

2007/2008

guide

Leading specialists,
advanced technology
and all the care we
can give

Warm and
friendly welcome

Dedicated facilities
for children,
young people
and families

Fast and
easy
access

Bringing excellence to life





Welcome

... to Barts and The London Children's Hospital, a leading specialist paediatric centre. With 130 acute beds for children – including premature baby cots – and London's busiest paediatric Accident & Emergency department, we are one of the leading children's hospitals in the UK.

We care for more than 40,000 children and young people each year from London, Essex and across the UK and Europe. Wherever you live, our aim is to provide the best possible clinical and personal care.

Our vision at Barts and The London Children's Hospital is to bring excellence to life – to achieve excellence in everything we do. We're passionate about making our young patients better, and this guide profiles our services to give you an insight into our expert care. It is, of course, just a snapshot. If you have any queries or would like more information, please email us at childrens.hospital@bartsandthelondon.nhs.uk or use the contact numbers on page 23.

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Information included in this guide is correct at the time of publishing (March 2007).

About Barts and The London

Barts and The London are England's top rated teaching hospitals, according to the independent health watchdog, the Healthcare Commission (annual healthcare check 2006).

Our three hospitals – St Bartholomew's by St Paul's in the City, The Royal London in vibrant Whitechapel and The London Chest in leafy Bethnal Green – have made and continue to make an outstanding contribution to modern medicine.

The hospitals' full portfolio of specialist centres includes the country's biggest heart attack centre, leading edge cancer specialties, one of the UK's largest children's hospitals and a highly successful fertility centre.

Home to London's air ambulance, Barts and The London is also one of the capital's leading trauma and emergency care centres, offering surgical expertise that also benefits patients requiring more routine procedures.



Our annual report and clinical strategy have more details about Barts and The London. To view these documents please visit our website at www.bartsandthelondon.nhs.uk/aboutus

Barts and The London hospitals are
the best
teaching hospitals
in England for the quality of
clinical service.



One of the leading children's hospitals in the UK

“

The expertise of our leading specialists benefits all our patients, including those coming in for more routine procedures.

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Barts and The London Children's Hospital is based at the renowned Royal London Hospital in Whitechapel.



Warm welcome

We know it's the most worrying time for parents when a child is coming into hospital. We want you to know that we're here for you and your child and that we will try to give you all the support you need.

Dedicated to young people

Over the course of a year, Barts and The London Children's Hospital treats or operates on more than 40,000 young patients, including some of the most seriously ill and injured children in London.

Leading specialists

The high concentration of complex cases we see means that we have some of Britain's leading specialists on our team. Their expertise benefits all of our patients, including those coming in for more routine procedures. Our teaching hospital status means that we have a higher proportion of doctors and nurses to patients than non-teaching hospitals.

Seamless service with our healthcare partners

We know that your child's care doesn't begin and end when they come to our hospital and when they leave. As a result, Barts and The London Children's Hospital is part of a close-knit community of paediatricians and GPs stretching across east London to other parts of London, Essex and beyond. Wherever you live, our collective aim is to ensure that your child receives the care that is right for them.

Advanced technology

We provide some of the most advanced technology available, from drug treatments to advanced imaging. For example, as part of our imaging services we have one of only two 64-slice CT scanners used in the NHS. The scanner can produce detailed three dimensional pictures of any body part, including the bones, blood vessels, heart, head and neck, enabling our specialists to diagnose conditions more effectively.

International reputation for excellence in research

Working closely with our colleagues at our school of medicine and dentistry, our specialists are involved in a range of paediatric research initiatives, helping to identify new treatments for children and improvements in patient care.

The close interface between research and clinical activity across the whole of paediatrics ensures that we remain at the forefront of research both nationally and internationally.

Barts and the London Children's Hospital cares for more than **40,000** children a year in either an outpatient or inpatient setting. Fast access to treatment for these children is a priority for all of the staff of the children's hospital.

Top of the class

Britain's best survival record

Barts and The London's hospitals produce some of the best clinical outcomes in the UK – evidenced by the highest survival rate record in the NHS. The hospitals have ranked either first or second in the Good Hospitals Guide for adjusted mortality rates since 2001.

Fast Access

The children's hospital is working towards the new waiting time target of 18 weeks from initial referral to hospital treatment. Waiting times for an outpatient appointment in the children's hospital are well below the national target of 11 weeks.

Low rates of infection

Barts and The London hospitals continue to have relatively low rates of infection, including rates of the 'superbug' MRSA.

Young patient satisfaction

In the last survey of our young patients, 90% said their care at Barts and The London Children's Hospital was 'excellent', 'very good' or 'good'. We performed strongly in areas relating to the information provided for patients and their carers about their care and medication.

Excellent services for elective surgery and day case patients

Barts and The London Children's Hospital is in the top 25% of NHS hospitals in England – providing children's services rated as 'good' by a Healthcare Commission review. Our facilities for day case patients and our elective surgery were rated as 'excellent'.



