

If you have any questions about your child's possible transfer to PICU or anything covered in this leaflet, please speak to any member of our team.

Give  
Feedback



### Feedback

Please provide us with feedback to help us continue to improve our service.

Follow the link: [bit.ly/picufeedback](https://bit.ly/picufeedback)  
Or scan the QR code

### Charities Supporting PICU

[www.schcharity.org.uk](http://www.schcharity.org.uk)  
[www.friendsofpicu.org.uk](http://www.friendsofpicu.org.uk)  
[www.rmhc.org.uk](http://www.rmhc.org.uk)

 Southampton Children's  
Hospital Charity



### Paediatric Intensive Care Units

Southampton Children's Hospital  
Tremona Road  
Southampton  
Hampshire  
SO16 6YD

Telephone: 023 8120 6972  
[www.uhs.nhs.uk/childrenshospital](http://www.uhs.nhs.uk/childrenshospital)

John Radcliffe Hospital  
Headley Way  
Headington  
Oxford  
OX3 9DU

Telephone: 01865 220 632  
[www.ouh.nhs.uk/children](http://www.ouh.nhs.uk/children)

If you need a translation of this document, an interpreter or a version in large print, Braille or on audiotape, please telephone

**023 8120 4688**



SOUTHAMPTON OXFORD  
RETRIEVAL TEAM

SOUTHAMPTON  
Children's Hospital

# Paediatric Intensive Care Retrieval Service

Information for patients, parents & guardians



  
University Hospital Southampton  
NHS Foundation Trust

We've given you this leaflet because your child may need to be transferred to a paediatric intensive care unit (PICU).

## Why might my child need to be transferred to PICU?

PICU is a dedicated children's intensive care unit. There are a wide range of doctors and nurses, all of whom specialise in treating seriously ill children. PICU also has highly specialised equipment which may not be available at your child's current hospital.

The decision of whether or not to transfer your child will be carefully considered. Your child's hospital will have talked to us in detail about their condition. Based on this information, we will decide how we can best help. This may be by providing expert advice and guidance to the clinical team already caring for them or by coming to assess your child with a view to transferring them into our specialist care.

There are some risks involved in moving ill children from one hospital to another. However, in some cases, the benefits of giving your child access to specialist care outweigh the risks of moving them. If you would like to discuss this further, please speak to your child's doctor.

## Our PICU retrieval team

If transferring to a PICU is the best option for your child, you will meet the PICU retrieval team.

The PICU retrieval team is a group of medical experts responsible for transferring your child from their current location to PICU. The team is made up of a senior doctor or advanced nurse practitioner, a specialist nurse and a critical care technologist, who have all had specialist training in the safe transfer of ill children.

When we arrive at your child's hospital we will introduce ourselves to you. We will then meet and assess your child and will ask the hospital team to fully explain the treatment they have been given so far.

## PICU at Oxford

### How to find PICU at Oxford

Paediatric Critical Care Services are based at the John Radcliffe Hospital (**Level 1**), main building.

Turn left out of the lift lobby area and walk towards the tree murals at the end of the corridor.

### Visiting at Oxford

- All family members are welcome to visit before 8.00pm. After this only parents/carers may visit, so that the children get some rest.
- Only two visitors to each child at any one time.
- Siblings may visit, but we do not allow other children to visit.
- Use the intercom and wait to be let in.
- Wash your hands and use the hand gel when you arrive and leave.

### Accommodation at Oxford

There are no facilities for family members to sleep at the bedside or on the PICU, but there is a Ronald McDonald House facility on Level 2 of the Children's Hospital. They will do their best to accommodate you. If Ronald McDonald House has no room, or if you arrive late at night, we have two emergency rooms on Level 8 of the main John Radcliffe Hospital. Every parents' room has a telephone, so if your child needs you overnight we will call and ask you to come down to PICU.

### Support at Oxford

Psychological support is available and recommended for all patients and families in Critical Care. There are also many support groups. Please ask the nurses for details.



