

Transferring your child to a paediatric intensive care unit (PICU)



South Thames RETRIEVAL SERVICE 

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If you forget which paediatric intensive care unit (PICU) your child is going to, please ask one of the STRS team. The staff at the PICU will give more detailed information about their services and hospital when you arrive.

This leaflet includes local transport and parking information which could be subject to change. For travel in London, visit, [web](http://www.tfl.gov.uk) www.tfl.gov.uk for the most up-to-date information.

Transferring your child to a PICU

Your child's doctor has asked for your child to be transferred to a paediatric intensive care unit (PICU). We understand that this is an extremely stressful time for you, and we will try to help you in any way we can.

South Thames Retrieval Service (STRS)

The team you've met are part of the South Thames Retrieval Service (STRS) for children. The STRS transport critically ill children from district general hospitals (DGHs) to the most appropriate PICU, usually in south London: St George's Hospital, King's College Hospital, or Evelina London Children's Hospital. If a child has a specific need we will transfer them to a PICU that specialises in providing the care they need.

Members of the team

The retrieval team is made up of a doctor or a retrieval nurse practitioner (RNP), a nurse, and an ambulance technician. The nurse has a specialist qualification in children's intensive care, and training in the transportation of critically ill children. The doctor, RNP, and nurse, are senior members of the PICU team at Evelina London. The ambulance technicians have specialised training and work for BEARS Ambulance Service.

About the retrieval service

Your local hospital will have called the STRS to make a referral. A doctor or RNP from the STRS will discuss your child's condition and treatment with the team looking after them. They will also advise on further treatment after discussion with the consultant. Once your child has been accepted for transfer, the retrieval team will be sent to collect your child.

When the STRS team arrives at your child's local hospital, there will be a full handover from your child's medical team. The STRS team will decide the best way to transport your child, and your child will then be safely transported to the agreed PICU.

Our ambulances are specially designed for the safe transfer of critically ill children. Sometimes, an air ambulance (helicopter) may be used to transfer a patient.

The ambulance insurance allows 1 or 2 parents to travel in the back of the ambulance, if there is space.

Unfortunately, sometimes you will not be able to travel with your child in the ambulance. If this is the case, the STRS team will be able to tell you the best way to travel to the PICU. Our aim is to provide a safe transfer to the PICU for you and your child.

If you're not in the ambulance, and are driving, **do not** follow the ambulance too closely. This is not safe and may result in an accident.

Travelling with your child

Your child's safety

All children being transferred will be accompanied by at least 2 members of the STRS team.

During transfer, your child will be receiving 'intensive care on the move'. They will be attached to a monitor which gives constant readings of their heart rate, blood pressure, and oxygen levels. Alarms are set so that small changes in your child's condition can be detected quickly. Sometimes, other factors, such as uneven roads, can trigger the alarms, so please be aware that the alarms will probably go off several times during the journey.

Treatment during transport

Most children will have a tube in their nose or mouth which is attached to a breathing machine (ventilator) to help with their breathing. They may also have several intravenous cannulas (drips). This allows us to give them medicine to help sedate them (make them feel sleepy) and provide pain relief. It can also be used to give medicine to treat their specific condition, if needed. During the journey, your child may need extra medicines or intravenous fluids. This is normal and does not necessarily mean that your child's condition is getting worse.

The medical team may ask for the ambulance to stop if they need to assess your child or get out of their seats. This allows them to check your child safely and without the noise or vibration of the vehicle. The team will try to keep you updated on your journey. Our priority is caring for your child, so please be aware that if urgent treatment is needed, the team may need to focus on your child and give you an explanation later.

Safety in the ambulance

The ambulance insurance requires that parents must travel in the back of the ambulance. You must also stay in your seat with your seat belt on at all times when the ambulance is moving.

Travel sickness

The ambulance will travel fast and will use blue lights and sirens at times to help move through traffic. Because of this, the journey can be quite bumpy. If you usually have travel sickness, you may find this is worse during the journey. Please tell the team if you feel sick and they can provide you with a vomit (sick) bag.

Luggage

Space is very limited in the ambulance so you can only bring 1 piece of luggage. This must be secured in the vehicle throughout the journey. This is to comply with the rules for emergency ambulances. It also prevents injury from any loose luggage moving around in the back of the ambulance.

