

## Local information for parents in Hillingdon, West Hounslow, and West Ealing

Last reviewed 23<sup>rd</sup> December 2020

### How to access local emergency services during coronavirus

Children can get coronavirus (COVID-19), but it's usually less serious than in adults. If your child has a high temperature or any other health problems that you would like advice about, call your GP or 111. If you need urgent help, call 999.

Children and babies will still get illnesses that can make them very unwell quickly. It's important to get medical help if you need it. GPs, NHS 111 and hospitals are still open.

**If you need non-urgent help please phone your GP surgery.** They will arrange a phone or video appointment. Your GP surgery is making special efforts to protect children from the risk of infection, e.g. using a separate entrance, if you are asked to go in.

**It is vital that you still get help at this time.** If you do not have a GP, or can't get through to your GP surgery, call 111.

### If you need urgent help, call 999.

The table below has information on local services for children

Hillingdon Paediatric A&E and Urgent	Hillingdon Urgent Treatment Centre	Ealing Urgent Treatment Centre	West Middlesex Paediatric A&E	West Middlesex Urgent Treatment Centre
Open 24 hours 7 days a week	Open 24 hours 7 days a week	Open 24 hours 7 days a week	Open 24 hours 7 days a week	Open 24 hours 7 days a week

### What are Children's A&E departments currently doing to keep your child safe from coronavirus?

In response to the COVID 19 outbreak, we have taken measures to ensure children and families who need to access our emergency services can do so safely:

- One parent or carer can accompany their child at all times. We are limiting visitors to this except in special circumstances
- There is alcohol gel and hand washing facilities for you to use throughout the department. If it is appropriate we will give you and your child a mask
- We have divided our children's emergency department into **separate areas**
- When you arrive, a nurse will ask some brief questions to decide which area you should be seen in
- Children with any infectious symptoms are seen in one area. We are keeping families safe by isolating them in cubicles where possible
- Non-infectious cases are being managed in the other area
- You might be redirected to see a specialist away from the emergency department
- All the staff looking after children and families are following strict infection control practice, with regular hand washing and use of alcohol gel and surgical masks, aprons and gloves when examining your child
- When attending a service, you may be asked to complete a telephone consultation prior to physical assessment. Please ensure the phone number you provide at the booking is correct.

### Useful websites:

What parents need to know about Covid-19: <https://what0-18.nhs.uk/popular-topics/coronavirus>

### Local health services websites:

Hillingdon Hospital Website: <https://www.thh.nhs.uk/>

West Middlesex Hospital Website: <https://www.chelwest.nhs.uk/your-visit/getting-here/west-middlesex-university-hospital>

Ealing Hospital Website: <https://www.lnwh.nhs.uk/ealing-hospital/>

NHS 111 Online: <http://www.111.nhs.uk>