# Getting to Oxford John Radcliffe Hospital

## By Car

Follow signs for Oxford then the 'H' / 'A&E' and 'Hospitals' signs. You'll be directed via the A40 northern by-pass, and B4150 (Marsh Lane) or via Headington on the A420 London Road. These routes take you to the B4495 (Headley Way). The approach road to the John Radcliffe is on Headley Way.

From the Woodstock Road, travel north for one mile, then right (Moreton Road) following the 'H' and 'A&E' and 'John Radcliffe' signs, along Marston Ferry Road to Headley Way.

For further information please check the website [www.ouh.nhs.uk](http://www.ouh.nhs.uk)

## Parking

Parking is pay and display. A free permit is available for parents or carers with a child in Critical Care. Once you have a permit you may park in the staff car parks.

## By coach

Oxford Bus Company: 018 6578 5400

Oxford Tube: 018 6577 2250

## By rail

Oxford railway station is 3 miles away from John Radcliffe Hospital, with its frequent trains from London (Paddington) and many other parts of the UK. Please allow at least 15 to 20 minutes by taxi from the station forecourt and 30 minutes by bus.

## By motorbike & cycle

There is free motorcycle parking under the West Wing in Car Park 3 and on the ground floor of staff Car Park D.

## Before setting off

If we decide that transferring your child to a PICU is the best option, we might need to spend a bit more time with them and possibly carry out further treatment, before it is safe to move them.

Once we have all the information we need, we will talk to you about your child's condition and explain what we have done to prepare them for the journey. We are here to answer any questions you may have, so please feel free to ask us anything you would like to know. It is important that you have all the available information.

## Travelling with your child

One parent can usually travel in the ambulance (and occasionally both parents, depending on the situation). You will need to remain seated with your seatbelt on at all times. Space is limited so we ask that you only bring one piece of luggage.

If your child requires treatment during the journey, the ambulance will stop. We completely understand if this happens it will be distressing for you and you will naturally want to be close to your child. However it is very important for you to stay seated and remain as calm as possible. This will enable the team to focus on treating your child. It is the best thing you can do for your child at that point in time.

The team will try to keep you updated on your child's condition throughout the journey. However, if urgent treatment is required they will focus solely on your child and explain everything to you as soon as it is safe to do so. In some cases, this may not be until you arrive at a PICU.

The ambulance may travel using lights and sirens through heavy traffic. If you normally suffer with motion sickness, you may find this is made worse during the journey.



## If you are unable to travel in the ambulance

There may be times when, in the interests of your child's safety, we only allow the medical team to accompany your child in the ambulance. In this case we will ask you or your child's current hospital to arrange your transport. For everyone's safety we ask that you do not follow the ambulance. We know this is a stressful time for you but taking a steady journey is in the best interests of both you and your child.

We will aim to provide you with accommodation if you need to stay at the hospital. We can provide you with information on this and the parking options if required.