Phone charger and snacks

The ambulance has a phone charger for most phones on board, so please let the team know if you want to use it. We also carry a small supply of snacks and drinks. We are here to help you and your child so please speak to the team in the ambulance if you have any questions or concerns.

Useful checklist for parents

This is a suggestion of some things you might need while in hospital, which you, or a friend or relative, can bring.

- ☐ Money or bank card
- ☐ Mobile phone and charger
- ☐ Toothbrush and toothpaste
- ☐ Shampoo and conditioner
- ☐ Toiletries
- ☐ Hairbrush
- ☐ Clothes for yourself
- ☐ Underwear for your child
- ☐ Socks and pyjamas
- ☐ Nappies
- ☐ Your child's favourite toy
- ☐ Your child's glasses or contact lenses
- ☐ Medicines for your child
- ☐ Medicines for yourself or partner
- ☐ Snacks

Don't forget

- ☐ Someone to pick up brothers and sisters from school
- ☐ Someone to feed the pets
- ☐ Someone to water the plants
- ☐ Pay Congestion or ULEZ charge if needed

Evelina London Children's Hospital

web www.evelinalondon.nhs.uk

PICU, Forest Ward (Level 2) and Sky Ward (Level 6)

Evelina London Children's Hospital,

St Thomas' Hospital, Lambeth Place Road, London, SE1 7EH

Switchboard **phone** 020 7188 7188

PICU, Forest ward, **phone** 020 7188 4500, 020 7188 4501

PCCU, Sky ward, **phone** 020 7188 4503

Evelina London is next to St Thomas' Hospital. You can access it using St Thomas' main entrance or from Lambeth Palace Road. The PICU is on the 2nd floor and the PCCU is on the 6th floor. The retrieval nurse will tell you which floor your child will be on. The PICU cares for children from birth up to 16 years with conditions affecting all body systems. This includes cardiac, respiratory, neurology, renal, metabolic, endocrinology, and general surgery.

Accommodation

Parent accommodation is available if you want to stay. This is in the hospital on the first floor, or at Ronald McDonald House, Lambeth Palace Road. Other family members can stay at Ronald McDonald House. Accommodation can be arranged for you once your child is admitted.

Visiting

Parents may visit at any time during their child's stay, but will be asked to leave during the nursing handover. This is at 7.30am, and 7.30pm. The handover usually lasts for about 30 minutes. We ask that visitors are limited to 2 people per bed. Friends and family may visit between 9am and 8pm. The unit has a parents' room which has a play area and kitchen facilities. There are shops, restaurants, cafes, a cash machine and a pharmacy on site.

From main reception, walk towards the back of the hospital, following the wheelchair signs. Go through the double doors and take the lift to the 2nd or 6th floor.



Evelina London Children's Hospital

By bus (scan the QR code for more information)

- 76, 341, 381, RV1 stop at York Road.
- 12, 53, 148, 159, 211 and 453 stop at Westminster Bridge Road.
- 77, 507 and N44 stop at Lambeth Palace Road.
- 12, N44, 53, 148, N155, N159, N381 and 453 stop at Westminster Bridge Road at night.
- 3, 344 and C10 stop at Lambeth Road.



By Tube (London Underground)

Westminster – District, Circle, Jubilee lines, 10-minute walk.

Waterloo – Bakerloo, Jubilee, Waterloo and City and Northern lines, about a 15-minute walk.

Lambeth North – Bakerloo line, about a 15-minute walk.

By train

Waterloo, Waterloo East, Victoria and Charing Cross are the nearest train stations.

By car

The car park has limited spaces, and you need to pay at the machine before you return to your car. There are no paper tickets as it uses automatic number plate recognition (ANPR). Charges are displayed at the entrance. The first 24 hours in PICU are free, but your bedside nurse must email the Security Team on your arrival.

Evelina London is in the London Congestion Charge zone and the Ultra Low Emission Zone (ULEZ). See page 36 for more information on how to pay.

St George's Hospital

web www.stgeorges.nhs.uk

PICU, 1st floor, Lanesborough Wing, St George's Hospital, Blackshaw Road, London, SW17 0QT

Switchboard, **phone** 020 8672 1255

PICU **phone** 020 8725 1932

St George's Hospital has a 10-bed general PICU, and a 5-bed step-down ward. It cares for children from birth up to 18 years. The hospital specialises in general surgery, urology, ear, nose and throat, neurosurgery, orthopaedics, plastic surgery, oncology, infectious diseases, endocrinology, neurology, gastroenterology, and general paediatric intensive care.