Leading children's services

At Barts and The London Children's Hospital, we offer services dedicated to children and young people, across a wide range of specialist areas.

Our highly trained teams understand that the care of each patient needs to be tailored to the whole person, taking into account their psychological and educational needs, alongside their medical treatment.

Our experts are continually researching new treatments and the use of new technologies, ensuring that our young patients receive the best possible care.

The next few pages explain a little about our specialist services.



Blood disorders (haematology)

As the designated specialist centre for east London and Essex, we care for children with a number of blood disorders, including sickle cell anaemia, thalassaemia, bone marrow failure syndromes, anaemia, neutropaenias, thrombocytopaenias and haemophilia. Our sickle cell anaemia service is one of the biggest and best in the UK, based on the number of patients treated and our successful outcomes.

The service is provided by consultant haematologists and clinical nurse specialists. We also house the international registry for dyskeratosis congenita (DCR), which facilitates the diagnosis and treatment of patients with this rare condition from around the world.

Cancer services

Our consultant paediatrician and clinical nurse specialists provide a shared care service for children with cancer from Tower Hamlets and City and Hackney. Our recent expansion of paediatric haematology academics is expected to result in an expansion of our services to treat children with blood cancers.

Cystic Fibrosis

We are a regional centre for cystic fibrosis in north east London and south Essex, supported by a dedicated multidisciplinary team, which includes clinical nurse specialists, a dietitian, physiotherapists and a psychologist. A transition programme runs with the adult cystic fibrosis centre based at The London Chest Hospital. See Tyler's story on pages 16 and 17.

Dentistry, oral and maxillofacial

Working closely with Barts and The London Dental Hospital, we provide expert diagnosis and care for infants, children and adolescents with both routine and complex dental problems, including dental alveolar cases and oral reconstructions. This service is the regional centre covering north east London, Essex and East Anglia. The department of Paediatric Dentistry has an international reputation in research in dental trauma and dental anomalies.

Dermatology

Led by two paediatric dermatology consultants and a clinical nurse specialist, we provide routine and specialist care for children with all dermatological conditions – from atopic eczema to rare genodermatoses (genetically determined skin disorders). We provide a full service for children with severe inflammatory dermatoses and we are a national centre for treating children with ichthyosis and keratodermas.

Diabetes and endocrinology

With a team of consultants and clinical nurse specialists, this service provides both routine and specialist care for children with a wide range of conditions, including growth problems, delayed and advanced puberty, Cushing's disease, diabetes, thyroid disease and adrenal diseases. Our patients come from all over the country and abroad and, together with our status as the national centre for the treatment of childhood Cushing's disease, we provide a leading service for children.

Dietetic and nutrition services

Tackling childhood obesity and complex feeding problems, our renowned nutrition service cares for children from all over the country. The comprehensive service features assessment by a range of professionals – a gastroenterologist, dietitians, psychologists and speech and language therapists – who set out detailed treatment options and individually tailored advice. This ensures that our patients receive a comprehensive approach to care.

Each week, the dietitians attend 11 clinics. We also offer multidisciplinary swallow, psychology and obesity clinics and weekly, one-hour weight loss groups for 12-18 year-olds offering dietary advice and exercise sessions with physiotherapists.

Ear, Nose and Throat (ENT)

Our specialist consultants and nurses treat a broad range of ENT conditions, as well as performing specialist paediatric audiological (hearing) testing.

Emergency care and trauma

Home to London's air ambulance, we are London's leading trauma and emergency care centre treating some of the most seriously ill and injured patients in London. Our specialist clinical staff have internationally recognised expertise in providing comprehensive, co-ordinated critical care, from the scene of an incident through to discharge. With a dedicated Accident and Emergency department for children – the busiest in London – the service undertakes emergency assessment for the full range of cases, from minor injuries to life-saving treatment. Our specialists care for young patients in a child-friendly environment to help them feel as comfortable as possible. If a child becomes seriously ill, we are able to offer ongoing care on our children's wards and in our specialist facilities for children's critical care.

Staff nurse Pauline Waithe with a patient on Ocean Ward



Gastroenterology

Our paediatric gastroenterology service is one of the largest in the UK, treating patients who live locally and also those from across the country. We treat most routine and specialist paediatric gastroenterology conditions, including Crohn's disease (see Waffa's story on pages 12 and 13). General clinics are held alongside specialist inflammatory bowel disease (IBD) clinics, regional multidisciplinary feeding assessment clinics, home nutrition clinics and allergy clinics. All gastro intestinal (GI) investigations are available and we have nurse specialists and nutritional support. A psychologist is attached to the department and we provide an adolescent clinic for IBD and links to adult gastroenterology services.

