

Welcome to the Great North Children's Hospital



When your child is in hospital

THE
great north
CHILDREN'S HOSPITAL



Children's Healthcare at its very best - with a personal touch

Our philosophy of care

We want to assure you that your child's care is at the centre of all that we do. Because of this we share values as health care professionals working in the Great North Children's Hospital.

Outlined below are statements which all add up to our "Philosophy of Care" – and this care is the standard you can expect to receive.

- We know and recognise that every child and their family are unique.
- We understand that a child's physical and emotional needs are normally met by their parents or carers, and it is only when these needs change as a result of illness or trauma that we help parents to meet the needs of their children.
- We are aware that parents may also need the support, teaching and guidance of our staff to adequately fulfil their parental role at this time.
- We aim to always uphold and protect the rights of the child and their family whilst in hospital, and act as advocates for them whenever possible.

We believe that children, young people and their families have the right to:

- have their parents or carers with them at all times where possible, and to be nursed in an environment where privacy, dignity and independence are respected
- be cared for by children's nurses who have the skills, knowledge and experience needed to care for sick infants, children and young people
- be nursed in a safe and appropriate environment which helps a child's speedy recovery with minimal disturbance to their physical and emotional development; this includes children who may be critically ill, requiring constant individual nursing care and direct access to clinical expertise
- be involved, along with their families, in all decision-making processes affecting their care. We want you, and your child, to be as involved in these decisions as much as you would like to be
- receive information in a way they can understand
- expect that all measures will be taken to ensure that their play and educational needs are met, according to their age and illness
- have their spiritual, cultural and religious beliefs respected

Being a patient in hospital

Being in hospital can be a daunting and worrying experience for children, young people and their families – whether it is your first visit or you have been to hospital many times before.

This booklet tells you what you can expect when you come to the Great North Children's Hospital and in particular about:

- some of the people you might meet
- places that you might visit
- what facilities there are available at the hospital
- what support you can access

Our aim is to provide all the care and support that you and your child may need during your stay with us. We hope that you find this booklet helpful but if at any time you need more information, have any queries or need advice, please ask any member of our staff or the team looking after you who will do whatever they can to help you.

If you want to know more about our services, go to our website at www.gnch.nhs.uk or you can call our switchboard ☎: **0191 233 6161** and ask to speak to the Children's Services Manager or one of our Matrons.

If you have any communication or mobility needs, please let us know and we can arrange for whatever support you require to be provided.



About the Great North Children's Hospital

The Great North Children's Hospital (GNCH) is one of the largest children's hospitals in the UK, and offers one of the widest ranges of children's healthcare in the country. Our many specialists have the experience and knowledge to deal with the full range of childhood illnesses and injuries. No matter why your child is referred here, we have the expertise to treat them.

Did you know?... we are internationally renowned for many of our services, such as the Bone Marrow Transplant Unit – known as the “Bubble” Unit - which is one of only two in the country providing highly specialised care for children with Severe Combined Immune Deficiency Syndrome (SCIDS). Our Teenage Cancer Unit is the largest in the UK for the treatment of childhood leukaemia.

The GNCH is designed to feel as different from a traditional hospital as possible, helping children and their families to feel more at ease during their stay. For example:

- 75% of our inpatients can stay in a room on their own - each room kitted out with an ensuite bathroom and a guest bed which means that a parent can stay overnight with their child when they are needed most.
- The environment is designed to be stimulating with colourful furnishings all around. There are interactive floor and wall projection systems in some departments, using 3D fantasy landscapes and imagery to help entertain and distract children during uncomfortable procedures, or before they go into the operating theatre.

Our staff

There are over 700 child healthcare experts working across the GNCH – including 70 Consultant Paediatricians (doctors specialising in children's healthcare) with the expertise to cover every kind of illness and injury you can think of - all dedicated to providing healthcare at its very best for every infant, child and young person we see.

Each year we see around 49,000 children in our outpatient clinics, 11,000 are admitted as day cases and around 13,000 children require overnight stays on our wards. The experience and expertise our staff have built up over many years is second to none.

