

Outpatients

The outpatient play service

The play service is committed to promoting a positive image of hospital experiences to children and their families.

The play service provides the following core services:

- A free playroom facility
- Play facilities in clinic areas and outpatient departments
- Preparation and support for children undergoing procedures

Playroom

Who can use the Playroom?

Children who are patients, dependants or siblings of patients attending outpatient appointments can be left in the playroom for the duration of the appointment. This is subject to available places and our opening times. Children who have a close relative on a ward may stay in the playroom for one hour a day subject to the demand for places from outpatients.

Opening hours

- The playroom is open Monday to Thursday from 0900 to 1300 and again from 1330 to 1700 hours.
- On Fridays it is open from 0900 to 1300 and again from 1330 to 1600 hours. This facility is free and cares for children aged from four months to 14 years

Who looks after your children?

Qualified staff supported by volunteers will look after your children. All have enhanced police checks in place.

Security

You will be asked to complete a registration form and you will be given a security slip by staff. Staff may ask to see your appointment letter or card. No child is allowed to leave the area without the security slip being presented. In the event of it being lost, an alternative check will be made.

How to use the playroom

You can book in advance to ensure a place. Come into the playroom or ring us on 01223 216332 to reserve a place. Alternatively you can arrive without pre-booking a place, but you should be aware that we may be full, especially in the school holidays. **Please try to pre book children under the age of three, as places are limited for very young children.**

Children's wards and the Child Development Centre

Children from these areas can use the playroom. However, these areas do have staff that may be able to help you with your children.

What if your child does not settle?

In the event of your child becoming distressed we will contact the clinic and ask you to come back. Clinic staff are understanding about this and know it is a firm rule that you must return if the playroom contacts you.

What you should bring with you

Please bring nappies, feeds and snacks for children. It is useful to bring a buggy in case your child needs a rest. **Large buggies can be difficult to accommodate so if you have a small one available, please bring it with you.**

Clinic areas

We provide toys, books, badges and certificates to all clinic areas. All the toys are cleaned and checked for safety 11 months out of the year. All clinics have activity sheets for children, please let the playroom staff know if these are not available when you are in clinic. Please ask your child to pick up the toys he/she has played with.

Therapeutic play

A hospital play specialist is available to help you and your child cope before and during procedures. If you would like to speak to her, ring 01223 216332 and she will be happy to help you.

Special needs

Children with special needs are very welcome in the playroom which, though small, is accessible to wheelchairs. You may find it worthwhile to talk to staff in advance so that they can offer you and your child the most appropriate service.

Playroom standards

Our service sets standards that we hope will meet the needs of all children and are as follows:

- 1.1** All users will complete a registration form and receive a security slip.
- 1.2** Children will not leave the playroom without a security check being made.

1.3 The playroom staff will know the whereabouts of all adults leaving children in the playroom.

1.4 All children will be welcome in the playroom regardless of disability.

1.5 All children will be provided with activities appropriate to their development and needs.

1.6 All parents/guardians will be advised that if children are to play outside they will be protected from the effects of the sun.

The standards for clinic areas are displayed in the playroom.

We hope that you will feel able to discuss the needs of your child with us and that we will be able to offer you choices that meet your needs.

Contact us on 01223 216332 or www.addenbrookes.co.uk

Please ask if you require this information in other languages, large print or audio format: 01223 216032 or patient.information@addenbrookes.nhs.uk

Potete chiedere di ottenere queste informazioni in altre lingue, in stampato grande o in audiocassetta.

Italian

若你需要本信息的繁體中文、大字體或音訊格式的版本，請要求索取。

Cantonese

તમને આ માહિતી બીજી ભાષાઓમાં, મોટા અક્ષરોમાં અથવા સાંભળી શકાય એવા માધ્યમ (ઓડીઓ ફોર્મેટ)માં જોઈતી હોય તો કૃપા કરીને પૂછો.

Gujarati

تکایہ پرسیار بگہ نہ گہر نہ وزانیاریہت دہوی بہ زمانیکی تر ، بہ پیتی گہورہ یانیش بہ شیوہی دہنگ

Kurdish

آگراپ کو یہ معلومات دوسری زبانوں میں، بڑے الفاظ کی اشاعت میں یا آڈیو ٹیپ پر درکار ہوں تو براۓ مہربانی اس کیلئے درخواست کریں۔

Urdu



Addenbrooke's is smoke-free. Please do not smoke anywhere on the site.

For advice on quitting, contact your GP or the NHS smoking helpline free, 0800 169 0 169

Document history

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