## On Arrival

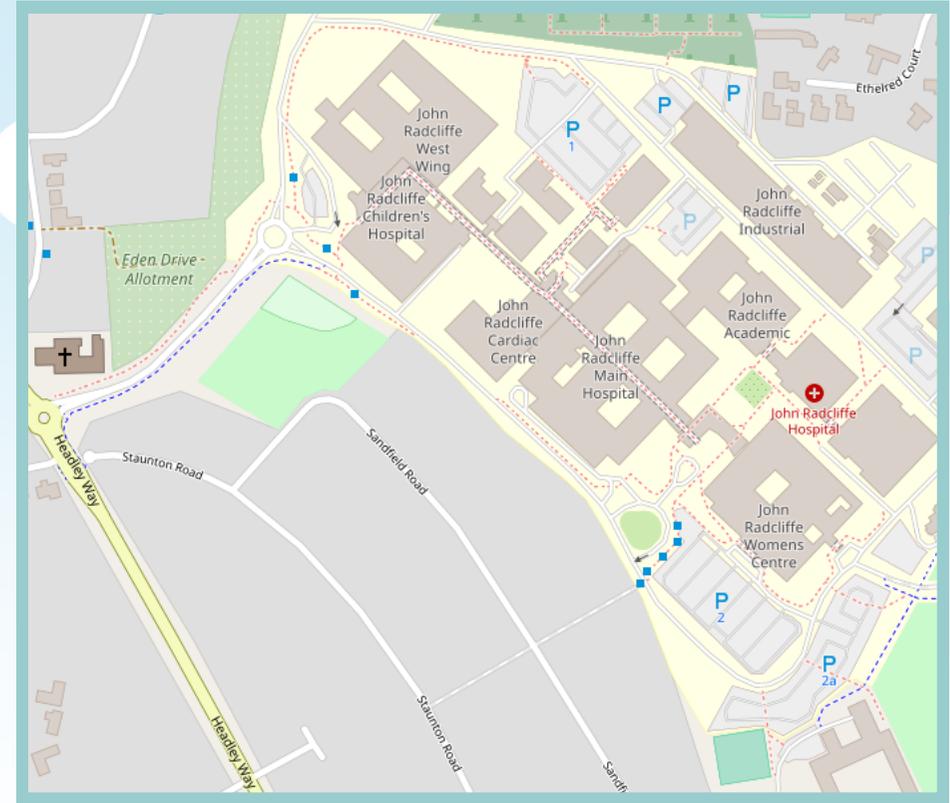
On arrival to your designated PICU, the team will transfer your child's care over to the receiving unit. Whilst this process takes place the team may ask you to sit in the parent's room. Once your child is stable on the monitors, the PICU nurse will bring you through to see your child.

## Parents in PICU

In PICU, staff and parents work together. This means we're open and honest with each other, share information freely and make decisions together. For the child, parents are the most important members of the team because they are able to offer comfort and support in ways nobody else can. Even if your child is asleep or unable to move because of tubes and machinery, there are still ways to reassure them with the touch of your hand and the sound of your voice.

For parents of babies and newborns, it's important to find ways to introduce yourself to your baby. Remember that babies learn to recognise voices first.

## PICU at Oxford



## Children's Hospital John Radcliffe Hospital

Headley Way  
Oxford  
OX3 9DU

01865 220 632



# PICU at Southampton

## How to find PICU at Southampton

PICU is located in the centre block of Southampton General Hospital on D level. From the main entrance on C level you should take the lift or stairs up one floor. The PICU is then clearly signposted on D level.

For further directions around the hospital please enquire at the main entrance reception.

## Visiting at Southampton

We don't think of parents as visitors on the unit, so you can be with your child as much as you like. However, PICU is a busy area, so we have some guidelines that we ask you to follow:

- Use the intercom outside the door to call before you come in.
- Let staff know if it's your first time on the unit.
- Remember to supervise your other children while they're visiting.
- We recommend only two or three people visit at any one time.
- Visitors who have been unwell should not come into the hospital unless they have been free of symptoms for 72 hours.
- Wash your hands and use the hand gel when you arrive and leave.