Staff you might meet

There are many different members of staff at GNCH. All staff wear an identity badge showing their name and job title as well as the Newcastle Hospitals' official logo so that you know who they are. Most wards have a notice board on display showing photographs of the staff who work there and the uniforms that they wear to help you identify them.

Medical staff

Your appointment or admission letter will give the name of the Consultant caring for your child. They work in teams with other doctors, called **registrars** or **specialist registrars** and whilst we cannot guarantee that you will always see your Consultant, we can assure you that anyone you do see is specially trained. Your Consultant is kept fully informed of all appointments and test results.

Nursing staff

All our nurses are specially trained and dedicated to caring for youngsters of all ages, from birth up to adolescence. No other hospital in the North East can call upon such a large and skilled, children's nursing workforce.

Each ward is led by the **Ward Sister** or **Charge Nurse** who wear a navy blue uniform. There are many other kinds of nursing staff who may be involved in your child's care. These include:

1. **Registered nurses** wear blue striped uniforms.
2. **Hospital Play Specialists and Nursery Nurses** wear pink uniforms and can provide you and your child with activities during your time in hospital.
3. **Health Care Assistants** wear brown uniforms and help nurses to look after your child during your stay.
4. **Matrons** wear lilac uniforms and supervise groups of wards. Please ask to speak with them if you have any concerns at all.
5. **Nurse Specialists** wear royal blue uniforms and provide specialist advice and education to families caring for children with long term or complex conditions such as cancer, cystic fibrosis and kidney problems.
6. **Student nurses** who wear white uniforms. Please note that GNCH is a teaching hospital which means that student nurses (who will always be supervised by qualified staff), might be involved in your child's care.

There are lots of other people who you might meet who have special jobs to help your child get better. These include:

- **Therapists** including physiotherapists, occupational therapists, dieticians and speech and language therapists.
- **Social workers** who can advise you on any issues you may encounter such as travelling, accommodation or financial assistance. Please ask a member of ward staff if you would like to see a social worker.
- **Chaplains** who are always willing to visit you and your child to help provide emotional support regardless of your beliefs.

Preparing to come into hospital

We realise that parents would like some guidance on how to prepare their child for hospital, so we have put together some suggestions for you. All of these ideas have come from our play specialists but if you have any ideas of your own or particular activities that work with your child, please tell one of our play specialists on the ward.

- Try to explain truthfully to your child what to expect when they come into hospital, using simple language that is easy to understand
- There are lots of books available about going to hospital – reading one together or drawing can help, as can 'hospital play' – pretending to be doctors and nurses
- You may find the checklist on page 16 helpful when thinking about what to bring with you.

If you would like some advice about talking to your child before coming into hospital, please ring the ward you are coming into and ask to speak to the Hospital Play Specialist or Nursery Nurse who will be able to help.

A visit to the ward or department beforehand can also help. To arrange a visit to the ward, please call the number on your admission letter and ask to speak to the play specialist.

You may live too far away for this to be possible, so we suggest that you and your child read through the information and make a list of questions to ask. You can then ring the play specialist to talk through these questions over the phone.

If your child has had a recent cough, cold or other illnesses please contact the number on your admission letter and ask to speak to a member of staff. Any signs of respiratory infections increase the risk involved with a general anaesthetic and surgery.

Medications

If your child is taking any medication, please bring these into hospital with you so that we know exactly what has been prescribed. Your doctor may want your child to take some medicines whilst at home. Please note that the hospital pharmacy can become very busy at times and you may have to wait for a while to get your child's 'take home' medicines ready. We do try to keep such delays to an absolute minimum.

Consultations

When you are first seen by a doctor, he or she will usually start by asking lots of questions about your child's condition. All of the information given helps the doctor to make a diagnosis and to make a treatment plan. Sometimes the doctor will want to examine your child. You may stay with your child at all times and if you would prefer that a member of the nursing staff is present during the examination, then please just ask.

When the doctor has finished the examination you will have the chance to ask some questions. You may wish to make a note of some of the questions you would like to ask to help remind you what you want to know. It is sometimes difficult to remember everything you are told by the doctor and so again, you may wish to make some notes. You will usually be sent a copy of the letter sent to your GP. Your doctor will also ask if you would like a copy of the letter to be sent to your GP advising of his or her findings and the course of treatment.

