctor
- Emergency Nurse Practitioner
- GP
- Advanced Nurse Practitioner
- Clinical Nurse Specialists

Please note that not all clinicians will see the same complaints. Once triaged your child will be allocated a member of the team to see them that best fits their presenting complaint.

Sensory cubicle

We have 1 sensory cubicle on paediatric A&E available for patient use.

If you feel your child would benefit from using the cubicle please inform a member of staff.

If the cubicle is not available and your child is struggling in the waiting room please let us know and we will try our best to accomodate a quieter space for them.

Students nurses, Advanced and Emergency Nurse Practitioners, Paramedics, Cadets and medical students

During your stay in the department , procedures may be carried out by student nurses, medical students, student paramedics and other healthcare professionals, as part of a recognised teaching / development programme.

You do not have to take part if you do not want to and your treatment will not be affected in any way. Please let your nurse or doctor know.

Communication

If you require any information regarding the care you are receiving please speak to your named nurse. Alternatively, you can request to speak to the nurse in charge.

If you feel like your child's condition has improved whilst waiting to be seen and you no longer wish to stay please inform a member of staff so that we can safely discharge your child off the system.

We strive to keep you informed of waiting times and this can be found on the board in the waiting room.

Our waiting room is cleaned twice a day, although due to the number of patients we see it can get messy. Please let us know if there is an issue and we can bleep the cleaners who are available 24/7.

Refreshments

Hot and cold drinks and sandwiches and snacks are available for patients at any time day or night, please ask a member of nursing staff.

Baby changing and breast feeding facilities

- Please let a member of staff know if you wish to have a bottle warmed up for your baby. We do not allow boiling water in the waiting room but will be happy to assist.
- Please let a member of staff know if you wish to breast feed in private and we will try our best to arrange a space for you and your baby.
- Baby changing facilities are located in the toilet cubicle.

Other useful information

There is a shop at the main entrance of the hospital which sells newspapers, toiletries and snacks. It also has a Costa Coffee machine where you can purchase your favourite hot drink.

Serving hot meals and beverages between 8am and 6pm, 'The Cafe Royal' is situated on the main hospital corridor. It also houses a salad bar, which at lunch time, serves soup, jacket potatoes, salad bowls and sandwiches.

A variety of vending machines are also situated throughout the hospital.

Contact Numbers:

A&E Reception: 0161 627 8933

A&E Department: 0161 656 1939

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897


For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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