

Whipps Cross Hospital Acute Paediatric Services

Whipps Cross Hospital Acute Paediatrics offers its services to children up to their 16th Birthday or younger.

The Service's Include: **Allergy, Cardiology, Diabetes, Endocrinology, Gastroenterology, Haematology, Immunology, Metabolic Disorders, Nephrology, Neurology, Respiratory, Rheumatology, Other Medical conditions.**



Barts Health
NHS Trust

▶ Paediatric Assessment Unit (PAU): Same-day appointment based emergency care

This provides same-day emergency care for paediatric patients via consultant-led, bookable appointments. PAU aims to improve flow and tackle congestion within the WXH Emergency Department (ED) and is based outside of the ED approximately 100 metres from the entrance.

For: Children with acute medical problems, who would normally be referred to the Emergency Department.

Exclusion criteria

Children who:

- **Require an immediate assessment**
- Require an ambulance
- Are not haemodynamically stable
- Need resuscitation or high dependency care
- Are less than three months old with a history of fever

Please call the Paediatric Consultant, who will discuss the condition of the child with you. If accepted, the child will be offered a same day appointment between 10.00-19.30 Monday-Friday

Telephone: **07783 659102** (instead of using the referral line)

Telephone Directly for patients : **02085356412**

The patient will be telephoned back by the Hospital within 30 minutes to confirm the appointment time and location.

Confirmation will be sent via e-mail.

GP TO ADVISE TO PARENT/GUARDIAN TO ATTEND ED IMMEDIATELY IF CHILD DETERIORATES.

▶ Rapid Access outpatient appointment, and seen within five days

For Children who require an urgent outpatient review within five days of referral.

Please complete a **Paediatric Advice and Referral** on the ERS system.

The Paediatric Consultant will triage the referral and an appointment (30 minutes) will be provided, Monday-Friday 9.00-10.00am, within five working days.

The patient will be telephoned back within 24 hours of receipt of the referral to confirm the appointment time and location.

▶ Advice and Referral

Please complete the **Advice and Referral: Paediatrics** enquiry on the ERS system. A Paediatric Consultant will review it and respond within five working days., the Consultant will confirm to the GP if either an urgent rapid access appointment or routine appointment is required or alternatively they may just give advice .

▶ Routine outpatient appointment

Please complete **Paediatric Advice and Referral** on the ERS system. A Paediatric Consultant will triage the referral and a telephone or face-to-face appointment will be provided, Monday-Friday. These appointments are for children up to their 16th Birthday or younger. The appointment will be provided within 6-8 weeks and a letter will be sent to confirm. If the patient does not received the letter within 8 weeks ,we advice the patient to contact the appointments line on **02077673303.**

▶ Paediatric phlebotomy service

The phlebotomy clinics (blood testing) at Whipps Cross Hospital Building are pre-booked appointment services ,you can book your blood test appointment online at: <https://www.swiftqueue.co.uk/bartshealth.php>. Blood test appointments for children between **1 years old and 9 years old** are available at Whipps Cross Hospital. Please select the children's blood tests option when booking your appointment online. Blood test appointments for **children under 12-months-old**: please book the appointment directly with the paediatric team at Whipps Cross Hospital by calling **020 8535 6527** or Email :bartshealth.childrensambulatoryunit@nhs.net.



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Enquiries or further information, please e-mail: Derville.Augustin@nhs.net, Service Manager for Paediatrics

Paediatric Assessment Unit – further information and guidance for GP and other Clinical Practitioners

The Paediatric Assessment Unit (PAU) service is located approximately 100 meters from the Emergency Department at the Hospital, This service provides same day bookable appointments and replaces the need to telephone the referral line, to make a referral to the Paediatric Acute service at Whipps Cross Hospital. Previously these calls would be made and a Registrar would make arrangements to see the patient in the Emergency Department.

The service can receive referrals from GPs and appropriate community clinicians.

The new same day emergency service will provide a bookable appointment Monday-Friday 10.00 until 19.30.

PAU Inclusion Criteria:

The list below are just some examples of the patients we see

- Fever no focus over 3 months of age
- Pneumonia – requiring inpatient management
- Gastroenteritis with dehydration
- VIW/Asthma exacerbation
- Bronchiolitis
- UTI – requiring inpatient management
- Croup
- Severe headache

PAU Exclusion Criteria:

- Have evidence of severe illness
- Require an ambulance
- Are not haemodynamically stable
- Need resuscitation or high dependency care
- Under three months old with history of fever

Please inform the parent/guardian that if the child deteriorates, they must go immediately to the Emergency Department and not wait for the appointment provided.

To refer: Please call the Paediatric Consultant who will discuss the condition of the child with you.

If accepted, the child will be offered an appointment between 10.00-19.30 Monday-Friday.

Telephone: **07783659102** or Patients Telephone: **02085356412**

If the child is accepted, the consultant will take the details of the patients (Name, DOB, Parent/Guardian name, contact details) and confirm an appointment time.

The patient will be telephoned back by the PAU receptionist and confirmation will be provided of the booking details and location to arrive on site. This will be within 60 minutes of the accepted referral In addition, this will be text and an email sent. Please advise the parent/guardian so they are ready and expecting the telephone call.

Please give the parent/guardian the PAU patient leaflet, which explains the next steps and location on site.

What happens if the Patient DNAs their appointment?

If the patient does not arrive for their appointment, the service will endeavour to see the patient or advise them to go to our Emergency Department. This will depend on the available appointments and congestion in the service. The PAU senior nurse will call the parent/guardian on two occasions following the appointment time. If no contact can be made, a DNA letter will be sent to the GP and copied to the patient. In addition, a Safeguarding check will be made by the PAU clinical team .

What happens if an appointment is not available?

The Paediatric Consultant working within the PAU will endeavour to find an appointment on the same day and do all that is possible to enable this, if this is not possible, the patient will be advised to go to the Emergency Department.

What happens after the appointment in PAU?

The patient will receive treatment and a discharge letter will be sent to the GP and cc to the parent/guardian. If a follow-up appointment is required for the same condition, this will be provided within a Rapid Access Clinics. If an outpatient appointment is required, the GP will be asked to refer for a routine outpatient appointment, using the ERS referral system.

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