

## **Information Leaflet for Parents and Carers of Children Attending the Children's Emergency Department (CHED) at the Norfolk and Norwich University Hospital**

Welcome to the Children's Emergency Department

There may be lots of people waiting to be seen in the Children's Emergency Department therefore we want to give you some information to some frequently asked questions.

Please sanitise your hands especially if eating and after touching any surfaces. If you find a sanitiser dispenser empty, please tell a member of the team.

### **When will my turn come?**

Unfortunately we can't predict how long it will take to be seen. Patients are not always seen in turn according to arrival time. Some problems require us to see patients in a different order and there are lots of things which affect our workload. We can't tell you how long it will be till you are seen and we appreciate your patience.

### **Is my child allowed to eat and drink?**

We don't want anyone to become dehydrated and there is a water fountain available in the waiting area. All children are allowed to drink water. If your child might need an anaesthetic (if they have broken a bone or have a problem that could need surgery) it is important that they don't eat anything and don't drink anything other than water. Please make sure that rubbish goes into a bin.

### **I've been waiting a long time and I need to leave or eat. What do I do?**

We always need an adult to stay with a child. You do not need to ask us for permission if one adult is taking over from another. We ask that you hand over care quickly and that the person who is now with your child knows exactly what the problem is and all the relevant medical information.

### **I've been waiting a long time and I think my child is worse. What do I do?**

If you think that your child is in more pain, has difficulty breathing or seems more unwell, please let a member of the team know and someone will reassess your child.

### **I've been waiting a long time and I think my child is much better. What do I do?**

It is actually quite common for a child to seem more seriously injured or unwell before coming to hospital and then get much better while you are waiting. As the responsible adult, you are able to decide that you do not need to be seen in the Emergency Department. The only exception to this would be if you were told to attend by social services or another healthcare professional who told you that a safeguarding concern required assessment. If any of this applies you are obliged to wait by law.

For every other situation, you should tell a member of the team that you now think that it is in your child's best interest to take them home. Let them know what has changed so that they can check what the original concern was and make sure that it is safe for you to leave. It is rare for a member of the team to disagree with your suggestion so we would ask that if one of the doctors or nurses says you should stay that you take their advice.

Never just leave the Children's Emergency Department without discussing with someone. If you do that we could end up wasting a lot of time trying to find you and call you. We might have to get in touch with people like your child's GP to let them know that you left without letting us know. .

### **I'm taking my child home because I no longer feel that they need to be seen in the Emergency Department. Where should I take them for medical advice?**

There are many places to get appropriate medical advice about your child's illness. For injuries the Emergency Department is really the best place. A GP will often not be able to assess or treat injured children. If you decide that your child does not need their injury treated, then please discuss this with one of the team as above.

For illnesses there are a few options:

- NHS choices - <https://www.nhs.uk/> has information about most childhood illnesses.
- You can phone the NHS advice line – telephone 111 for help. They can often manage a child's illness with advice or direct you to the most appropriate service. If 111 advised you to attend in the first place, we would suggest you try an alternative service.
- Norwich walk in centre is open seven days a week from 7am to 9pm and will see children of all ages. Please check their website for more information about whether they are the best place to go. <https://www.norwichwalkincentre.co.uk/>
- Pharmacies are a good place to get advice about appropriate treatment for a lot of childhood illnesses. Pharmacists have a great deal of training and experience and are a useful resource.
- GPs are open and seeing children face to face where appropriate. Please check your GP surgery website or telephone to check if there are specific requirements. They may give initial telephone advice if your child has a fever or cough and hasn't yet had a negative PCR. They may ask you to await a PCR COVID-19 test result before they book your child into a face to face consultation but they won't do that unless they feel it is safe to wait for the result.

Thank you for being patient, polite and courteous as well as keeping to the COVID measures in the department. Your support makes a huge difference to our team.