General paediatric clinics

We provide a large secondary general paediatric service to children and their families in Tower Hamlets and City and Hackney. General paediatric clinics are held daily for all GP referrals, in addition to rapid access slots for urgent GP referrals.

Infectious diseases (including tuberculosis and HIV)

We have a dedicated family tuberculosis (TB) service, enabling children who receive treatment for TB to be seen with other members of their family. This clinic is well supported by a team of TB nurses. We also care for children who are HIV positive and babies born to HIV positive mothers. The service includes a specialist clinic for screening children for other complex infectious diseases such as syphilis.

Immunology

In conjunction with our adult immunology service, we provide a nationally accredited service for treating children with primary immunodeficiency.

Neonatal intensive care

We are a specialist centre for the treatment of newborn babies – both premature and full-term. The service has ten cots providing intensive care, as well as two high dependency and 13 special care cots. We have one of only two level-three intensive care units in the region, caring for critically ill babies.

Neonatal surgery

Our neonatal surgeons and team of nurses, pharmacists and therapists offer a specialist service for over 150 newborn babies each year, many of whom are premature. Many babies are referred to the service from other hospitals in greater London. They are cared for in our dedicated seven cot unit. We treat all conditions in newborn babies that require surgery, except for heart and neurosurgical problems.

Neonatal transport team

We host a special service to help save the lives of sick and premature babies across London and the south east. In partnership with other hospitals and ambulance trusts, the service provides a single point of contact for identifying available cots in appropriate specialist hospitals. It uses specially equipped ambulances with trained staff, a neonatal doctor and a neonatal nurse to transfer babies safely to hospital.

Neurology

Led by two dedicated paediatric neurology consultants, we offer a local and regional specialist service for children with a range of problems including epilepsy, severe headaches, head injuries, cerebral palsy, movement disorders and behavioural problems. We specialise in assessing and treating children with neurological problems, providing accurate diagnosis, modern treatment and careful follow-up care. Our large multidisciplinary team, including physiotherapists, speech therapists and neuropsychologists, provides rehabilitation for children with head injuries, while any medical needs, such as treatment for breathing problems or infections, are also met.

Ophthalmology

We have particular expertise in assessing and screening for retinoblastoma and as such, we are the only provider of this care in the south of England. We are one of only a few providers in London able to treat babies with retinopathy of prematurity, a potentially blinding condition that affects premature babies. The hospital is the only centre in central and east London able to treat children with orbital cellulitis.

Orthopaedics

Our children's orthopaedic service is run by specialist paediatric surgeons to treat a wide range of developmental, congenital and post traumatic problems of the musculoskeletal system. We have a children's fracture service and dedicated clinics for patients with Talipes and complex neuromuscular disorders.

Plastic surgery

Led by a plastic surgery consultant who specialises in paediatric cases, we cover a wide range of reconstructive and surgical treatments for children with acquired or congenital problems requiring plastic surgery.

Respiratory

Our respiratory team provides specialist care for children with acute and complex respiratory conditions, including asthma, cystic fibrosis, sleep disordered breathing, chronic lung disease of prematurity and bronchiectasis. We offer a home care service for children with chronic lung disease and asthma.

Surgery

We have five dedicated paediatric surgeons and two theatres, providing a local, regional and national specialist service. Our surgical team undertakes a wide range of procedures. There is a joint clinic with the gastroenterology team and a colorectal transition clinic runs in conjunction with our surgeons who treat adults. External reviews of specialist services, such as the Tomlinson report, found us to be a major provider of paediatric surgery in the country. In addition, we have a dedicated team of paediatric consultant anaesthetists providing cover for all anaesthetic procedures on children and an acute pain service with our pain management nurse specialists.

Urology

Our two specialist urology consultants are supported by specialist nurses for the treatment of diseases of the urinary tract. We have expertise in spina bifida and are one of only a few teams in London to treat incontinence with endoscopy, the accepted treatment in the UK and abroad.

◀ Adrian de la Roca, staff nurse, with a patient on Grosvenor ward.

Bridging the gap to adulthood – transition clinics for adolescents

Helping to ease the transition between child and adult care is vital to keeping our young patients' treatment on track.

At Barts and The London, special transition clinics take place for young people with chronic illnesses and disabilities, who in many cases have been cared for by the children's hospital for most of their lives.

At the clinics, young people are able to meet their new medical, nursing and therapy teams from adult services. This process helps to reassure and support them through this critical transition.

They are also introduced to services provided by the community, receive home visits and an education programme to help increase their independence. Parents are consulted to offer extra support.

"Bridging the gap between the children's hospital and more collaborative and investigation-based adult care is essential in minimising stress for young people at this important time," says Professor Ian Sanderson, consultant paediatric gastroenterologist.