Tests and scans

Your child may need to have some tests and scans whilst in hospital, such as a blood test or an xray. If your child does need any of these tests, a member of staff will accompany you or show you where to go. We have lots of information leaflets which have been written especially to explain different tests and you will be given a leaflet by a member of staff when required.

Having a general anaesthetic

Many procedures, from scans to major operations, need to be carried out under anaesthetic. If your child is coming in for an operation or investigation under general anaesthetic, you will receive an information booklet with your admission letter called **“Your child’s General Anaesthetic”**. This explains all about the use of anaesthesia and what you can expect.

Before the operation, an anaesthetist will usually visit you to discuss your child’s anaesthetic in more detail. The anaesthetist will assess your child’s health, making sure that your child is as fit as possible before having an anaesthetic.

If your child is to have a general anaesthetic, they will not be able to eat or drink for a number of hours before the operation. It is important that your child’s stomach is as empty as possible to reduce the risk of vomiting during and after the operation. You will find details of when your child can last have something to eat or drink on your admission letter.

You are very welcome to stay with your child until they have had their anaesthetic and then return again when they begin to recover. We also have some leaflets available which explain all about general anaesthetic. If you would like a copy please just ask. If you have any questions and would prefer to talk to someone, then contact your child’s ward. If you are not sure of the number, contact our switchboard on ☎: **0191 233 6161** and ask for the ward.

After an operation

Following your child’s operation, a member of the team will come along to the ward to explain what happened during surgery, discuss any findings and provide follow up information as necessary. We have prepared a leaflet called **“Care following Surgery”** which explains about:

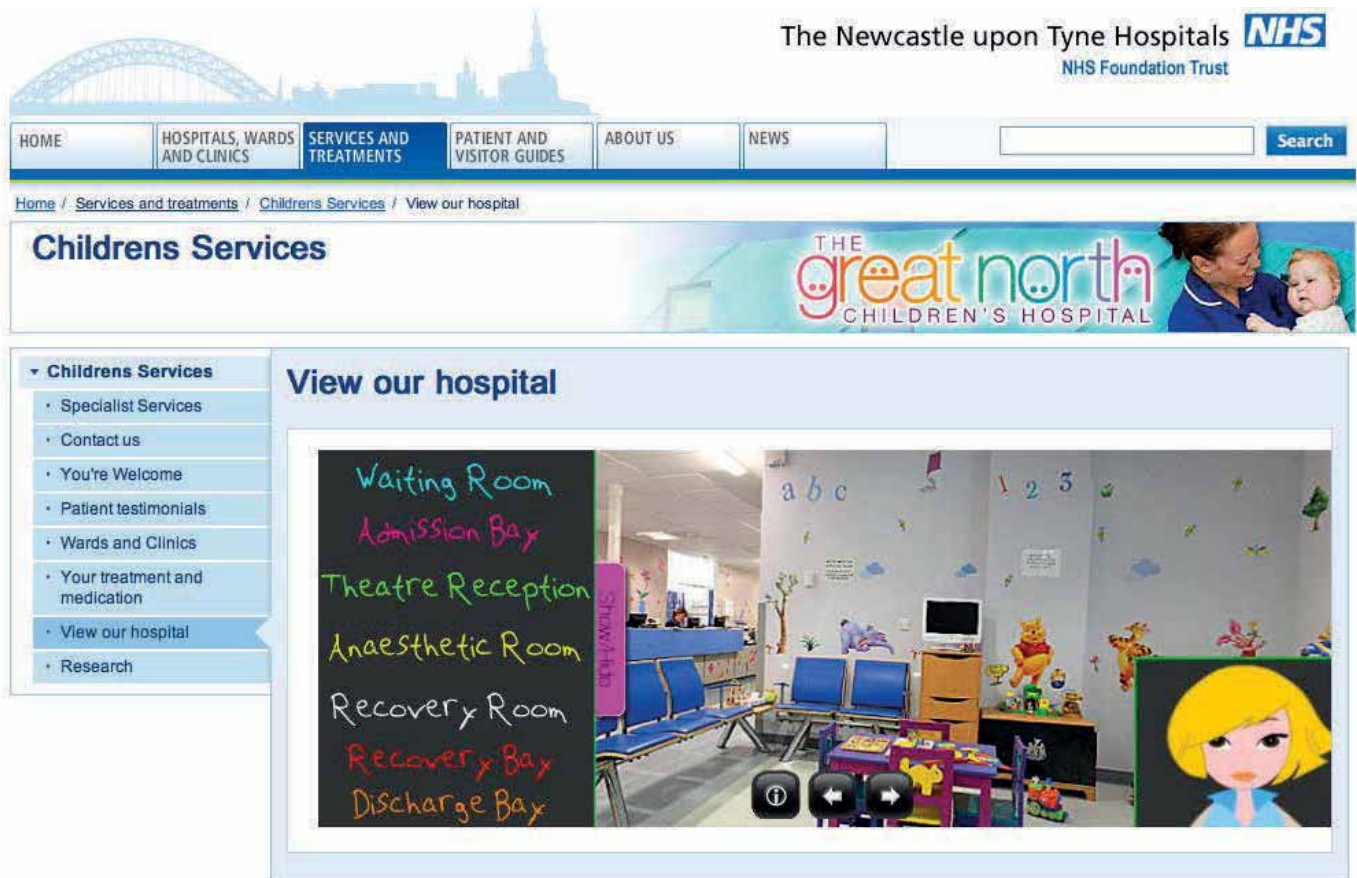
- what to do if your child is experiencing discomfort and how to care for any wounds
- when your child can eat and drink normally
- when your child can return to normal activities, school or nursery
- what will happen if your child needs to come back to hospital
- who to contact if you are worried about your child after going home

