

Accident & Emergency

If you think that your child is very seriously ill then you can take them to A&E, 365 days a year, 24 hours a day. Our nearest A&E's are

- St Thomas' Hospital in Waterloo
- King's College Hospital on Denmark Hill
- St George's Hospital in Tooting

A&E is busy and so should only be used when your baby or child is seriously ill or has had an accident. This might include

- They are very drowsy or floppy
- They are fitting
- They are having difficulty breathing
- They have signs of meningitis
- They are a funny colour
- You think they have broken a bone or they have a wound that is bleeding
- You are advised by a doctor or pharmacist to go to A&E

A&E is not the place to go for normal childhood illnesses such as

- Tummy bugs, vomiting and diarrhoea
- Fever
- Coughs, colds and sore throats
- Flu
- Ear infections
- Eye infections
- Rashes that fade when pressed

Please see us, or the out of hours GP, for these kinds of problems. The GP will advise you to go to A&E if they are concerned.

Useful Websites for advice

www.nhs.uk - Advice about services and dealing with different illnesses

www.patient.co.uk - information and leaflets on a large range of topics

www.whenshouldiworry.com - advice about managing common childhood illnesses and when to see help

www.bounty.com - website with advice and forums on all issues of pregnancy and baby's

Congratulations



On the Birth of your Baby

We hope that this new birth pack will give you some of the information that you may need in the coming months.

Health Visitors

Health Visitors look after children from birth to school age. A Health Visitor will be assigned to you and your child when they are notified of the birth.

They will contact you to arrange a **New Birth Visit** usually within 2 weeks of baby's birth, at home.

Your Health Visitor should be your first point of call for any queries about your baby/child if they are well but you are worried about them. Issues might include:-

- Advice re breast or bottle feeding and their weight
- Issues with sleep
- Common infections, teething & skin problems
- Colic, feeding and weaning

BCG vaccination should be offered to babies where either parents or grandparents come from a high risk country in the hospital following delivery. If you think your baby is at risk and has not been vaccinated, please contact your HV for advice.

The Health Visitors run **drop in clinics** downstairs on the ground floor **Mondays 1.30-3.00 and Tuesday 9.30-11.00**. There is also a Clinic **Thursdays 9.30-11.00 at Baldry Gardens Health Centre**.

You can contact the Health Visitors on **020 3049 4780**. They run an advice line in office hours, on **020 3049 5300**.

6 week check

We will contact you to book your baby a 6 week check with the doctor (if lots of babies are born at the same time it may be a bit later than this). The doctor will examine the baby and give you advice about vaccinations.

Immunisations

We will book your baby to have their first immunisations with our Nurse. There is a leaflet in this pack detailing the vaccinations we will give and the doctor will explain these to you at the 6 week check.

When your child is sick

It can be scary when your baby is ill. However, most illnesses that babies and young children get are short and your child will recover quickly, often without even needing to see a doctor.

Useful tips

- Please **buy a thermometer**. It is really helpful for us if you ring in asking for an emergency appointment to know your child's temperature (normal temperature is up to 37.2).
- Have some **paracetamol or ibuprofen** syrup at home at all times. If your baby has a temperature, or seems in pain, then it is worth trying a dose of paracetamol or ibuprofen.
- Local **pharmacists** can give advice re treatments which are available over the counter for minor ailments, and assessment of more urgent issues - go into the pharmacy and ask to speak to the pharmacist (not the shop assistant).

How to get an appointment

If you think your baby/child needs to see a doctor that day, please

Go online or Phone at 8.00 am if you want a morning appointment

Go online or Phone at 12.00 noon if you want an evening appointment

For something that can wait, please go online or phone at 10.00am for appointments up to 7 days in advance.

If you find all appointments have gone, please give as much information as possible to our receptionist, so that they can get advice from the duty doctor on what to do.

Out of Hours

If you have an emergency when the surgery is closed please ring **111**.

If your baby/child needs to be seen, they will offer you an appointment. From 8.00 am - 8.00 pm seven days a week, including bank holidays, this could be in the access hub in Gracefield Gardens. At other times you may be asked to travel to a local clinic to be seen.