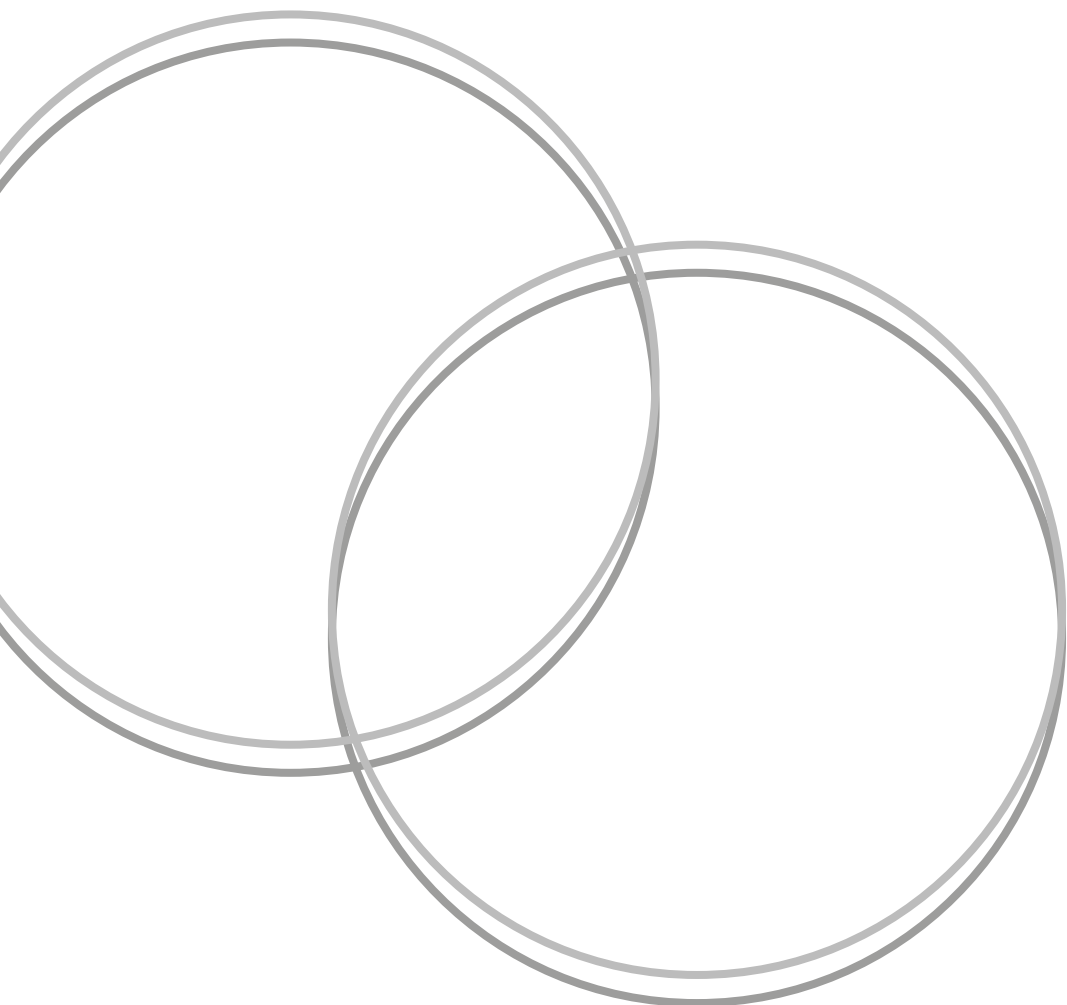




Oxford University Hospitals  
NHS Foundation Trust

# Children's Emergency Department

**Information for patients  
and their parents / carers**





## **Welcome to Children's ED**

We hope this leaflet will make your time in the Emergency Department easier. If you have any questions, please speak to the nurses or doctors looking after your child.

## **Accommodation and visiting**

We have 11 beds in our department including 2 High Dependency Rooms and 7 cubicles. These spaces are allocated based on patient need. If your child has an infectious illness they may be allocated to a cubicle, please try and keep the curtain /door closed and make sure your child stays in the room.

We are open 24/7 so there are no set visiting times in the Emergency Department, but we do ask that we try to limit visitors to 2 at one time. When the department is at it's busiest, we may limit this to 1 visitor per child due to limitations on space.

## Facilities

There are 2 wheelchair accessible toilets in the Paediatric Emergency Department, one at each end of the department – look out for the rainbow on the door. There are further toilets in the main Emergency Department waiting room. Potties also available on request if required. We also have a range of sanitary products if needed.

The department has a small kitchen including fridge, kettle and microwave and can provide:

- Baby formula – Aptamil, SMA, Cow & Gate as well as sterile water.
- Sterile bottles and teats.
- Sugar free squash – Blackcurrant, Orange, Lemon.
- Apple and Orange juice.
- Cows milk.
- Sandwiches – Ham, Egg, Cheese, Tuna.
- Biscuits.
- Tea/Coffee.

The kitchen is staff access only, please ask any member of the team if there is anything you need.

There is a cold-water fountain in the Paediatric waiting room, nearest the nurse base. A trolley comes round in the mornings around 8:00am with breakfast items and food can be ordered from the hospital kitchen for patients and breastfeeding mums – please ask nursing staff for a menu. The main waiting room has a number of vending machines for other food items.

On level 2 of the main hospital there is a Marks & Spencer shop (open 6:00am to 9:00pm) as well as a WH Smiths (open 7:00am to 8:00pm weekdays and 9:00am to 4:30pm weekends).

On level 3 of the main hospital there is a 24hr Starbucks as well as a Subway (8:00am to 8:00pm).

The department has toys, iPads, DVD players, books and more available if your child is distressed or needs distraction, please ask the nursing staff.

WiFi is available using OUH-Guest and a portable phone is available if needed for phone calls. Some phone chargers may be available on request from nursing staff. There are portable charging packs available to rent from the vending machine in the main waiting room.

There are several bins throughout the department that we kindly ask you use for your rubbish - blue plastic for recycling, black and white for general waste, and yellow and white for clinical waste.

## **Baby facilities**

Change mats are available in both toilets, a portable change mat is also available on request. We have nappies in various sizes and wipes also available. Spare blankets, baby grows etc are available or can be sourced from wards if needed. We also have a breast pump and bottles for expressing if needed, just ask your nurse.

## **Department rules**

No hot drinks allowed in the waiting room for the safety of the children. If having hot drinks in bed spaces, please only have these in cups with lids.

Please do not film or take any photographs whilst in the Emergency Department.

**Nursing staff will be in the staff base in the middle of the Paediatric ED. Doors are on this area for confidentiality purposes but please knock if you need anything or press the nurse call bell in your bed space and staff will be very happy to help you.**

## Feedback

We would like to hear about your experience in our department.  
There are different ways to feedback to us:

Scan the QR code:



Or contact the Patient Advice and Liaison Service:

Telephone: 01865 221 473

Email: [PALS@ouh.nhs.uk](mailto:PALS@ouh.nhs.uk)



## Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust  
[www.ouh.nhs.uk/information](http://www.ouh.nhs.uk/information)



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