If you have not received a copy of this leaflet, please ask a member of staff who will get one for you.

We also have a range of leaflets for some types of specialist surgery that we provide, explaining what to expect after the operation. Again, if you have not been given a leaflet, ask a member of our staff if there is one available for your child’s particular procedure.

Virtual tour

To find out more about what to expect when you come in for an operation, go to our website at www.gnch.nhs.uk where you will find a virtual tour of our facilities.



Life on the ward

Children get better quicker when they are in an environment they enjoy. We have provided patient comforts and innovative distractions with the help of generous charitable gifts from our many supportive colleagues and friends.

Security

When you arrive at the entrance of the ward, please use the intercom to identify yourself and the ward staff will give you access. Every visitor must do this to ensure the safety of our patients and so we would ask that you do not allow people you do not know to enter the ward with you.

Privacy

Your child may be cared for in a bay with more than one bed which can be made more private with the use of curtains. Please note that there may also be parents or carers of other patients, of either sex in the bay you are in.

Mealtimes

We also know that children recover better when the food they eat is nutritious and tastes good. Our young patients eat well with a special menu designed by children and parents. They have breakfast, lunch and an evening meal, supplemented by healthy snacks as and when they want them. The menu is influenced by a range of cultural backgrounds and we also offer Halal and Kosher food.

If your child receives formula milk you will need to bring this with you from home. If your baby/infant is breastfeeding, facilities are available for mothers to express and store their milk and you can also store weaning foods.

We respect the need for protected mealtimes and your child should not be disturbed during a meal unless it is essential.

If your child is on a special diet, please let your child's nurse know who can make the necessary arrangements.

Ward rounds

Medical staff will visit your child every day they are on the ward to discuss their case and make decisions about their care and treatment. This may not take place at the same time every day but your child's nurse will be able to tell when this is expected to happen.

Wristbands

As soon as your child is admitted to the ward they will be given a wristband showing their personal details. They must wear this band on a wrist at all times. This is extremely important as staff are required to refer to the wristband before they carry out any examination, procedure or give medication.

Please do not remove the wristband. If you have any concerns please speak to a member of staff.

Play

Play and activity are important in hospital helping each child and young person to feel happy and safe. We have play specialists and activity coordinators on every ward and department who set time aside with individual patients. They help to prepare children before surgery and procedures using distraction therapy to reduce any anxieties.



