Children’s Services

Welcome to the Children’s Clinic

We hope your child’s visit will be as pleasant as possible

Clinic procedure

Please inform the receptionist when you arrive at the clinic. You will be asked for your child’s name, address and telephone number (this is useful if we need to contact you at short notice) and the name of your child’s GP, to ensure that our records are up to date.

You will also be asked for your mobile telephone number and asked if you would like a text reminder of your appointment.

You will then be asked to sit in the waiting area until the nurse is ready to weigh and measure your child.

The nurse will call your child’s name and show you to the weighing room – parents can come too. Babies and small children must be naked when they are weighed – there are changing facilities in the weighing room and also in the children’s toilet. Older children will be asked to remove their outdoor clothes, shoes and any heavy jumpers. All children will have their height measured without their shoes.

We are committed to treating all patients and their families with privacy and dignity in a safe, clean and comfortable environment, but in order to meet the needs of clinics, your child is likely to be weighed in the weighing room with other children of different age and sex. If you have any concerns regarding this, please discuss this with the nurse in charge. We will make every effort to make sure your child’s needs are met.

The nurse will record the measurements and if you bring your child’s own record book we can update it for you.

If it is your child’s first visit to the clinic/specialist clinic, a urine sample may be required. Please ask the nurse if a sample is needed before taking your child to the toilet. Do not worry if you have a baby, or your child is not ‘potty trained’ – we have special bags for collecting urine.

The nurse will tell you the name of the doctor your child is going to see and if the clinic is running on time. Appointment times are approximate. Your doctor may be delayed due to an emergency in another department, so please bring something to do while you and your child are waiting.

Every effort is made to keep waiting times to a minimum. However, if you feel you have been kept waiting for a long time please speak to the receptionist. In addition, there is also a screen in the waiting room with the doctors and nurses names detailed on it, along with an approximate estimate of the waiting time.

The doctor or nurse will call you when the doctor is ready to see you. The doctor may request further investigations, such as a blood test, the nurses will come and discuss the best way to do this and explain it to you and your child.
Facilities available in the clinic and hospital

There is a WRVS canteen and shop in the outpatient reception area. If you wish to go there please inform a member of staff. No hot drinks are allowed in the clinic but there is a cold water dispenser.

A quiet room may be available if you need to feed your baby (we can warm up feeds if needed).

The clinic may seem very busy and crowded at times, as there may be several different clinics in progress on the same day.

There is a play area, with pictures to colour and puzzles and games available to help pass the time. We have a full time ‘play specialist’ based in clinic who works with children of all ages. She can use distraction and other techniques to help your child to cope with procedures such as blood tests, and to prepare them for any necessary treatments, or an overnight hospital stay.

We do our best to keep to appointment times, children who come with you may also use the facilities but unfortunately we cannot provide a crèche facility. It is advisable to make care arrangements on appointment days for other children if possible.

We hope this has helped to explain some of the things that will happen during your visit to the clinic. Some of our specialist clinics, for example diabetic or endocrine, may each have a slightly different routine. Do not worry, as this will be explained to you on your arrival at the clinic.

Please feel free to ask if there is anything you do not understand; we are all here to help you.

If you require any further information please contact:
Clinic 6 - 01223 216410
Or if the appointment is in
The Weston centre - 01223 348576
We are a smoke-free site: smoking will not be allowed anywhere on the hospital site. For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0169.

Other formats:

If you would like this information in another language, large print or audio, please ask the department where you are being treated, to contact the patient information team:

patient.information@addenbrookes.nhs.uk.

Please note: We do not currently hold many leaflets in other languages; written translation requests are funded and agreed by the department who has authored the leaflet.

Document history
Authors
Department
Contact number
Publish/Review date
File name
Version number/Ref

Children’s Services
Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 0QQ www.cuh.org.uk
01223 245151
February 2018/February 2021
Welcome_to_the_Childrens_clinic.doc
VS/PIN1621/6176