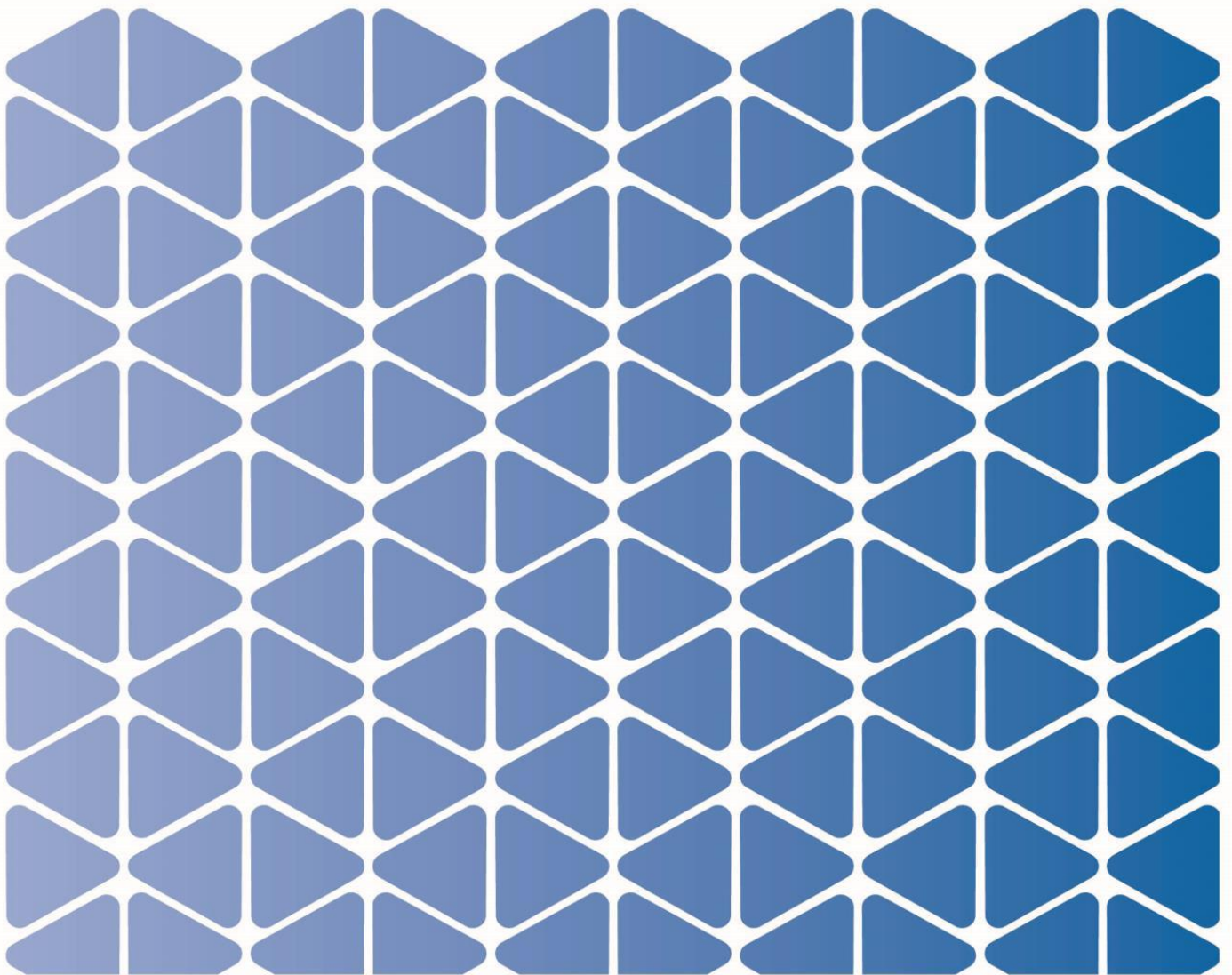




PATIENT INFORMATION

NEONATAL OUTREACH TEAM



Service structure

The Neonatal Outreach Team is staffed by 3 experienced, Neonatal Nurses who also work within the neonatal unit at Worcester and the Mother and Baby Unit at Redditch.

Team Members:

- Jane Scanlon
- Sharon Dexter
- Elizabeth Perry

We will be working together with health visitors, midwives, hospital doctors, nurses and other agencies as necessary.

What can you expect?

- The team will assess and discuss a plan of care for you and your baby.
- You will receive the relevant information to enable you to care for your baby at home.
- You will feel confident in caring for your baby at home.
- You will know whom to contact if you are concerned.
- You will know when to expect your next visit from the team.
- The team will inform you when your baby is ready for discharge from their care.

How to contact the team

Mobile numbers:

- Jane Scanlon 07798790714
- Sharon Dexter 07798795080
- Liz Perry 07798798071
- Office 01905 733386
9.00am –5.00pm

Non urgent messages may be left on mobile numbers or office voicemail.

Did we meet your needs?

We would greatly appreciate your comments about the service that you have received or are receiving.

If you wish to compliment, comment or complain about the Neonatal Outreach service, please complete the comment form and return to:

Neonatal Outreach Team
Neonatal Unit
Worcestershire Royal Hospital
Charles Hastings Way
Worcester
WR5 1DD

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

Useful Contact Numbers:

G.P:

Health visitor:

Primary care:

Local hospital:

Emergency: 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

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.