There is an outdoor play area on the ground level of GNCH, next to the Children's Outpatient Department, which is open during the hours of 9:00am to 5:00pm, Monday to Friday. All children and their siblings are welcome to use the play facilities but must be supervised at all times.

We also have a 50 seated Medicinema specially designed to welcome all children, even those who can't leave their beds, which shows the very latest blockbuster movies.

TV

Bedside televisions are available in all rooms and bays, provided by an external firm. These provide terrestrial channels which are free of charge from 7:00am until 7:00pm after which time you will need to purchase a card from a special kiosk, available at various points in the hospital, or by calling the operator using the bedside phone to activate an account. Please note that portable TVs and DVD players are available on all wards which you can take to your child's bedside. Ask the ward staff for more information.

Schooling

Some of our young patients stay with us for long periods of time and we recognise that continuation of education is extremely important. In partnership with Newcastle City Council, specially trained teaching staff provide a wide range of schooling programmes for youngsters of all ages in the Bridges School, which is based at GNCH.

Student doctors and nurses

GNCH is one of the country's largest university teaching hospitals for child healthcare. Sometimes you and your child may be asked if medical students or student nurses and therapists can be present when your child is being examined. Your doctor may ask if they can participate in the care of your child under the direct supervision of a senior member of staff. If you would prefer not to be involved or have any staff under training present, please let the ward staff know. This will not affect your child's care in any way.

Research

Research is an integral part of our daily work. Our research seeks to develop and provide new drugs to young patients in the region for diseases that are so far difficult to treat. This means our patients will benefit quickly from new advances in medicine. You and your child may be asked to take part in one of our projects. If you have any questions about a specific research programme you can talk to the doctor or research nurse involved. If you would prefer not to be involved, just let the staff know.

Visitors and visiting hours

Parents and carers are welcome to visit at all times. For other family members and friends, please ask the ward staff who will let you know of any restrictions. One parent or carer may stay with their child overnight.

Visitors with colds, coughs or other infectious diseases such as chicken pox should avoid coming into hospital until they are well. However if you are unsure please contact the ward to check.

Visitors should not bring balloons into GNCH as some children in our care are extremely allergic to the latex material which balloons are made of.



Parent accommodation

GNCH was designed to ensure that one parent could stay overnight with their children wherever possible. Around three quarters of our inpatient beds are in single rooms with a guest bed and bathroom facilities. If you have other children who need to stay with you, please speak to the ward staff for advice.

We can also provide some accommodation for families who live a distance from Newcastle and need to stay for long periods of time. Your child's nurse will discuss your needs should you need long term accommodation.



Cleanliness and preventing infection

No matter how old we are, if critically ill we become more vulnerable to infection. This is even more so the case for an infant, child or young person whose immune systems have not yet fully developed.

Protecting patients from infection is extremely important and is everybody's responsibility. We ask for the support of all visitors to the hospital, to help our staff prevent the spread of infection.

All staff receive training in infection prevention and control, and know the importance of good standards of hand hygiene before attending to your child, therefore they will not be offended if you ask them if they have washed their hands.

You can also assist in protecting your child and other patients by washing your hands with soap and water on entering and before leaving the ward, as well as before and after attending to your child.

A clean environment is also very important to prevent vulnerable patients getting infections; therefore we strive to ensure that we maintain high standards of cleanliness on all our wards and departments.

If you have any concerns about the cleanliness of any area of our Trust we encourage you to inform a member of our staff.

Going home

When your child is ready to go home, you will be given information on any further care required. This may be written in a letter or discharge summary. Your child's GP, Health Visitor, School Nurse and any other healthcare professionals involved in your child's care will also be informed about your child's stay, and any future plans of care or extra support that you might need. Before you leave to go home you should be told:

- what to expect when you get home
- what to look out for and who to call if you are worried
- what medications your child may need to take and when
- how to arrange repeat prescriptions if required
- how to use any equipment we may have lent you
- when to come back if you need a follow up appointment

Once the doctor has decided you can go home, your child may go to the Discharge Lounge where nurses will organise medication, arrange future outpatient appointments or liaise with the Community Services team to ensure safe discharge and onward care.