“After receiving such a high standard of care at the children's hospital, it's quite daunting to know I'll be treated on an adult ward in the future, but the gastro team is excellent and I'm sure that I'll be really well cared for. Waffa Girfshab, age 17”

Critical Care services

As the main destination for young casualties cared for by London's air ambulance, and London's busiest paediatric Accident & Emergency department, we are the first point of contact for some of the sickest and most seriously injured children in and around London.

Our young patients who require extra support receive high-quality critical care in new, state-of-the-art facilities.

Our critical care unit is located in the first floor of Garden House, the hospital's dedicated building for children. The purpose-built environment has modern equipment and is led by a dedicated nursing team and specialist consultants, ensuring a high staff-to-patient ratio. We also ensure that specialised pharmacy and therapy support is available to our young patients receiving critical care.

At a glance

- Dedicated Children's Accident & Emergency department
- Dedicated nursing team and consultants for critical care
- High staff to patient ratio
- State-of-the-art facilities
- Specialised pharmacy and therapy support
- Care for children who live locally and from further afield

Expert support



Dietitians

Our team of seven specialist paediatric dietitians offer comprehensive services for all specialist areas. See page 5 for more information.

Health advocates

For patients who do not speak or read English, our Health Advocacy Service can offer information, support and advice in other languages. Ward staff can arrange for interpreters.

Mental health specialists

Our paediatric liaison and self harm team cares for child and family mental health. A range of professionals are involved, including psychiatry, social work, nursing and clinical psychology. The team deals with psychosis, depression or psychological issues related to short and long-term physical illness.

Music therapist

Our long-term patients benefit from music therapy. This is especially beneficial in aiding the rehabilitation of patients with severe mental and physical disabilities or emotional trauma.

Occupational therapists

Our occupational therapists provide treatment and advice to help improve a child's participation in all aspects of daily life. We provide splints, specialist pressure garments for burns patients and organise equipment to assist with a child's personal care, whether they are on our wards or preparing to go home. Our therapists play an important role in the rehabilitation of children who have suffered head injuries and work closely with other members of the paediatric acquired brain injury therapy team.

Pharmacists

Medicines are an important part of the overall treatment for your child. Our paediatric pharmacy team is dedicated to patients in the children's hospital, working closely alongside the doctors and nurses to ensure that all doses of medicines given are individually tailored to each child, whilst safe and effective. We visit all the wards on a daily basis and are available for advice to parents and their carers.

Physiotherapists

Led by highly specialised senior physiotherapists, the department supports children who are staying in hospital for treatment or who are visiting for appointments. The treatment takes place in the most appropriate location for the patient, whether on the ward, in the physiotherapy gym or in clinic. There is an on-call service at nights and weekends for children with breathing problems.

Play specialists

An essential part of the children's hospital team, our 16-strong team of play specialists uses toys, photographs, real medical materials – and, of course, play – to support patients and families.

They also provide specialist types of play such as play preparation and distract children during painful procedures (see page 14 for more information).

Speech and language therapists

This comprehensive service provides specialist clinics dealing with eating, drinking and swallowing difficulties that have a range of physical causes including stomach, respiratory, neurological or anatomical problems.

Our feeding clinic is for children with long-standing difficulties with eating and drinking, which cause poor nutrition and growth. The swallow clinic is run jointly with our dietitians and can help to overcome concerns about feeding development, nutrition and growth.

Therapists also work on the neonatal unit to help improve feeding for premature babies.

All clinics offer assessment, investigations, advice and therapy.

Teachers and learning support assistants

We have a four-classroom teaching unit within the children's hospital. Each class has a fully qualified teacher and learning support assistant, offering a condensed version of the national curriculum (see page 15 for more information).

X-rays

Our children's x-ray department is the second largest in London dedicated solely to paediatric patients. It provides a specialised paediatric ultrasound, fluoroscopy and general x-ray service as well as MRI and CT.

From play specialists to teachers and physiotherapists, our teams of highly skilled health professionals work alongside medical and nursing staff to help make our patients better.

Waffa's story



Diagnosed with the serious long-term condition, Crohn's Disease, at the age of 10, **Waffa Girfshab** never imagined she'd be taking her 'A' levels and thinking of a medical career.

It's been a long haul for Waffa since she was admitted to Barts and The London Children's Hospital in 2004 following a serious relapse in her condition. For the next six weeks, she had to be fed intravenously and was then confined to bed for a further four months, receiving nutrition via a tube inserted into her stomach through her nose. To make things worse, her joints flared up – a complication of Crohn's – and she couldn't walk.

Waffa continued with her education during her stay in hospital, with the help of her children's hospital teacher and, within a year of leaving hospital, Waffa sat her GCSEs. Her 'A' level topics include biology and chemistry, as she's thinking of pursuing a medical career.

"The doctors gave me so much support and encouragement that I was able to go back to school and catch up with my work. When I got home, everything was arranged for me so I didn't have to worry," says Waffa.

A large multidisciplinary team of specialists cares for Waffa. "We are all very impressed with Waffa's determination, response to treatment and recovery," says Consultant Paediatric Gastroenterologist Dr Sandhia Naik.

