APPENDIX 9



Sarum Ward

Salisbury District Hospital

Salisbury

Wiltshire

SP2 8BJ

01722 336262

Dear Parent

At all times we strive to ensure that all children are looked after by appropriately trained staff and in an appropriate environment. Unfortunately, there may be times when demand for children’s services mean we are unable maintain these standards as we would like. This could be as a result of the number of seriously unwell babies and children we are required to look after and/or the volume of children accessing our services, balanced with the physical and staffing resources available to us.

We will always try and ensure you and your child receive an outstanding experience, but in times of acute need, the unit may be required to implement its escalation policy. This would routinely result in actions undertaken by the duty consultant, nurse in charge and management teams, and parents and children would be unaffected and unaware of such states.

Although rare, should the service experience excessive demands, the decision may be taken to close the ward to admissions by utilizing neighbouring hospitals and children’s services available to us. This may mean we need to send your child home during the night (with or without a planned daytime review) or transfer your child to another unit. These actions are only taken having exhausted all available options to release more beds and/or increase staffing levels. Any decision to transfer a child from the ward to an alternative unit or discharge during the night will only be undertaken after thoroughly risk assessing the merits for that individual child by a senior paediatric doctor

In the event of such action, the nurse in charge and/or duty consultant will communicate with you regarding their decision. Please be assured that the health, safety and experience for you and your child is paramount in any decision made to adjust your anticipated management plan and potential transfer to another hospital.

We appreciate how stressful this can be, but the need to close our Children’s Unit and transfer children is only made as a last resort, taking into account the best interests of all the children requiring our service. We thank you in advance for your understanding and patience. If you would like to discuss this letter during your admission, please ask to speak with one us.

Yours sincerely,

Mandy Cooper Dr Rowena Staples

Senior Sister Lead Consultant Paediatrician