Accommodation

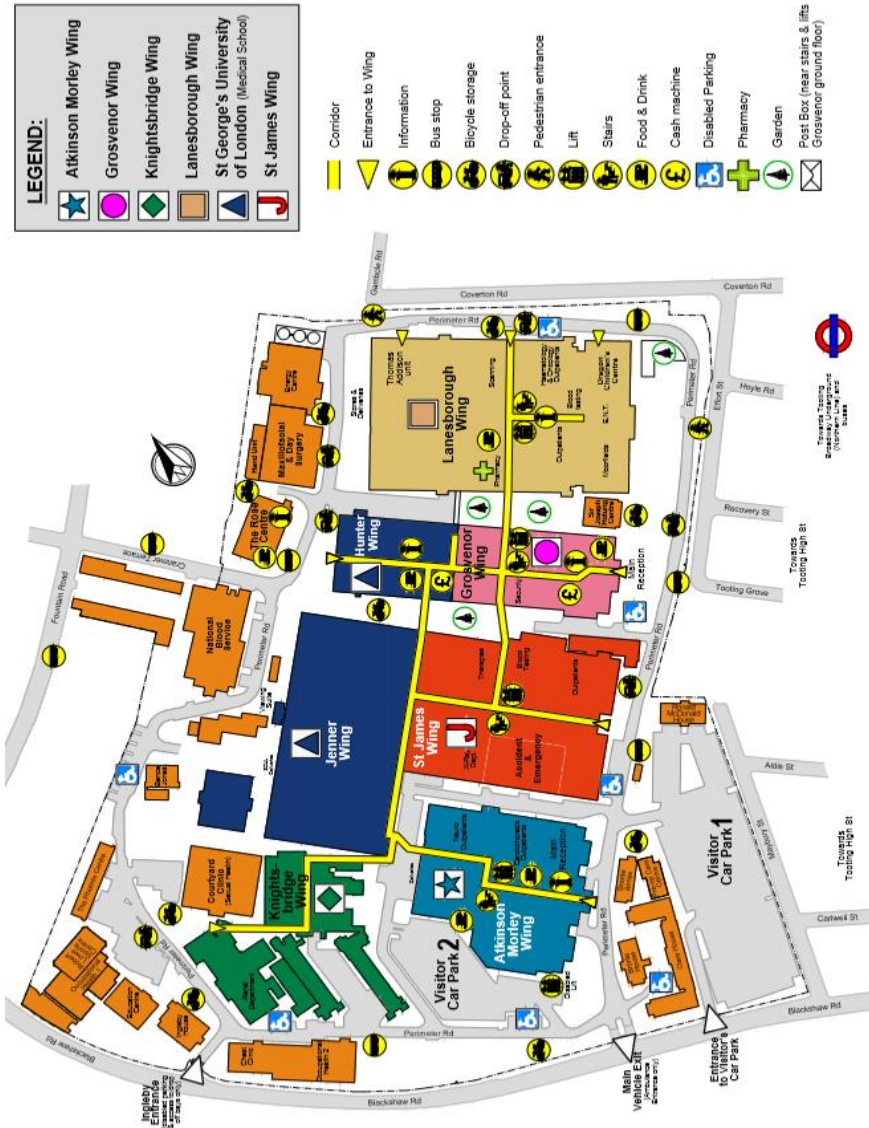
The parents' room is at the entrance to the PICU where there is a lounge area, with a kitchen and toilet facilities. There is a range of overnight accommodation including 5 beds in shared accommodation opposite the PICU, and 8 rooms at Ronald McDonald House. The Ronald McDonald House rooms include access to a kitchen, dining and laundry room, and a garden area. It is in the hospital grounds, next to the main car park and allocation is based on distance from the hospital as well as those with the greatest need.

Visiting

Parents may visit at any time during their child's stay. Family and friends can visit up until 8pm. Bedside visitors are limited to 2 people for each bed at any time. SGH is a large teaching hospital and has a variety of shops, restaurants, cafes, a pharmacy and cash machines.

