

Information we hold about you and your rights under the Data Protection Act

Please refer to the booklet 'Your Healthcare Information – Your Rights! Our Responsibilities!' for further guidance.

How to comment on your treatment

We aim to provide the best possible service and staff will be happy to answer your questions. However, if you have any concerns you can also contact the Patient Experience Service on 0800 917 6039 or E-mail portsmouthhospitals.patientexperience@porthosp.nhs.uk



What to do if you are worried about your child while they are in hospital



Specialist Support

If you require this leaflet in another language, large print or another format, please contact the Health Information Centre Tel: (023) 9228 6757, who will advise you.

Sometimes children and young people will become more unwell after coming into hospital. It is important that you speak to your child's nurse or doctor if you feel your child is becoming more unwell or if you have concerns about their care.

Please let your nurse know

- If you feel that your child is becoming more unwell
- If you do not understand your child's diagnosis or treatment
- If you do not feel that your child is receiving the correct treatment

How to let us know if your child looks or feels more unwell while they are in hospital:

1. Speak to the nurses looking after your child

If you are worried about your child then please speak to the nurses looking after your child. You can call a nurse by pressing the call bell by the bed or by asking any member of staff to call the nurse for you.

2. If you are still worried ask to speak to the nurse in charge of the ward

After you have spoken to the doctor or nurse and if you are still worried, or you feel that the doctors and nurses have not understood your concerns, then please ask to speak to the nurse in charge of the ward.

3. If you are still worried then ask to speak to the nurse in charge of the paediatric unit (bleep holder)

In the unlikely event that you feel you need to take your concerns further, or you feel that the team on the ward have not understood

your concerns, then please ask to speak to the nurse in charge of the unit (otherwise known as the bleep holder).

How to speak to the paediatric nurse in charge (bleep holder)

You can do this by:

- Asking any member of staff to call the bleep holder
- or
- Calling the hospital switchboard on 02392 286000 and asking to speak to the 'Paediatric Unit' bleep holder. They will be bleeped and should answer within a few minutes.

The bleep holder will then come to speak to you, assess your child, review your child's care with you and arrange a senior doctor review if required.