

### Neonatal Transfer Service

The team who come to transfer your baby will introduce themselves to you and explain how they will transfer your baby.

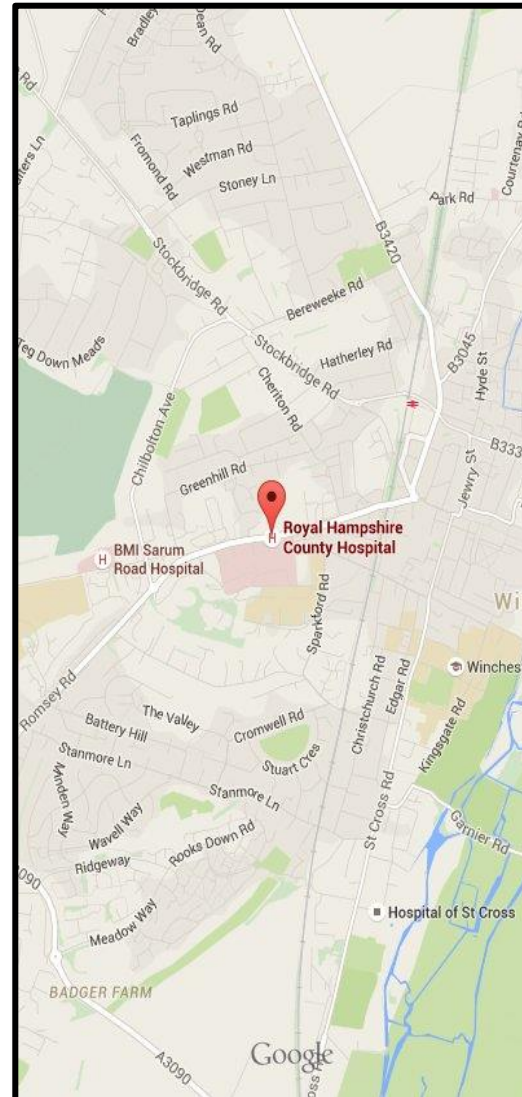
They are a specialist team trained to care for sick newborn and premature babies. There will be a Doctor / Advanced Neonatal Nurse Practitioner (ANNP), neonatal Nurse and an ambulance Driver. All are specially trained in neonatal transport.

The ambulance carrying your baby will have all the necessary specialist equipment to continue your baby's care and ensure their safe transfer to a local neonatal unit.

### To contact our service:

Call: 01865 223344

Visit our website: [www.sort.nhs.uk](http://www.sort.nhs.uk)



## Parent Information Leaflet

### Royal Hampshire County Hospital (RHCH) Winchester

Romsey Road  
Winchester  
Hampshire  
SO22 5DG

Switchboard: 01962 863535

Neonatal Unit: 01962 824200

[www.hampshirehospitals.nhs.uk](http://www.hampshirehospitals.nhs.uk)

### **Parking**

There are a limited number of drop off spaces for visitors in front of Florence Portal House. Parking can be found in the multi- storey car park by entering the hospital via Queens Road and then proceeding along Burma Road, this is free to parents and the nurses will ask you to complete a registration form on admission.

### **By Rail**

The hospital is approximately 20 minutes walk from the mainline train station (Winchester)

### **By Bus**

The main bus station is situated opposite the Guildhall on the Broadway. You may also catch a bus from City Road/Rail station. Check with the bus company for operating time

### **Catering/refreshments**

Hot food is available from 0800 – 1400hrs and cold food until 1600hrs Mon – Sunday

There is a Costa Coffee on site as well as vending machines that are open 24 hours a day across the site.

### **Local catering outlets/shops**

Meals are provided for all mothers visiting their baby and are pre ordered with the nurses on the unit.

The League of Friends run a shop and trolley service within the hospital for newspapers, refreshments and basic provisions.

### **Religious Support**

Multi-faith support is available 24 hours a day through the chaplaincy service.

### **Access to interpreters**

Interpreters can be arranged by ward staff where necessary.

### **Neonatal unit**

The unit can be contacted directly on: 01962 824200

### **Midwifery care available for mum**

Midwifery care can be arranged by contacting the post-natal ward or community midwives.

### **Availability of PALS/Patient's Advocacy Service**

Call: 01256 4868766

Email: [customercare@hhft.nhs.uk](mailto:customercare@hhft.nhs.uk)

The Customer Care team have an office on the ground floor of Ashley Wing at RHCH

### **Description of Neonatal Unit**

The neonatal unit cares for babies over 27 weeks. There are 12 cots (2 intensive care, 2 high dependency, 8 Special Care).

### **Visiting for siblings and others**

**Parents:** anytime

**Siblings:** under 16yrs, may visit between 8am and 8pm

**Other visitors:** Currently no

### **Facilities**

There are 2 en- suite parents' rooms available for parents to stay overnight, during their babies admission or pre discharge. These can be arranged with the nurse caring for you and your baby.

There is a large family room available with secure lockers for personal belongings, a range of toys for siblings, tea and coffee making facilities, a TV and a microwave. The Trust provides guest Wifi access.

Postnatal checks can be arranged with the maternity service, to enable parents to be on the unit and not awaiting midwifery visits at home.