St George's Hospital Map

PICU is on the 1st floor of the Lanesborough Wing.



Travelling to St George's Hospital

By bus (scan the QR code for more information)

- 493, 155, 264, 280, G1.

By Tube (London Underground)

Tooting Broadway – Northern line, 10-minute walk. You should enter the hospital using Hoyle Road (off Tooting High Street) through a gate in Effort Street.



By car

There is one car park within the entrance on Blackshaw Road. The charges are displayed in the car park and are to be paid on exiting. Car park vouchers are available - one for each family at £10 for a week. Please ask the nurse looking after your child for more information.

SGH is in the Ultra Low Emission Zone (ULEZ). It is not in the Congestion Charge Zone, but you may drive through it to get to the hospital. See page 36 for more information on how to pay.

King's College Hospital

web www.kch.nhs.uk

PICU (Thomas Cook Children's Critical Care Centre)
3rd floor, Cheyne Wing, King's College Hospital,
Camberwell South, Denmark Hill, London SE5 9RS
Switchboard, **phone** 020 3299 9000
PICU, **phone** 020 3299 7660

The Thomas Cook Children's Critical Care Centre is at King's College Hospital. It cares for children from birth to 16 years who need high dependency or intensive care for neurosurgery, trauma, liver and general disorders. There are 16 beds (8 high dependency and 8 intensive care), including 2 cubicles. KCH is on Denmark Hill and Bessemer Road. The PICU is on the 3rd floor, Cheyne Wing, in the Variety Club Children's Hospital.

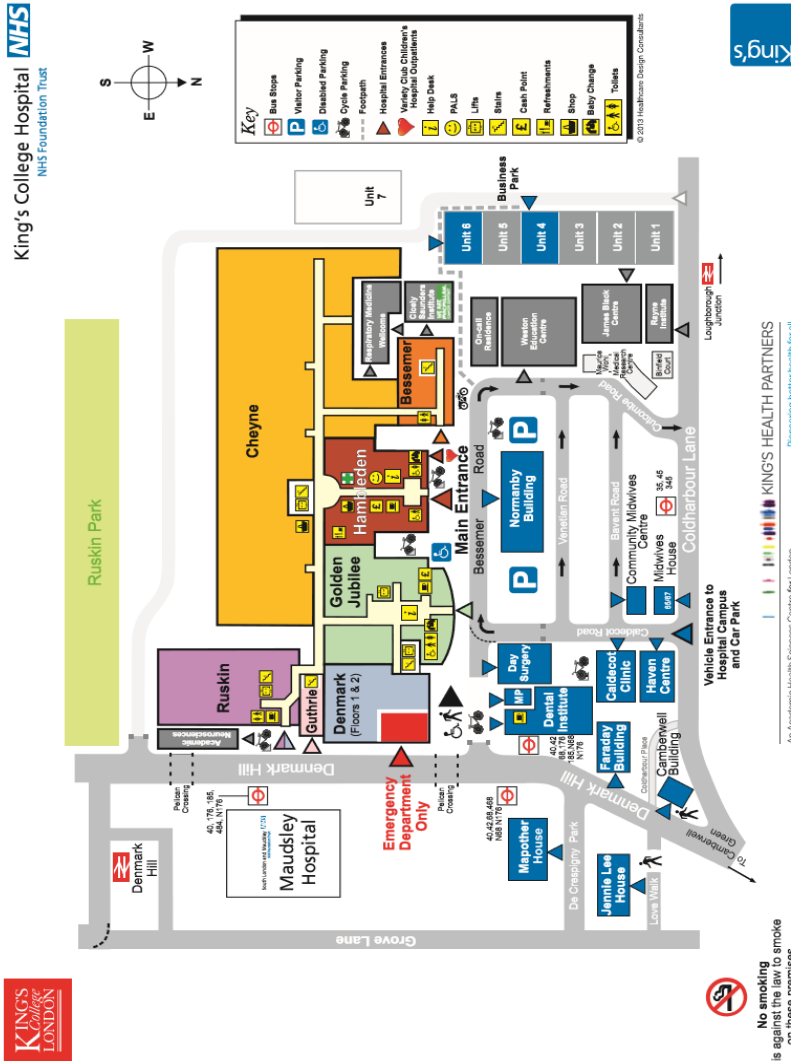
Accommodation

Every effort will be made to accommodate you if you want to stay with your child during their admission. This will be in one of the 3 parents' rooms near to PICU, or at Ronald McDonald House which is nearby,

Visiting

Parents can visit at any time during their child's stay. Family and friends can visit between 10am and 8pm. Children under 5 years old should not be brought into the PICU. We ask that visitors are limited to 2 people for each bed at any time. The unit has a parents' room and kitchen facilities. There are a variety of shops, restaurants, cafes, and a cash machine at KCH.

