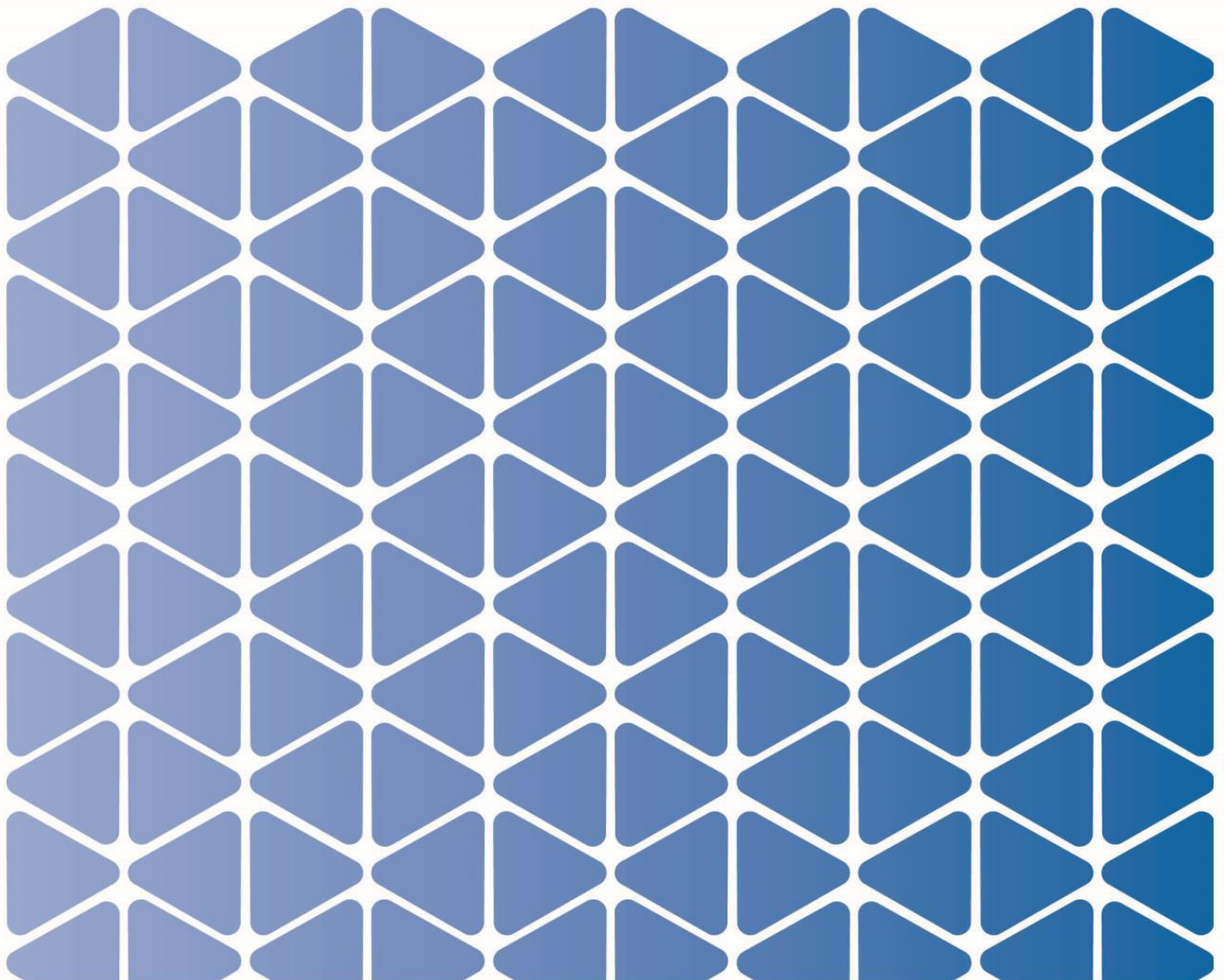




PATIENT INFORMATION

**WORCESTERSHIRE NEONATAL  
OUTREACH SERVICE**



## **THE OUTREACH TEAM**

The Neonatal Outreach Team is staffed by two experienced neonatal nurses who work both at Worcestershire Royal Hospital and Special Care Baby Unit (SCBU) at The Alexandra Hospital, Redditch.

### **THE TEAM ARE**

**Rachel Cashmore**

**Sarah Parkins**

We will be working together with you, Health Visitors, Hospital Doctors and other agencies to support you at home with your baby.

### **What can you expect?**

- The team will meet you at either unit and discuss a plan of care for you and your baby.
- You will receive relevant information to enable you to care for your baby.
- You will feel confident to care for your baby at home.
- You will know who to contact if you are concerned.
- You will know when to expect the next visit or phone call from the team.
- The team will inform you when your baby is ready for discharge.

### **Baby's we can offer support to are;**

- Babies who have been a resident of the NICU, TCU or NICU at Alexandra Hospital.
- Tube feeding, your baby will usually be taking half their requirements by breast or bottle for at least 24 hours and be a corrected age of 33 weeks (if consultant agreeable).
- Babies who can maintain their temperature in a cot.
- Be a corrected age of 33 weeks.
- Gaining weight.
- Weigh at least 1.6kg.
- Babies with poor weight gain.
- Consultant referral for those who may have short term nursing/medical needs.
- Oxygen dependant babies.

### **How to contact the team**

We can be contacted at:

Worcestershire Royal Hospital On  
01905 760661

Or Outreach mobile  
07834 172337

We work Monday - Friday  
8.00am - 4.00pm

**If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.**

## **Patient Experience**

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

## **Feedback**

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

## **Patient Advice and Liaison Service (PALS)**

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

## **How to contact PALS:**

**Telephone Patient Services: 0300 123 1732 or via email at: [wah-tr.PET@nhs.net](mailto:wah-tr.PET@nhs.net)**

## **Opening times:**

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.