What is Crohn's disease?

Crohn's disease is a chronic inflammatory condition of the digestive tract. In Waffa's case, the disease affects her entire alimentary tract, from her mouth through her whole intestine, causing inflammation, thickening and ulceration. When ill, patients can find it very difficult to eat and drink, which means that they can lose weight very quickly.

Waffa is the first young person in the UK to be given an innovative new injectible drug, which she administers herself at home every two weeks.

“The facilities at Barts and The London Children's Hospital are great. I am used to a very high standard of care here.”

Active minds

We aim to make your child's stay in hospital as comfortable as possible by providing fun things to do and helping to take their minds off being in hospital.

Entertainment at the bedside

All the wards at the children's hospital are fitted with Patientline, which provides bedside access for your child to television and radio channels, the internet and a telephone. The children's television channels and radio are free. To make outgoing phone calls and use the internet, Patientline operates through the use of pre-paid cards which can be purchased from machines situated in the main hospital reception and just outside most wards.

Music workshops

Specialist music workshops and activities featuring African drumming and composition sessions with musicians from the London Symphonic Orchestra and the Guildhall School of Music and Drama are available for our young patients. During summer holidays we also present music and technology composition workshops with ADFED (Asian Dub Foundation Education project), offering fun and creative afternoons for teenage patients and younger patients alike.

“The main part of my job is to make a child's time here as comfortable as possible. I help their recovery by relaxing them, keeping them occupied and taking their mind off any pain they're in. Michelle Teague, Play Specialist.”

Creative health

Our team of play specialists help to support children and their families by using play techniques to help explain treatment and take their minds off painful procedures. Play specialists can help reassure a child before surgery by using toys and real hospital equipment to explain what's about to happen. Breathing techniques and guided imagery – asking the child to visualise their favourite place – can also help children to relax and cope better.

Play areas

Play areas within the children's hospital have a range of toys and books to keep our patients occupied. For our adolescent patients, there is a dedicated room with a television, DVD player (with a selection of DVDs) and a karaoke machine.

Our high-tech multisensory room provides children with a therapeutic area to assist their recovery. It is particularly beneficial to patients with special needs, as the equipment stimulates the different senses.

For example there is an acoustic chair where deaf children can sit and feel the vibrations of music being played in the room. The room also has a voice activated fan-light that glows when children speak or sing into a microphone, a fluorescent chalkboard that glows in the dark and a large projector that can create a different theme in the room, such as sealife or messy paint. There is also a soft play area filled with plastic balls where patients can exercise weak limbs.

Our high-tech multi-sensory room for children with special needs.



Continuing education

As well as having fun and keeping occupied, we encourage our young patients to continue their education during their stay in hospital. Our dedicated four-classroom teaching unit, resident teachers and learning support assistants offer this facility. Schooling at Barts and The London Children's Hospital not only offers the basics of literacy and numeracy, but also a condensed version of the national curriculum and service for special education needs. If your child is in hospital for long periods of time, our teachers can liaise with the school to help them keep up with their school work.

We ask the experts

Our young people's forum meets once a month to discuss their health-related issues and concerns and make recommendations about improvements to local healthcare. The members of the forum are current or previous patients of Barts and The London Children's Hospital. The forum gets involved in exciting initiatives such as making changes to the children's hospital menu. If your child is aged between 12 and 16 and would like to help shape healthcare for the future, contact Jo Cohen on 020 7377 7034 for more details.

“Being a part of the young people's forum keeps us up-to-date with various issues such as food improvements and the design of the new hospitals. We're able to swap experiences with other young people and give each other support. This forum is also a good way to find out how a team works together and it's a great addition to my CV. Zakir Ahmed, Member of young people's forum”

Tyler's story



For **Tyler Sparks**, who suffers from cystic fibrosis, coming into hospital could be a lonely experience as she has to stay alone in a cubicle to prevent cross infection. Instead it's made easier by the facilities on the children's wards – music, TV, art and even the chance to shine in the karaoke spotlight.

At Tyler's home, cystic fibrosis is a way of life; her four year-old sister Regan also has the disease and both girls are lifelong patients of the Barts and The London Children's Hospital.

In the last year, Tyler has been in hospital twice, for around two weeks each time. "Staff work hard to provide a homely environment where youngsters are kept entertained", explains Jacqui Cowland, Clinical Nurse Specialist.

A bedside entertainment system with television and music channels, a special adolescent's room – equipped with another television and karaoke machine – keep her amused. She's also been taken up on the hospital roof to see the helipad in action.

But school still figures in her day. Barclay Ward's modern, computer-equipped classroom and resident teacher means Tyler has kept up-to-date and has recently taken her GCSEs. She plans to do business and media studies at college and will shortly reach another milestone, moving on to adult services at The London Chest Hospital.