PICU is in the main block of the hospital, on the 3rd floor of Cheyne Wing in the Variety Club Children's Hospital. It is at the end of the long corridor, next to Mountbatten Ward.



Travelling to King's College Hospital

By bus (scan the QR code for more information)

- 40, 176, 185, 484 stop at Kings College Hospital (stop B)
- 40, 42, 68, 176, 185, 468, 484, N68 stop at Kings College Hospital (Stop R)
- 42, 68, 468, N68 stop at Kings College Hospital (stop A)



By train

The nearest railway stations are

- Denmark Hill, about a 5-minute walk away
- Loughborough Junction, about a 12-minute walk away.

By car

Car parking close to KCH is very limited so we would advise you to come by public transport. The hospital car park is on Bessemer Road.

King's College Hospital is in the Ultra Low Emission Zone (ULEZ). It is not in the Congestion Charge Zone but you may drive through it to get to the hospital. See page 36 for more information on how to pay.

Great Ormond Street Hospital (GOSH)

web www.gosh.nhs.uk

PICU (Seahorse Ward), Level 4, Variety Club Building,
Great Ormond Street Hospital, London WC1N 3JH

Switchboard, **phone** 020 7405 9200

PICU, **phone** 020 7829 8808

CICU, **phone** 020 7813 8828

The PICU at Great Ormond Street Hospital is also known as Seahorse ward. It is a 19-bed unit with 8 isolation cubicles. The PICU cares for children from birth, up to 16 years old, who need intensive care and support for specialties including general surgery, oncology, neurology, metabolic, renal, spinal surgery, ENT, respiratory, cardiology and endocrinology.

Accommodation

If your child is in PICU, they offer overnight accommodation for 2 parents (this may require a £10 deposit, refundable on departure). Please leave other children with relatives or friends. If this is not possible, the hospital has 2 houses as part of the Sick Children's Trust. These are free but also require a £10 deposit.

Visiting

Parents are encouraged to visit as often as possible and can stay as long as they wish except during the morning ward round, which is between 8:15am to 9:30am. We also request that there are only 3 visitors at a time (1 must be a parent). There is a family lounge with toys and a TV, and a parents' lounge along the corridor, where you can make hot drinks. Children must be supervised at all times.

Great Ormond Street Hospital Map

The PICU is also known as Seahorse Ward. It is on Level 4 of the Variety Club Building.



Travelling to Great Ormond Street Hospital

By bus (scan the QR code for more information)

- 7, 8, 17, 19, 25, 38, 45, 46, 55, 59, 68, 91, 168, 188, 242 and 243 come within about a 15-minute walk of the hospital



By Tube (London Underground) (both within walking distance)

Russell Square – Piccadilly line.

Holborn – Piccadilly and Central lines.

By train

Euston, King's Cross and St Pancras are a about a 15-minute walk away.

By car

Parking is very limited, but there are 2 NCP car parks near the hospital. You can get a parking permit in some circumstances. Disabled badge holders can park in the immediate area as long as they are in residents parking bays, parking meters and pay and display bays, and designated disabled parking bays.

GOSH is in the Congestion Charge Zone and the Ultra Low Emission Zone (ULEZ). See page 36 for more information on how to pay.

St Mary's Hospital

web www.imperial.nhs.uk

PICU, 7th floor, Queen Elizabeth the Queen Mother building,
St Mary's Hospital, Praed Street, London W2 1NY

Switchboard, **phone** 020 3312 6666

PICU, **phone** 020 3312 6380 / 6466

St Mary's Hospital has a 15-bed PICU with 2 high dependency beds. The unit cares for children from birth up to 16 years old with life-threatening conditions including severe infections (such as pneumonia and meningitis), trauma, airway problems, neurological conditions and patients who have had surgery.

