



NHS

**Royal Berkshire
NHS Foundation Trust**

**Welcome to the Children's Ear,
Nose & Throat (ENT) Clinic**
Information for parents and carers

Before your visit you should receive a letter with details of your child's appointment, including date, time and location.

The ENT Clinics are located in Royal Berkshire Hospital, Reading (RBH), West Berkshire Community Hospital, Newbury (WBCH) and Townlands Hospital, Henley on Thames (TOW).

If you have any queries, or if you need to reschedule your child's appointment, please contact us as soon as possible as appointments are in high demand. **Telephone 0118 322 7139** (Mon–Fri 8am–6pm).

We cannot always predict the length of your child's appointment.

Please allow plenty of time (up to 2 hours) for your hospital visit, and, if necessary, make suitable arrangements at home.

If your child or any of your household has Coronavirus (Covid-19) symptoms or has been in contact with someone who has tested positive, please do not attend the appointment and ring for advice. You will be asked to test and possibly isolate.

If your child has been in contact with chicken pox, diarrhoea or vomiting, please contact the clinic prior to your visit.

Finding your way to the ENT Clinic at RBH

The best place to park is in the multi-storey car park on Craven Road. The car park is very busy and it may take some time to find a space; however, the hospital has good access to public transport.

- From the main entrance on Level 2, turn right past main reception, following signs for “All Wards and Departments”.
- At the welcome desk, turn left to the main corridor.
- On the right, take the stairs or the lift to Level 1.
- Turn left in the corridor, left again, and exit through the door marked “West Drive buildings”.
- Go across the pedestrian crossing. The ENT Clinic is located in the same building as Children's Audiology.

The ENT Clinics in West Berkshire Community Hospital and Townlands Hospital are located in the main outpatients departments. There are patient car parks available on both sites.

What do I need to bring?

- Your appointment letter.
- The red book (if your child is under 5 years old).
- Baby feeds, nappies, a comforter and other essentials.
- Snacks and drinks, especially if your child has a special diet. (The nearest convenience store and coffee bar is located in the main entrance building.)
- Any medication your child is taking.

What to expect during your visit

Upon arrival, you will be welcomed and checked-in by our receptionist. Your child will then be seen by a member of the Paediatric ENT team. The ENT team works in close conjunction with audiology and speech and language therapists. Your child may need to be assessed by all the different specialists during the same visit. If so, appointments can last up to two hours. The receptionist or the nurse will inform you if your child will need a hearing test, and/or speech and language assessment.

Delays

The department can be very busy, and appointments may run late. For updates on any delays, please speak to a member of staff. Sometimes it may seem as if other patients are being called in before your child, this may be due to multiple clinics running simultaneously, or the nature of the appointment. Please be patient.

Getting your child ready

Some children are anxious before their hospital visit. As a parent/carer there are many ways you can prepare and support your child to reduce fear and anxiety. For example, talk positively and explain what is going to happen, and read stories about going to the hospital. It can help with role play, examining dolls or teddy's ear, nose and mouth. Your child can bring their doll or teddy to the clinic to be examined by the doctor or the nurse.

If your child is anxious, talk to the nurse upon arrival about any concerns to work out the best way to proceed.

Feedback

We always aim to improve our service. In the children's ENT Department, we have a feedback form to be filled out by the children and young patients, and we welcome the parents/carers to add comments. Your feedback is important to us!

Transition to Adult Services

When your child is approximately 16 years old their care will be transferred to the Adult ENT Department.

Further information

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

Paediatric ENT: Reviewed October 2021

Next review due: October 2023