Your appointment at the Children and Young People’s Outpatient department

Switchboard: 020 3456 7890
Appointments: 020 3456 7014
Email: uch.appointments@uclh.nhs.uk

Please use the appointments line for all queries about your appointment including if you need to change the date and time or if you are running late on the day.
If you would like this document in another language or format, or require the services of an interpreter, contact us on 020 3447 9489. We will do our best to meet your needs.

Before your appointment

It is very important that you are able to attend your appointment. If you miss your appointment and you don’t tell us you may be returned to the care of your GP. Please allow 2 hours for your visit as you may be required to have some tests. Please bring some snacks and a drink for your child whilst you are waiting. Please also bring your appointment letter.

When you arrive

Our department is on the lower ground floor in the EGA Wing. Please take the stairs or the lift to -1 and follow the signs.

Please arrive 10-15 minutes before your appointment time. This will allow time for you to book in at reception and for your child’s measurements to be taken. Measurements may include weight, height/length, blood pressure and a urine sample. If your child is under age two they will need to be fully undressed for this, and we will ask that you prepare by taking off coats and shoes in the waiting room.

Play Specialists

There are two friendly play specialists dedicated to working in our department who would be delighted to play with your child or talk to you about any concerns you may have.

Facilities and refreshments

There are facilities in or near the department for baby changing and feeding, and for warming bottled milk. Refreshments are available from the canteen, coffee shop and snack shop on the ground floor in the main hospital building. You are welcome to eat and drink in the department but we do not allow hot drinks and ask that you consider the needs of other patients (for example patients with allergies). We welcome mothers who wish to breastfeed in our department.

Waiting in clinic

If you arrive late for your appointment you may have to wait until the end of the clinic to be seen. All patients are seen according to their appointment time rather than arrival time.

The clinic staff will keep you informed about any delays or expected waiting times. If you are concerned about the length of time you have been waiting please ask a member of staff.

Please do not leave your child unsupervised in the department.

During your appointment

You may see the named consultant or a member of their team during your appointment.

Your doctor and clinical team will make sure you are involved in discussions and decisions about your treatment. You are entitled to a clear explanation of your condition and treatment choices, including any risks and benefits. Please ask if there is anything that is not clear.

After your appointment

After your appointment we will write to your GP summarising your appointment and send a copy to you. Please let us know if you do not wish to receive copies of these letters.
Prescriptions

The doctor or nurse may give you a prescription. Please collect your medication from the hospital pharmacy, located on the ground floor in the main hospital building. It is not possible to use the prescription at your local chemist.

The hospital pharmacy is open Monday and Wednesday 9am - 7pm and Tuesday, Thursday and Friday 9am - 5.30pm.

Young People – you can ask to speak to the doctor, nurse or therapist without your parent.

Travel information

Where possible, please try to use public transport

**Tube and bus:** Please see the map below

**Train:** The nearest train stations are Euston (5 minute walk) and Kings Cross St Pancras (10 to 15 minute walk).

**Hospital transport:** If you require hospital transport this must be arranged by your GP for your first appointment. For further appointments please call our Transport department on 020 3456 7010.

**Car parking:** There is very limited and expensive parking in the area.

**Disabled parking:** Normal disabled parking permits are not valid on local streets. Please contact the hospital Patient Advice and Liaison Service (PALS) on 020 3380 9975 to find out more.

**Claiming for travel fares:** If you receive benefits or tax credits you may be entitled to claim your travel (by public transport). Please bring proof of your entitlement to the hospital. The clinic staff will give you a form and direct you to the cashiers office on the ground floor of the main hospital (open 9am-5pm).

**Getting a taxi home:** This can be booked through the Transport Desk in the main foyer of the main hospital, but you will have to pay for this.

How to find us