

Your Evelina REACH appointment

This appointment will take place with an occupational therapist from Evelina REACH. During this appointment we will discuss your concerns about your child's hand use, and options to support the development of their hand skills.

What you will need

- A computer, laptop, tablet, or smartphone with a built-in camera or microphone.
- **For infants:** a plain-coloured blanket.
- **For older children:** a highchair with tray, or chair and table, against a plain background.
- Your child's favourite toys/activities.
- The Attend Anywhere® instructions and the link to appointment (this will be sent by email before your appointment).
- A list of any questions or concerns you would like to talk about.

Getting ready

- Set up in a quiet, private, and well-lit room (please turn off television or music).
- **For infants,** lay the mat or blanket on the floor.
For older children, set up the highchair or table.
- Make sure your child is wearing short sleeves, so that we have a good view of their arms and hands.
- Check that you and your child are both in camera view and we can clearly see how toys or objects are handled by your child. The camera should be placed rather high, diagonally facing the assisting hand. If you don't have a tripod, you can Google 'DIY phone holders' for other options.
- Keep toys/activities within easy reach.



Connecting

- Follow the instructions on the Attend Anywhere® leaflet to connect a few minutes before your appointment time.
- Check connection.
- Make sure we have your phone number before the appointment in case the connection fails.
- If you get cut off and can't reconnect, wait for a phone call.

Top tips

Here are some things to think about when preparing for your appointment.

- **Setting up a good sitting position** for older children can take time. Make sure
 - 1) the table is at elbow height
 - 2) their feet are supported or flat on the floor
 - 3) hips, knees, and ankles are at 90°.
- **Consider using earphones or turning the camera away** from your child's view if they are distracted by the camera or sound of therapist.
- **Be prepared to talk with your therapist.** This is a chance to ask questions. It may help to have a snack or favourite toy or activity available to keep your child busy during this time. Alternatively, it may be helpful to have a second adult to care for your child while you speak to the therapist.

Contact us

If you would like more information, please contact us, **t:** 07717 680 883,
e: evelinareach@gstt.nhs.uk

You may also visit our website for more information:

w: www.evelinalondon.nhs.uk/ourservices/hospital/reach/patients.aspx

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:** 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.

t: 020 7188 3003, Monday to Friday, 10am-5pm **e:** letstalkmedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch.

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

This service offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111 **w:** www.111.nhs.uk

Leaflet number: 5078/VER1

Date published: October 2020

Review date: October 2023

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A list of sources is available on request