Accommodation

Accommodation for parents who want to stay while their child is in PICU or the high dependency unit (HDU) can usually be provided in a nearby hotel. The hotel room will be paid for by the hospital or the unit charity, COSMIC. The nurse in charge will give you a key to your allocated room. If a hotel room is not available, we will find you a bed within the paediatric unit, so that you will have somewhere to rest. Sleeping at your child's bedside is not allowed. This is for your child's safety in case we need to attend to them quickly.

Visiting

Parents can visit 24 hours a day. There is a parents' sitting room with kitchen facilities to make drinks and snacks.

The PICU is on the 7th floor of the Queen Elizabeth the Queen Mother (QEQM) building.



Travelling to St Mary's Hospital

By bus (scan the QR code for more information)

- 7, 15, 23, 27 and 36 all stop on Praed Street.



By Tube (London Underground)

Paddington – Bakerloo, Circle, District, and Hammersmith & City lines are within walking distance.

By train

St Mary's Hospital is within walking distance of Paddington mainline railway station.

By car

On-street car parking is very limited around the SMH site. Metered parking is available on Praed Street and disabled parking is available on Winsland Street.

St Mary's Hospital is in the Ultra Low Emission (ULEZ) Zone. It is not in the Congestion Charge Zone, but you may drive through it. See page 36 for more information on how to pay.

Royal Brompton Hospital (RBH)

web www.rbht.nhs.uk

PICU, Level 4, Sydney Wing, Royal Brompton Hospital,
Sydney Street, London SW3 6NP

Switchboard, **phone** 020 7352 8121

PICU, **phone** 020 7351 8590

Royal Brompton Hospital is a specialist heart and lung hospital. The PICU has 16 beds, including 4 high dependency beds. The unit specialises in the care of children from birth up to 16 years with heart (cardiac) and breathing (respiratory) conditions, and those needing PICU after heart or lung surgery.

Accommodation

Only 1 parent or carer can usually stay free of charge in our parents' units. These are on Level 6, Sydney Wing, and are about a 5-minute walk away. As your child gets better you may be asked to move accommodation. The nurse looking after your child will give you more information.