If you have been transferred to GNCH from your local hospital and your child becomes unwell after returning home, please contact your GP or local hospital in the first instance, unless advised otherwise.

When you return home you may find that your child begins to act as if he or she were much younger. This is quite common and you should find that any changes in behaviour will disappear as soon as your child's normal routine returns.

Other services and facilities available at the RVI

There are a wide range of facilities available at the RVI which we hope makes your stay more pleasant:

- A restaurant, cafés and snack bars are available on both the ground floor and second floor of New Victoria Wing
- There is a large newsagents on the ground floor which sells a wide selection of food and drinks as well as newspapers, magazines, books, toys and a range of toiletries
- A cashpoint is available in the newsagents and in the Leazes Wing, in another section of the hospital
- There is a 'quiet area' available to anyone who wishes personal time to reflect, or simply seek peace and quiet. This is on the second floor of New Victoria Wing

The city of Newcastle

GNCH is situated in the heart of Newcastle's city centre which offers an extensive range of shops, hotels, banks and building societies, eateries and more. To find out more go to the NewcastleGateshead website www.newcastlegateshead.com which provides a wealth of information.

How to get here

GNCH is part of the Royal Victoria Infirmary (RVI). Newcastle can be easily accessed by public transport or by car. Below is some useful information on how to get to us.

Alternatively you can go to our website www.newcastle-hospitals.nhs.uk where you will find a Google powered mapping system. Look under:

Hospitals and wards > Royal Victoria Infirmary > How to find us > and scroll down the page until you see the map.

Public transport

To help you get in and around Newcastle more easily, go to the Nexus Tyne & Wear passenger transport website at www.nexus.org.uk. Here you will find travel details for all public transport including bus routes into and out of the city centre, the extensive underground Metro system, the cross Tyne ferry service, and local rail services. Alternatively you can call the Travel Line on **☎ 0871 200 2233**

If you are travelling by Metro or bus, the nearest station to the RVI is "**Haymarket**". If on foot, walk left towards the far end of Haymarket Bus Station and cross over the main road - Percy Street. Turn to your right and take the first left up St Thomas Street until you reach Queen Victoria Road. Turn to your right and follow the signs for New Victoria Wing. You will now see the green copper cladding of the Great North Children's Hospital in front of you.

Driving to Newcastle

Newcastle is easily accessible if you are driving or prefer to travel by bus with major road routes straight to the centre from both the north (A1) and south (A1M), and from the west (A69).

When you are approaching the city centre look out for signs for the **Royal Victoria Infirmary** or the **A&E** sign, as the Emergency Department for the city is based at the RVI.

If you use a Sat Nav, input the postcode NE1 4LP and this should help guide you to the RVI.

Parking

There is a multi storey car park on the RVI site accessible via Queen Victoria Road and a number of public parking facilities are available nearby. Please note that car parking spaces are limited at the hospital and hourly parking charges apply. Please visit www.newcastle-hospitals.nhs.uk for more information. Ask any member of the ward staff about facilities and any discounts which may be available.

Other useful information

Travel costs

If you are on certain types of benefit, you may be entitled to help with your travel costs. Please ask at the Cashier's Office for details. If you are eligible, you will need to bring proof of benefits, travel costs and an authorised confirmation of your attendance issued by the department that you have attended.

Please note that costs (at public transport rates) will only be covered to and/or from the address on your benefit book or documentation. Travel expenses for anyone who escorts you are only payable if there is a medical need and you have proof of this.

Meeting your individual needs If you have mobility, communication, hearing or visual difficulties or religious or cultural needs, please inform a member of staff of your needs and we will do our best to meet them.

The Chaplaincy Team Our Chaplaincy Team offers patients, visitors and staff encouragement, comfort and support and are available 24 hours a day. If you would like to see one of our Chaplains, please ask a member of staff to contact them.

Mobile telephones In order to maintain privacy and safety, mobile phones should generally be switched off when you are in clinical areas of the hospital.

Keeping patients safe

Smoke free The GNCH is a smoke-free zone, which means you are not permitted to smoke anywhere inside the hospital or outside in the hospital grounds.