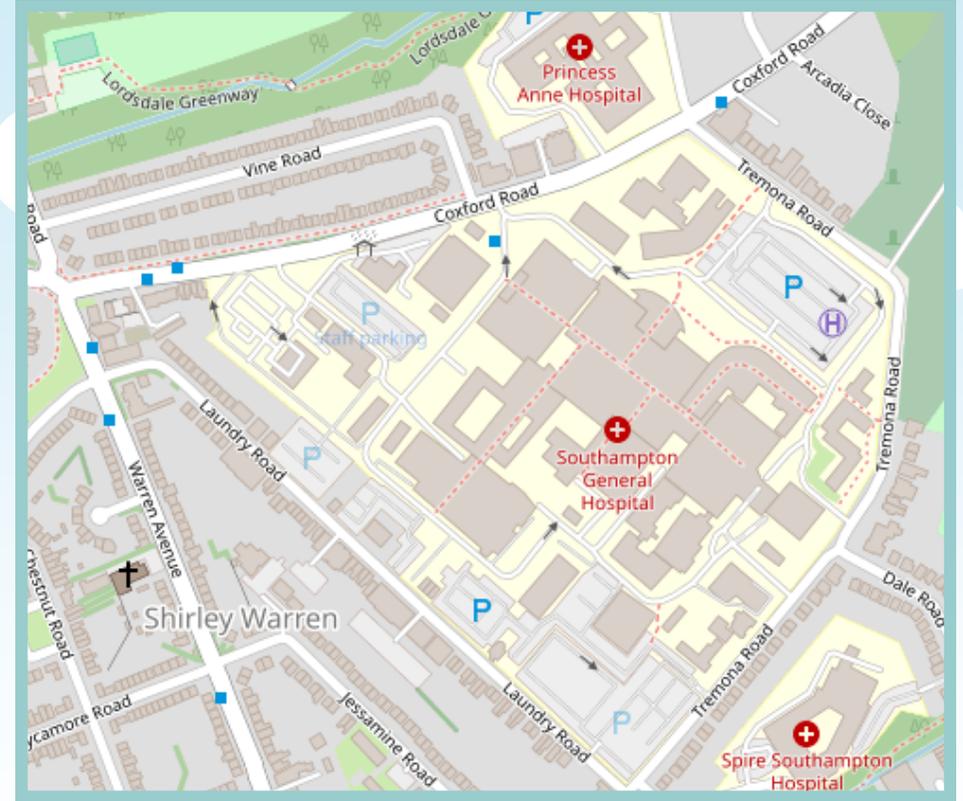
## Accommodation at Southampton

Parents' accommodation is situated across the main corridor from PICU. Rooms are allocated based on greatest need, so it's possible you could be asked to move to alternative accommodation, such as Ronald MacDonald House.

## Facilities at Southampton

There is a restaurant for patients, visitors and staff on B level of Southampton General Hospital (discount vouchers available), as well as other food outlets in the hospital's main entrance area on C level.

# PICU at Southampton



## Southampton Children's Hospital Southampton General Hospital

Tremona Road  
Southampton  
SO16 6LY



# Getting to Southampton General Hospital

## By car

There are clearly signposted drop-off/collection points outside each of the hospital entrances and at other locations around our sites.

If you require assistance, each of the entry and exit barriers and pay on foot machines have an information button that will give you access to either a traffic or security officer who will be pleased to help.

Please check our website [www.uhs.nhs.uk](http://www.uhs.nhs.uk) for current car park charges. If you stay longer than six hours, please obtain a parking discount voucher from the ward or department you have been visiting and take it to the security desk located at the main hospital entrance.

There are special concessions for resident parents and for some of our patients receiving treatments. Further information about these can be obtained direct from the ward or department.

## Directions

Maps and other useful travel information can be downloaded from our website [www.uhs.nhs.uk](http://www.uhs.nhs.uk).

## Long stay parking

If you need to use the car park for more than a few days, it may be worth purchasing a long-stay ticket.

Long-stay tickets allow unlimited parking for either seven, 14 or 30 days. Please obtain an authorised long stay voucher from your ward and take it to the Travelwise office located in the Old Nurses' Home on the Southampton General Hospital site.

Parents and carers who are staying with their child are entitled to a discounted parking ticket. Please speak to your nurse about this.

## By public transport

There are good transport links to and from our hospitals. Further information, including contact numbers for bus companies, is available from our website [www.uhs.nhs.uk](http://www.uhs.nhs.uk) or ring the public transport enquiry service on **0871 200 2233**. Bus route and timetable information is also available from the information point at the main entrance area of our hospitals. The nearest mainline train station is Southampton Central.

## By taxi

There is a taxi rank, and a freephone telephone to a local taxi firm is located at all the main hospital entrances.

## By ferry

Hythe Ferry: **023 8084 0722**

Red Funnel: **023 8033 4010**

## By coach

National Express: **0870 580 8080**

Megabus: **0900 160 0900**

## By motorbike or cycle

Motorbikes and cycles can be parked free of charge. The main motorbike bays are on the ground floor of the multi-storey car park at Southampton General Hospital. Cycle racks are located near the main entrance areas and at many other locations around our sites.

