

Information Leaflet for Parents/Carers

Welcome to your child's first appointment with the Craniofacial Team



This leaflet has been produced to tell you about your appointment with the Birmingham Children's Hospital Craniofacial Team.

What will happen at your child's first appointment?

Your appointment letter explains how to get to the hospital, where to park and how to "check-in". We would like to tell you about what will happen at your child's first appointment when you come to see us. The first person to see you will be one of the surgical team. They will ask you about your child's general health and how your child has been behaving at home. Afterwards, they will introduce you to the rest of the team.

Who will you see in your appointment?

After you have seen one of the surgical team you will be invited to meet the rest of the team. There may be several people in the room because lots of people contribute to your child's care. They all have different skills and are specialists in their area. They make up a "multi-disciplinary team". Some of the people in your appointment may include;

The Clinical Nurse Specialist (Pete Noons)

"I can provide you with information about your child's condition and treatment. I am the person to contact if you have any questions or worries."

The Craniofacial Co-ordinator (Colin Salmon)

"I organise the clinics and can help you arrange your appointments."

The Craniofacial Surgeons

"We talk to you about your child's condition. Some children may need an operation, and if they do, we can explain how this may help them."

The Speech and Language Therapist

"We can help your child with any feeding or talking difficulties."

The Clinical Psychologist

"We assess your child's development and emotions. We can help if you have questions about confidence, difficult feelings or how to cope with curiosity."

Some other team members may also be present. You will be introduced to them and their roles will be explained to you.

Will your child be examined?

With your permission, a doctor will measure the size of your child's head and feel it to check its shape. Some children dislike having their head touched or measured, but it does not hurt them. You may wish to bring your child's favourite toy to keep them amused whilst all of this is going on.

What questions might you be asked?

It is important that the team understands all about the health and development of your child. You will be asked some simple questions about your child's health, their behaviour at home and any problems they have been having. You will be asked some questions about your own health as well.

What will happen after the appointment?

At the end of your appointment, the team will make sure that everything has been explained to you fully. Some children may need further tests or an operation, but the team can tell you more about this at your appointment. If the team needs to see you again, another appointment will be made for you. We will also inform your GP of what has been discussed.

Confidentiality

All information is treated confidentially. We do update your child's medical Consultant and GP with our progress. If we need to discuss what you have told us with anybody else outside of the team, we will talk about it with you first.

Looking after and sharing information about your child

We have a duty of care to help patients and families understand how information about them is kept and shared and we include the following information in all our patient leaflets:

Information is collected about your child relevant to their diagnosis, treatment and care. We store it in written records and electronically on computer. As a necessary part of that care and treatment we may have to share some of your information with other people and organisations who are either responsible or directly involved in your child's care. This may involve taking your child's information off site. We

may also have to share some of your information for other purposes; such as research etc. Any information that is shared in this way will not identify your child unless we have your consent. If you have any questions and/or do not want us to share that information with others, please talk to the people looking after your child or contact PALS (Patient Advice and Liaison Service) on 0121 333 8403/8541.

Please use this space to write down any notes or questions you might have.

Further Information

This leaflet was developed using the most up to date evidence available. Further details can be provided upon request. If you feel you need any more information, please contact the Craniofacial Co-ordinator on 0121 333 8073.

Thank you taking the time to read this leaflet. We hope it has been helpful and we look forward to seeing you at your appointment.

The Craniofacial Team

Birmingham Children's Hospital NHS Foundation Trust
Steelhouse Lane Birmingham B4 6NH
Telephone: 0121 333 8073
Fax: 0121 333 8151
Website: www.bch.nhs.uk

© CPADS 00000/14
Produced: Jan 2015
Reviewed: Jan 2019
www.bch.nhs.uk

