

Paediatric Dietetic Department

Patient Information Leaflet

This leaflet contains important information about the service offered by the Paediatric Dietetic Department.

Introduction

Welcome to the Paediatric Dietetic Department. We treat children with a wide variety of nutritional problems, from birth to 19 years, from across the Dudley Borough and beyond.

How is my child referred to the Paediatric Dietetic Department?

Your child can be referred to us from your GP or hospital consultant.

Once we receive this referral and assess it, we will write to you asking you to either:

- Call us so that we can make an appointment for your child
- or
- Complete a food diary for your child.

We may also send you written information about your child's condition.

What happens if I need to complete a food diary?

Please complete the food diary and return it to us. We will then either ring or write to you with advice or send you an appointment to see us.

What happens if I need to make an appointment?

Please ring our answer machine and leave a message with your child's name and date of birth. Please also let us know if you will need to use the telephone interpreting service or a British Sign Language interpreter for the appointment. The number is:

01384 456111 ext. 3549

We will then send you an appointment letter. As our team sees so many children, please note that you will usually have to wait about six to eight weeks for an appointment.

Although we try to make appointments based on your preferences, we find that appointments after school and during school holidays are very popular. Therefore, we cannot guarantee to give you an appointment at these times. However, your child should be excused from school for hospital appointments.

When do appointments take place?

Appointments take place at our clinics. We have up to five clinics each week. These run between 9.30am to 12.30pm and 1.30pm to 4.30pm on Mondays to Fridays.

We usually give appointments to children at set clinics depending on the age of the child and the reason for their treatment. Appointments last about 30 minutes.

Keeping to our appointment schedule can be difficult and so we would appreciate it if you arrive on time for your child's appointment. If you are late for your appointment, unfortunately we may not be able to see you.

What if I need to change my appointment?

Please call the answer machine as soon as you can so that we can offer the appointment to someone else. The number is:

01384 456111 ext. 3549

You will usually have to wait about six to eight weeks for another appointment. If you ring to change it less than a week before, you may still receive a text message reminder for the original appointment. You do not need to do anything if you receive this reminder.

Important note:

The Dudley Group aims to make the best use of all the available clinic slots so that patients can be seen and treated as quickly as possible. Therefore, we have a policy in all departments that we discharge patients back to their GP in any of these cases:

- we do not hear from patients after we send out two letters asking them to contact us to book an appointment
- patients reschedule an appointment more than twice
- patients do not turn up for their appointments and do not contact us to let us know

If this happens, patients will need to ask their GP to make another referral, if an appointment is still needed.

Where do the appointments take place?

They are held in the Children's Outpatient Department or the Dietetic Department. Therefore, please check your appointment letter carefully to make sure you know the location of your appointment.

What do I need to bring?

- Your child's 'Red Book' (for children under five)
- A list of any medications your child is taking and the doses of these

You must bring your child to the appointment as we need to see them.

Please note that:

- If you come to the department and you do not have an appointment, unfortunately we will not be able to see you.
- It is your responsibility to tell us if you change your address, telephone number or GP.
- It is our duty to inform Children's Social Services if we feel that your child's health is at risk by missing appointments or by not following advice given.
- We support the NHS Zero Tolerance policy. This states that violent, threatening or abusive behaviour is unacceptable and will not be tolerated.

How do I contact you?

Enquiry line:

01384 456111 ext. 2225 (9am to 12noon and 1pm to 2.30pm, Monday to Fridays)

There is an answerphone if your call cannot be answered. If you leave a message, we aim to call you back within two working days but it may take longer at busy times.

Appointment line:

01384 456111 ext. 3549

This is a 24 hour answerphone. Please leave a message if you want to book, change or cancel an appointment.

Email:

paediatric.dietitians@nhs.net

We aim to answer your email in about two days but this may take longer when we are really busy.

This leaflet can be downloaded or printed from:

<http://dudleygroup.nhs.uk/services-and-wards/paediatrics-and-neonatology/>

This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta brosură poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru va rugăm sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سمعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ برائے مہربانی فون نمبر 08000730510 پر رابطہ کریں۔