What is cystic fibrosis?

Cystic fibrosis is an inherited disease where the body produces thick mucus that can obstruct the lungs, intestine and pancreas. Respiratory infections and bowel problems are common complications.

A leading specialist centre for treating cystic fibrosis.

◀ Tyler Sparks pictured with her younger sister Regan.

“The play specialists are lovely. They really help and support us all when either Tyler or Regan is in hospital. Mum, Caroline.”



Britain's biggest new hospital

Artist's impression of the atrium at The Royal London Hospital.

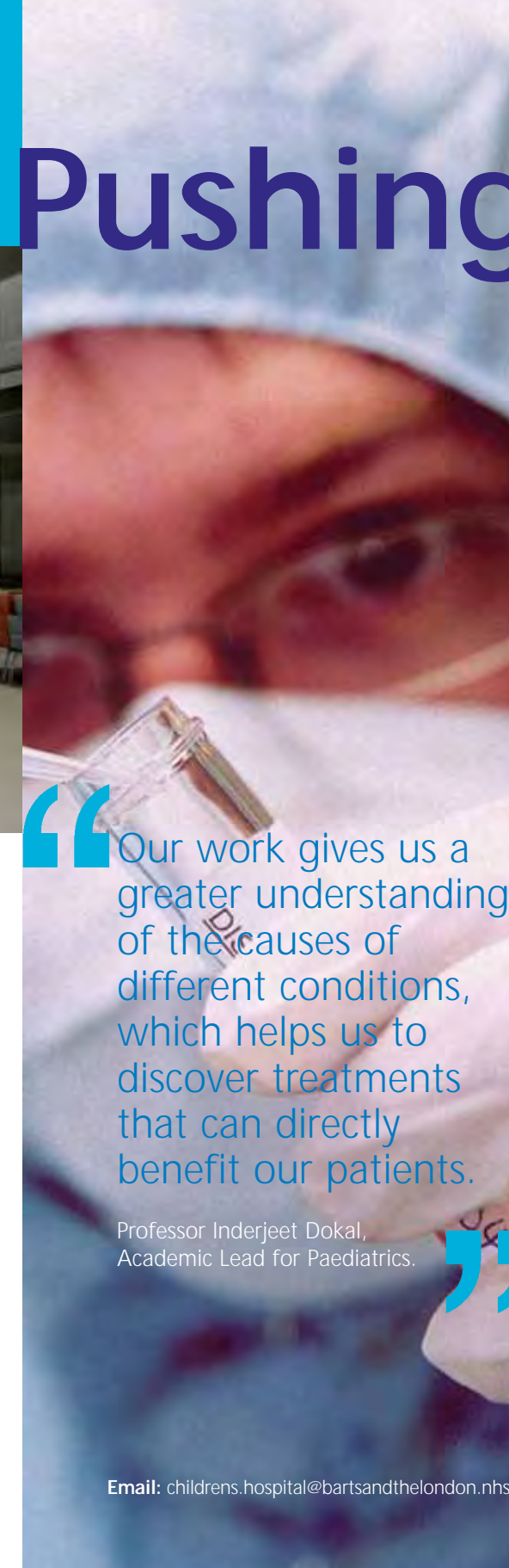
In the future, patients who choose Barts and The London Children's Hospital will receive their care in the state-of-the-art environment of the new Royal London, Britain's biggest new hospital. A new children's hospital, located across three adjacent floors of the world-class new buildings is part of Barts and The London's £1 billion new hospitals redevelopment, which also includes a major redevelopment of Barts, Britain's oldest hospital.

For the children's hospital, a former member of our Patient and Public Involvement (PPI) Forum – an architect by profession and herself the carer of a child who receives treatment at the children's hospital – has worked closely with our clinical team to make sure that the users' perspective is included

in the developing plans. "The Trust has responded to our suggestions and developed the designs to provide a variety of places within the hospital that will give the opportunity for contemplation, delight, privacy and even fun. This will make a real difference to a child's stay in the hospital." explains Dinah Bornat.

In addition, our award-winning arts project, Vital Arts, is playing an important role in the development of the environment of the new children's hospital. Workshops run by a local artist with school children and young patients provided innovative, colourful and quirky ideas, which will influence the design of the new garden for the children's hospital.

Pushing back the frontiers



From the discovery of the circulation of the blood by William Harvey in 1628 to the description of Down's Syndrome by John Landon Down in the 1800s, Barts and The London clinicians have always been at the forefront of medical research and innovative treatments.

At Barts and The London Children's Hospital, our academic research team is based largely within the Institute of Cell and Molecular Science (ICMS), part of Barts and The London Queen Mary's School of Medicine and Dentistry, and is responsible for undertaking our paediatric research and teaching. This work ensures that our hospital services are underpinned by a strong research base, giving us an edge in evidence-based treatments.