Zero tolerance We know there may be times when families become frustrated, angry or upset, and we will help you find the right member of staff to discuss any concerns you have. We adopt a 'zero tolerance' approach to behaviour that is inappropriate or threatening to patients, families or staff and will act promptly against any individual using such behaviour.

Safeguarding The Trust has a role to protect and safeguard vulnerable adults and children. As such we work with other agencies and to national guidance and local multi-agency procedures.

Health records The NHS must keep personal health information confidential and your child's information is kept in securely stored medical records and/or on a computer. We sometimes share relevant information with other NHS staff involved in your child's care as well as those in social work and education services, where appropriate. We will always endeavour to inform you before sharing this information.

You have the right to have a copy of your child's health records, under the Data Protection Act. Further details can be found on the hospital website at www.newcastle-hospitals.nhs.uk under **Patient and Visitor Information**.

Fire procedure The fire alarms are tested between 10:30 and 11:00am every Monday morning in New Victoria Wing. You do not need to do anything at these times. However the ward staff will tell you what you need to do if the alarm sounds at any other time.

Patient Advice and Liaison Services (PALS)

If you are unhappy about any aspect of your child's care please speak to the nurse in charge, who will try to resolve matters for you there and then. Alternatively, you can contact the Patient Advice and Liaison Service (PALS). The PALS team is here to let you know about our service, listen to your experiences and help you to resolve any problems you might have.

Please contact the Patient Advice and Liaison Service on ☎ **0191 233 6161** ext **20672 / 20287** or ask a member of staff to direct you to the PALS office.

Tell us what you think

We continually strive to improve the quality of care that we provide and are always interested to hear your views. There are a number of ways you can tell us what you think.

'Take two minutes' Comments and suggestion boxes are located in the main public areas of the hospitals. Each comment/suggestion will be taken seriously and whenever possible acted upon.

Visit our website for more information about our services or to give us your feedback at www.newcastle-hospitals.nhs.uk

If you have spoken to a member of ward staff but still wish to raise your concerns formally, please ask to speak to one of our Matrons. Alternatively you can contact our Patient Relations Department in the Trust on ☎ **0191 233 6161**. You should do this as soon as possible after the event and they will advise you on what you need to do.

Get Involved

There are a number of ways you can help the Trust if you wish to get involved.

Be a part.... Why not join our Trust by becoming a member, to ensure your voice is heard and help us continue to provide an ever improving quality of service.

As a member you will be able to share your views and opinions on how we do things and help us shape the future. Anyone can join the Trust as a public member and we do value your membership. Joining is easy, go to www.newcastle-hospitals.nhs.uk, call **Freephone 0800 0150136** or fill in the application form.

Community Advisory Panel The Panel advises the Trust on the patient perspective and is involved in various groups, committees and initiatives with the aim to improve the patient experience. If you would like to know more about their work or would like to raise any issues for the panel's attention, please telephone ☎ **0191 223 1214**.

Charitable Donations Please support your Great North Children's Hospital and help us provide that little bit extra for our young patients. We welcome all donations and fundraising ideas and we would love to hear from you.

Please contact our Charitable Funds office on ☎ **0191 223 1434** Thank you.

Volunteer We have a range of volunteering opportunities within our hospitals. Please have a look on our website www.newcastle-hospitals.nhs.uk for further details of current opportunities.

A checklist which you may find helpful

Before you leave home, please check that you have packed:

Admission or appointment letters Please bring in your admission or appointment letter.

Medicines Please bring any tablets or other medicines that your child is taking and give them to your nurse as soon as you arrive.

Comforters Bring any comforter that your child might need such as a teddy or cuddly blanket, their dummy, bottle or special beaker. Do not worry if any item is old or worn or if you feel they should have been outgrown by now.

Toys/games Most children like to have something of their own to keep them occupied, so encourage your child to bring non valuable games or books with them. There are a variety of toys, games and computers available on each of the wards.

Clothes Usually children feel happier wearing their own clothes. Your child will need cool and comfortable nightwear and ordinary daywear. If your child is having an operation they will wear a special gown and will need their dressing gown and a pair of slippers to go to theatre with.

Toiletries These include soap, flannel, towel, toothbrush, toothpaste, hairbrush, and anything else your child uses at home.