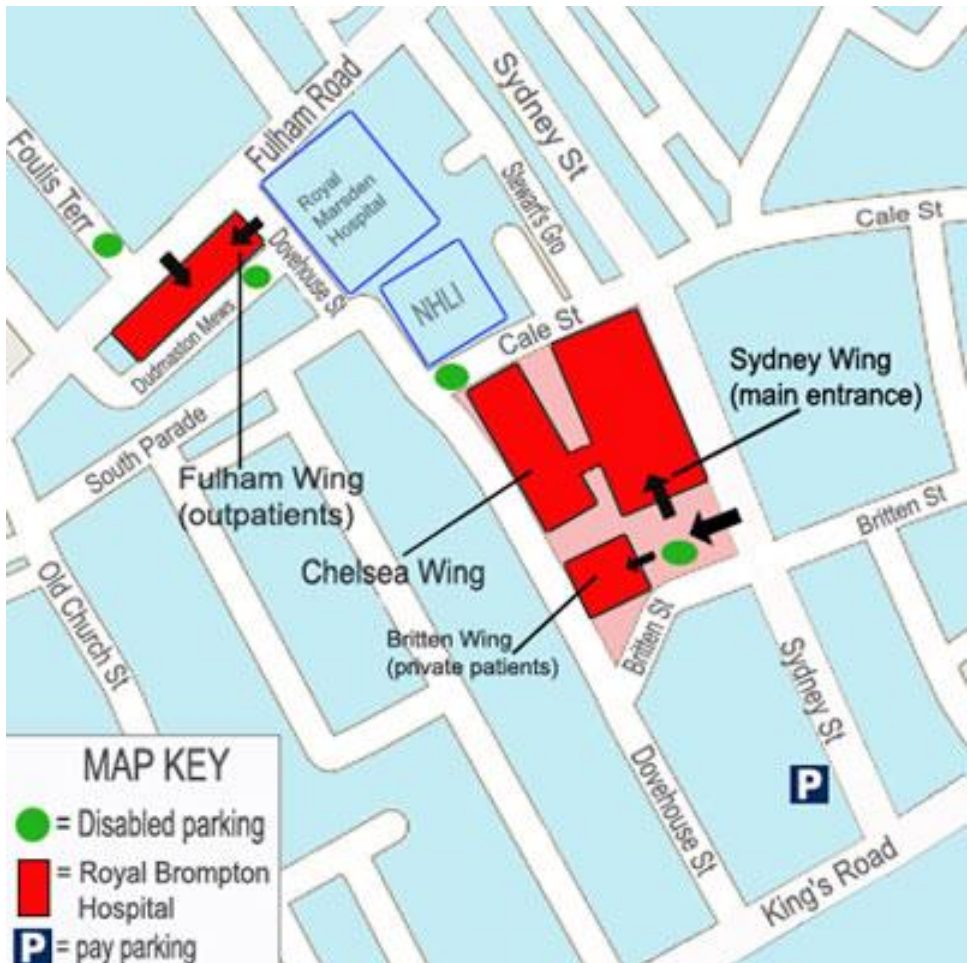
Visiting

You can stay with your child any time, except for during the morning ward round, which is between 7:15am and 8:15am. We ask that you are present when visitors come, and that visitors are limited to 2 people at any time. Other family adults can visit along with brothers and sisters.

There is a small sitting room on the unit with a kitchen where you can make drinks and heat food.

Royal Brompton Hospital Map

The PICU is on the 4th floor of Sydney Wing.



Travelling to Royal Brompton Hospital

By bus (scan the QR code for more information)

- 14 and 345 stop immediately outside the Fulham Wing.
- 49 and 211 stop in Sydney Street.
- 11, 19, 22, 211, 49 and 319 stop on King's Road.



By Tube (London Underground)

South Kensington– Circle, District and Piccadilly lines.
The hospital is about a 5 to 10-minute walk.

By car

There are very limited spaces available for disabled badge holders and parents of paediatric patients (children) in front of Sydney Street. The local authority has parking spaces for disabled drivers in Cale Street, Foulis Terrace and Dudmaston Mews.

RBH is in the Ultra Low Emission Zone (ULEZ). It is not in the Congestion Charge Zone but you may drive through it. See page 36 for more information on how to pay.

The Royal London Hospital

web www.bartshealth.nhs.uk

PICU, Ward 6C, Level 6, Lift core 9, The Royal London Hospital, Whitechapel Road, Whitechapel, London E1 1BB
Switchboard, **phone** 020 7377 7000
PICU, **phone** 020 3594 0382/3

The PICU cares for children from birth up to 16 years. The PICU has 10 beds and provides intensive care and high dependency care. The unit has a special interest and experience in paediatric trauma.

Accommodation

There are 2 rooms available on the unit for parents to use. These are provided on a temporary basis. If you need ongoing accommodation we will transfer you to Stevenson House (several minutes away). Stevenson House has private family bedrooms, bathrooms, equipped kitchens, a communal dining area, playroom, and shared living room and laundry facilities.

Visiting

Parents are welcome to be with their child as often as they want. All other visitors can only visit between 11 am and 7pm. Only 3 adults can be at each bed at the same time. Children over 5 years can visit but must be accompanied by an adult. Parents and visitors will be asked to leave 2 times a day during the ward rounds.

The Royal London Hospital Map

The PICU is on Level 6.



Travelling to The Royal London Hospital

By bus (scan the QR code for more information)

- 25, 106, 205, 253, 254 stop outside, or close to, the hospital on Whitechapel Road.
- Night buses: N25, N106 and N253.
- 15, 115 and D3 stop close to the hospital on Commercial Road.



By train

London Liverpool Street is about a 25-minute walk away.

By car

There is no public parking at the hospital but there is limited metered parking on Turner Street, Ashfield Street, Varden Street and Cavell Street. Parking is free on weekdays 5.30pm-8.30am and on weekends. There are a small number of parking bays for drivers with blue badges on Raven Row Street.

RLH is in the Ultra Low Emission Zone (ULEZ). It is not in the Congestion Charge Zone, but you may drive through it. See page 36 for more information on how to pay.

University Hospital Southampton

web www.uhs.nhs.uk

PICU, Centre Block, Level D, Southampton General Hospital, Tremona Road, Southampton, Hampshire, SO16 6YD

Switchboard, **phone** 0238 077 7222

PICU, **phone** 0238 120 6972

The PICU is based at Southampton General Hospital. They have 14 beds, and admit children from birth up to 18 years with medical and surgical problems. The unit also specialises in cardiology, neurology, spinal and neonatal surgery.