We have active areas of research in several paediatric specialties, including:

- Blood disorders (haematology) – researching sickle cell disease and bone marrow failure
- Gastroenterology – researching intestinal failure and inflammatory bowel disease
- Respiratory medicine – researching asthma, bronchiolitis and cystic fibrosis
- Endocrinology – researching growth disorders and Cushing's disease

Our close interface between research and clinical activity across the whole of paediatrics (partnership between Queen Mary's School of Medicine and Dentistry and Barts and The London NHS Trust) ensures that we remain at the forefront of medical research nationally and internationally.

“Our work gives us a greater understanding of the causes of different conditions, which helps us to discover treatments that can directly benefit our patients.”

Professor Inderjeet Dokal,
Academic Lead for Paediatrics.



Hospitality

Visiting

Parents and carers are welcome to visit at any time. In the interests of fellow patients, visiting hours for everyone else are from 10.00am to 6.00pm, when two visitors can be at the patient's bedside at one time. Brothers and sisters are very welcome, but must not be left unsupervised.

As part of our strict hygiene procedures, we also ask that all visitors clean their hands before entering and leaving the ward with the alcohol gel provided at all entrances.

Home from home for families

Families of children admitted for long stays at the children's hospital can use Stevenson House on Ashfield Street. This is a 12-bed house with a fully equipped kitchen, seven bathrooms, a large, shared living room, playroom and laundry room. Direct phone lines connect the wards to family bedrooms.

This 'home from home' accommodation is provided by the voluntary organisation, The Sick Children's Trust. No charge is made for the stay but the organisation does rely on donations. Enquiries should be made via the house manager on tel: **020 7791 2604**.

Security

It's our responsibility to ensure that you and your child feel safe and secure while in hospital. To protect our patients, a security system is in operation on all wards. To enter a ward, visitors press a buzzer and wait for the ward staff to answer. Every member of your child's healthcare team will introduce themselves and wear an identity badge.

Meals

Children have a daily choice of menu, apart from those whose treatment requires a special diet. Menus include food prepared and cooked according to their dietary needs, as well as to a child's custom or religious practice.

Breastfeeding

We positively encourage breastfeeding, have specialist nurses to give you advice and most of our wards have suitable facilities. If you have any questions or would like some help with breastfeeding your baby, please ask a member of staff.

Telephones

There are payphones and direct lines to taxi companies on the ground floor of the outpatients department and in the main entrance to The Royal London Hospital.

Shops

In the main entrance to The Royal London Hospital, there is a newsagent (open Monday to Friday, 7am-9pm, Saturday, 8am-6pm and Sunday, 8.30am-5.30pm). There is also a shop selling newspapers, sweets and toiletries in the main outpatients department in Stepney Way.

Refreshments

Snacks, tea, coffee and fruit juices are available from the coffee shop on the ground floor of the outpatients department. The hospital restaurant, on the corner of Whitechapel Road and New Road, serves a wide range of snacks and hot and cold meals. It is open every day, 7.30am-7pm.

Help and advice

If you or your child has any concerns or questions during their stay, the doctor, senior nurse, matron and ward staff will be happy to help. Even if they are busy, they will always try to make the time to listen and give you the information you need.

Additional support is available through our Patient Advice and Liaison Service (PALS), tel: **020 7943 1335**.

This service can help answer any questions you have and provide information on hospital care and patients' rights.

The hospital has a chaplaincy service, with male and female chaplains of various faiths available to talk to patients and their carers. In emergencies, the chaplains are available 24 hours a day and can be contacted via the hospital switchboard on tel: **020 7377 7000**. The Royal London Hospital has a ground-floor chapel open to patients and visitors, with regular services. There are also two Muslim prayer rooms with separate facilities for men and women, including ablution facilities. Wherever possible, a quiet room will be provided for children who wish to pray, but who are too ill to attend the prayer rooms or chapel. Ask a staff member or contact the chaplaincy for more details on tel: **020 7377 7385**.

Further practical information on what to expect is available on our website at www.bartsandthelondon.nhs.uk/forpatients

The Children's Fund supports Barts and The London Children's Hospital by raising money for urgently needed equipment, toys, ward furniture and so much more.

Please support The Children's Fund so that the very best can be provided for our young patients and their families.



How you can help

Make a donation – You can make a donation for general purposes, towards a specific children's ward or towards any of our current appeals.

Get involved – We can help you pick your perfect fundraising event – maybe a sponsored parachute jump, quiz night or even an overseas challenge. Perhaps you'd like to organise your own? Our free fundraising pack will help you make the most of your event with great tips for the perfect cake sale to advice on running a marathon!

Bring us to work – Your company could adopt our charity for a year and we'll help you put on great tailored events. You can challenge your colleagues to fundraise together and perhaps double your money if your company has a scheme to match your charitable fundraising efforts.

