

Follow-up phone appointment with the plastic surgery nurse

Your child had a plastic surgery procedure and needs a follow-up phone appointment with the plastic surgery nurse. This leaflet gives you information about their follow-up appointment. If you have any questions, please speak to a doctor or nurse caring for your child.

When the follow-up appointment takes place

We give you a specific date and time for a follow-up appointment with the plastic surgery nurse. This appointment takes place by phone about 6 weeks after your child's surgery date.

You get a letter or phone call to tell you when the follow-up appointment will be.

Why this service has been introduced

Our outpatient service is busy and many of our patients have to travel long distances to the hospital. We hope that a follow-up appointment by phone is more convenient for you and reduces any unnecessary travel costs.

How the service works

Due to patient confidentiality, we can only hold the phone appointment with the child's parent or legal guardian.

If we cannot speak to you during your allocated time slot, we will leave a message with our phone number. You can then contact us.

The appointment is your chance to mention any concerns or ask questions that you may have about your child's plastic surgery procedure.

If any concerns are raised during the appointment, we will book an appointment for a consultant to review your child in the hospital clinic.

If you prefer to come to the hospital clinic

You may prefer to see one of our consultants in person at the hospital instead of getting a phone call. If so, please tell the nurse either:

- during your child's follow-up appointment in the dressing clinic (please see our separate leaflet called "Your child's follow-up appointment in the plastic surgery dressing clinic")
- when we book the follow-up appointment

Contact us

If you have any questions or concerns, please contact the clinical nurse specialist for children's (paediatric) plastic surgery, **phone** 07747 204 489, Monday to Friday, 9am to 5pm.

If you are concerned about your child out of hours, please go to your nearest emergency department (A&E), walk-in clinic or GP as appropriate. They can then contact our plastic surgery team, if needed.

For more information on conditions, procedures, treatments and services offered at our hospitals, please visit **web** www.evelinalondon.nhs.uk/leaflets

Evelina London Medicines Helpline

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline, **phone** 020 7188 3003, Monday to Friday, 10am to 5pm
email letstalkmedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS), **phone** 020 7188 8801 **email** pals@gstt.nhs.uk. To make a complaint, contact the resolution department **phone** 020 7188 3514 **email** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your child's care in a different language or format, please contact the department where your child has the appointment.

NHS 111

This service offers medical help and advice from fully trained advisers. They are supported by experienced nurses and paramedics, **phone** 111 (24 hours a day) **web** www.111.nhs.uk

NHS website

This website gives information and guidance on all aspects of health and healthcare. It can help you to take care of your child's health and wellbeing, **web** www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We rely on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch, **phone** 0800 731 0319 **email** members@gstt.nhs.uk
web www.guysandstthomas.nhs.uk/membership



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