Accommodation

Parents can stay in the Ronald McDonald rooms opposite the PICU, or at Ronald McDonald House, which is onsite but a short distance from PICU. The rooms are allocated on a daily basis and brothers and sisters are welcome to stay. The rooms are equipped with a kitchen, TV lounge, waiting room and toilets. There are also play facilities for brothers and sisters.

Visiting

Please let staff know if it is your first time on the unit so a member of the team can show you around. Parents are welcome to stay with their child as often as they like. We ask that visitors are limited to 2 people at any one time. There are shops, restaurants and cafes and a cash machine in the hospital.

University Hospital Southampton Map

The PICU is on Level D of the Centre Block.



Travelling to University Hospital Southampton

By bus

First Southampton bus number 3 runs from Southampton Station to Southampton General Hospital.

By train

The nearest railway station is Southampton Central railway station.

By car

Southampton General Hospital has a main multi-storey car park off Tremona Road. When parking in the car park, collect your ticket on entry and keep it with you. Please pay for your stay before you return to your vehicle. Pay machines are located on the ground floor by the entrance to the car park, and outside the main hospital entrance. Car park discount vouchers are available for PICU families, please ask your nurse for details.

Addenbrooke's Hospital, Cambridge

web www.cuh.nhs.uk

PICU, Level 3, Addenbrooke's Hospital, Hills Road, Cambridge, CB2 0QQ

Switchboard, **phone** 01223 245151

PICU, **phone** 01223 217715 / 388294

The PICU is on Level 3 (the ground floor is Level 2). It is a 13-bed ward with 9 intensive treatment and 4 high dependency beds caring for critically ill children. Many of the patients are admitted as emergencies, or transfers from the wards at Addenbrooke's or other hospitals. Some of the patients are planned admissions after surgery.

Accommodation

Parents can stay overnight but not at the child's bedside or in the parents' room. We have accommodation nearby on the hospital site and family rooms available in the Sick Children's Trust Acorn House. The accommodation is free. Please ask your child's nurse for more information about accommodation, but please do not feel that you must stay, as it is important that you allow yourself time to sleep while your child is in PICU.

Visiting

Parents are welcome to visit their child at any time. Visitors are welcome with parents' permission but you can only have 2 visitors for each bed. A door entry system is provided as security. There are shops, restaurants and a bank in the hospital.

From the main hospital entrance, turn right through the revolving door, turn left and walk past the hairdressers, across the corridor to the C and D ward lifts. Take the lift to Level 3. As you leave the lift, turn left, then left again and C3 is in front of you.



Travelling to Addenbrooke's Hospital, Cambridge

By bus

Nearly 60 buses an hour serve Addenbrooke's on weekdays.

By train

Cambridge Station is about 2 miles from Addenbrooke's Hospital. From there, you can get a Citi 1 or Citi 7 bus to Addenbrooke's. There is also a taxi rank outside the station.

By car

Parking spaces are available, but very limited so visitors are encouraged to come by public transport. Car parks are pay on exit. Please make sure that you have change for the ticket machines.

Notes

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More information

Congestion Charge and Ultra Low Emission Zone (ULEZ)

In London, the Congestion Charge zone operates from 7am to 10pm, 7 days a week, including public holidays. ULEZ operates in the same area as the congestion charge, 24 hours, every day of the year. To pay the Congestion or ULEZ charges, or for more information, **phone** 0343 222 2222 or visit, **web** www.tfl.gov.uk

Don't forget to pay the charges. You cannot reclaim Congestion Charge or ULEZ from the hospitals.

Smoking

All hospitals have a no smoking policy. Smoking (including e-cigarettes) is not permitted anywhere in hospital grounds.

Parents' feedback

We value any feedback about your child's transfer by the STRS. Please send your comments to the STRS retrieval co-ordinator, **email** PICUSTRSRetrievalLeads@gstt.nhs.uk

You can also complete the STRS patient satisfaction survey at, **web** www.evelinalondon.nhs.uk/STRSsurvey

To sign up as fundraising volunteers please contact, **email** info@supportevelina.org.uk

Leaflet number: 1653/VER5

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A list of sources is available on request