Leave a legacy – Legacies are a vital resource that can help us plan for the future. After remembering your loved ones, please consider Barts and The London Children's Hospital in your will.

Give a gift in kind – We are always delighted to receive gifts for our children's hospital, but sometimes we can't accept what you send us due to concerns about infection, and restrictive storage space. For further details please visit our website.

Contact: Lucy Thomas, The Children's Fund, PO Box 60206, London EC1P 1EF

Tel: 020 7618 1720 **Fax:** 020 7248 9395

Email: childrensfund@bartsandthelondon.nhs.uk

The Children's Fund is held under the auspices of Barts and The London Charity (Reg Charity No. 212563).

Our address

Barts and The London
Children's Hospital
The Royal London Hospital
Whitechapel
London E1 1BB

Our general contact details

Main hospital switchboard	Tel: 020 7377 7000
Central appointments office	Tel: 020 7601 8099
Admissions	Tel: 020 7377 7000 ext. 2316
Waiting List Co-ordinators	Tel: 020 7377 7000 ext. 2158 or ext. 3922 Fax: 020 7377 7000 ext. 3922

Our support services

Speech and language therapy	Tel: 020 7377 7177
Dietitians	Tel: 020 7377 7735
Social work team	Tel: 020 7377 3934
Occupational therapy	Tel: 020 7377 7761
Paediatric liaison and self harm team	Tel: 020 7377 7779
Physiotherapy	Tel: 020 7377 7000 ext. 3562

Our support team

Senior Medical Personal Assistants
Tel: 020 7377 7000 ext. 3984 and ext. 6353

Medical PA for surgery and rheumatology
Tel: 020 7377 7000 ext. 3920

Medical PA for paediatric medicine/ambulatory, oncology, haematology and cardiology
Tel: 020 7377 7428

Medical PA for gastroenterology and food allergies
Tel: 020 7377 7000 ext. 6339

Medical PA for neurology and endocrinology
Tel: 020 7377 7468

Medical PA for cystic fibrosis, respiratory and medicine
Tel: 020 7377 7462

Surgical secretary for ENT and ophthalmology
Tel: 020 7377 7000 ext. 3360

Surgical secretary for oral, maxillofacial and plastics
Tel: 020 7377 7195

Surgical secretary for orthopaedics
Tel: 020 7377 7766

If you have any general enquiries about Barts and The London Children's Hospital, please email childrens.hospital@bartsandthelondon.nhs.uk. For further contact details, please visit our website.

Travelling to and from Barts and The London Children's Hospital

Easy access

Barts and The London Children's Hospital is part of The Royal London Hospital in Whitechapel, East London and benefits from London's extensive transport links.



By tube

The hospital is located opposite Whitechapel underground station. It is served by the Hammersmith and City line, District line and the East London line. For full details of tube services, please call **020 7222 1234** or visit the Transport for London website at www.tfl.gov.uk.



By bus

The following buses stop outside or close to the hospital on Whitechapel Road: numbers 25, 106, 205, 253 and 254 as well as night buses N25, N106 and N253. Bus numbers 15, 115 and D3 stop close to the hospital on Commercial Road. Low-floor wheelchair accessible buses run on all routes serving The Royal London Hospital.



By rail

Liverpool Street is the nearest National Rail station, which is two stops by tube away from Whitechapel. For general rail enquiries please call National Rail enquiries on **08457 48 49 50** or visit the National Rail website at www.nationalrail.co.uk.



By car

- If you are arriving by car, the most convenient drop off and pick up point for inpatients is outside the main entrance of the hospital on Whitechapel Road. For outpatients, please use Stepney Way.
- There are parking meters in nearby streets although there are no dedicated car-parking facilities for patients or visitors.

Help with travel costs

Some patients are eligible to claim their travel expenses. If you are bringing your child to hospital, you may claim only for your child and one parent or carer. To claim, please bring with you:

- Proof of the following benefits: income support, working families tax credit, disabled persons tax credit, income-based job seekers allowance or a certificate of low income called an HC2 (AG2) or HC3 (AG3).

- A voucher (as proof of your child's appointment or admission) from the clinic or ward.
- Proof of your travel costs (bus, tube, train ticket or petrol receipts).

Please take these to the Marie Celeste Samaritan Society office, ground floor, Fielden House, Royal London Hospital, Monday to Friday, 9am-4.45pm. For further information, please contact the society office on **020 7377 7000** ext 2814.

Journey Planner

Transport for London offers an online Journey Planner, which allows you to plan your journey to and from The Royal London Hospital. To use this service visit www.tfl.gov.uk/journeyplanner. Alternatively, call the 24-hour London travel information line on **020 7222 1234**.

Whitechapel
– Barts and The
London Children's
Hospital

Aldgate East

Stepney Green

Mile End

UNDERGROUND

Barts and The London Children's Hospital

The Royal London Hospital

Whitechapel Road

London E1 1BB

020 7377 7000