Nappies Please bring a supply of disposable nappies and wipes if they are required.

Formula milk If your child receives formula milk you will need to bring this with you from home. If your baby/infant is breastfeeding, facilities are available for mothers to express and store their milk (weaning foods too). Nursing staff will be happy to help with any information regarding the storage and defrosting of breast milk, use of electric breast pumps and offer any other advice.

For yourself

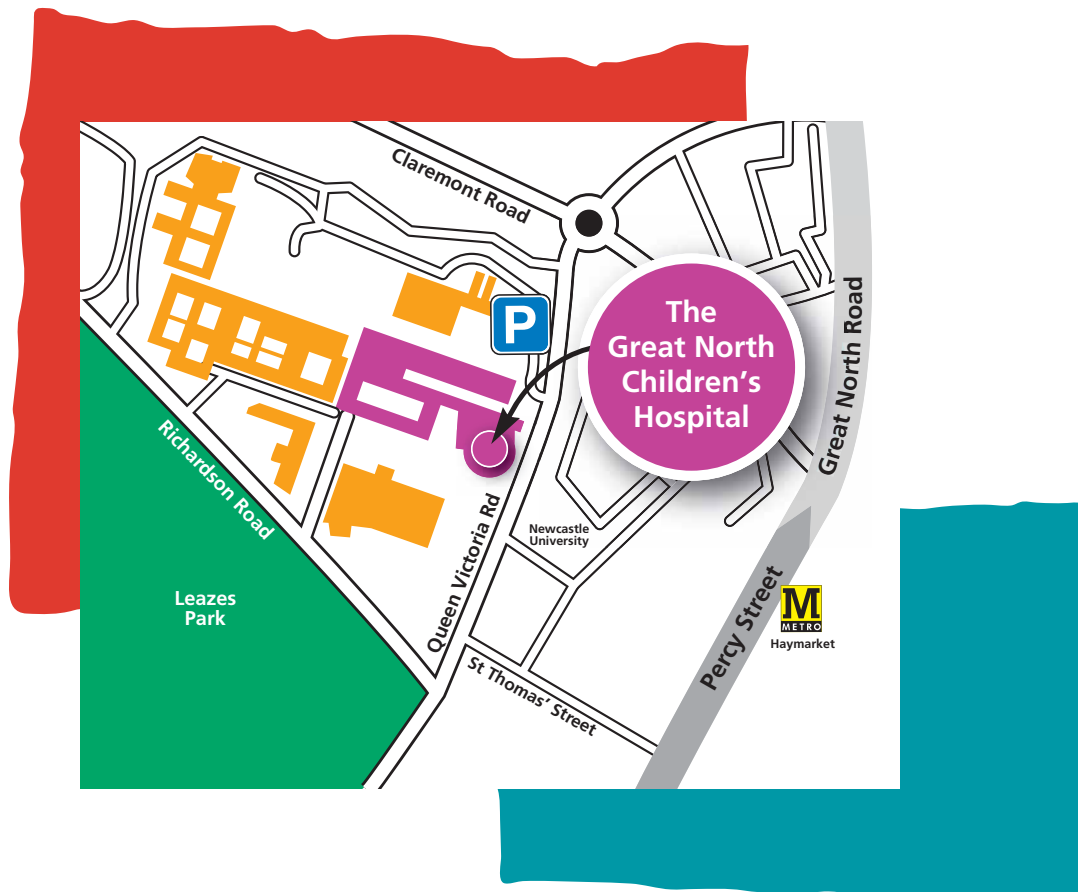
Various clothes Although the wards are very warm it can be cold elsewhere, so bring cool comfortable daywear and nightwear, plus a sweater.

Toiletries If you are staying overnight, please bring your own slippers, toiletries and towel.

Refreshments You may wish to bring some tea or coffee to make drinks whilst on the ward, snacks or any other food.

Cash Bring small change for public telephones and vending machines.

Books You may want something to read when your child is asleep or occupied.



The Great North Children's Hospital

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Newcastle upon Tyne
NE1 4LP

☎ 0191 233 6161

www.gnch.nhs.uk