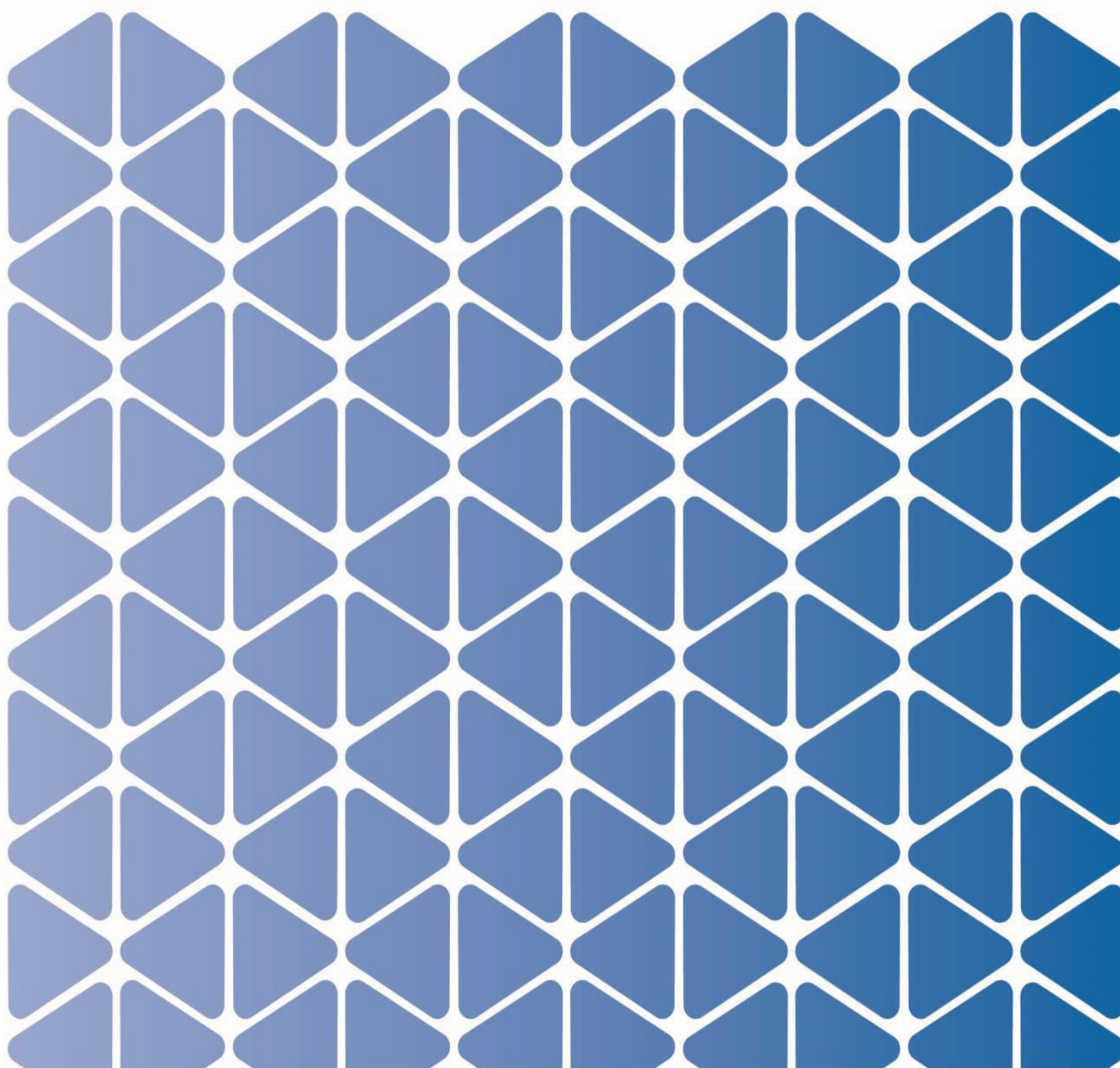


WORCESTERSHIRE NEONATAL COMMUNITY OUTREACH SERVICE

Information for Parents and Carers



The Neonatal Community Outreach Team

The Neonatal Community Outreach Team (NCOT) is staffed by experienced Neonatal Nurses and Nursery Nurses who also work at Worcestershire Royal Hospital Neonatal/ Transitional Care units.

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 The Neonatal or Transitional care unit and discuss a plan of care for you and your baby.
- You will receive relevant information and support 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 have a discussion with you to agree when your baby is ready for discharge.

Babies we can offer support to are:

- Babies who have been a resident of NNU or TCU at Worcestershire Royal Hospital and be tolerating their milk feeds of at least 150ml/kg/day, (the Nurses will let you know how much this is) this is at least on day 4-5 after birth.
- Tube feeding: Your baby will need to be taking at least 2 full suck feeds in 24 hours via breast or own bottles for at least 48 hours.
- Babies who can maintain their temperature in a cot for 48 hours.
- Be a corrected gestational age of 34 weeks or over.
- Gaining weight consistently.
- Weigh at least 1.6kg (less if consultant agreeable)
- Babies requiring monitoring of weight.
- Consultant referral for those who may have short term nursing/medical needs
- Oxygen dependant babies

How to contact the team

Worcestershire Royal Hospital

Neonatal Unit- 24/7

01905 760661

Neonatal Outreach- 7days a week including bank holidays 08.00- 16.00

Mobile: 07834 172337

01905 760661

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.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

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