

Neonatal Outreach Community Service

INFORMATION LEAFLET



What the service offers

Outreach nurses provide on-going care, advice and support to families whose babies are referred to them on their discharge from the Neonatal Unit, the post-natal ward, the children's ward and occasionally other hospitals.

The Neonatal Outreach Community team share follow-on care with other health professionals including Paediatricians, Health Visitors, Community Midwives and General Practitioners (GP's)

Where is the team based?

Neonatal Outreach nurses are based within the Women and Children's Unit at Blackpool Victoria Hospital,
Whinney Heys Road, Blackpool
FY3 8NR

Contacting the service

A member of the Outreach team can be contacted in their office most days between
08.30 and 09.00 hours
and between
16.00 and 16.30 hours on
(01253) 303641

There is an answerphone facility on the above number to take messages when the office is unattended.

Please leave your name and contact telephone number and a Neonatal Outreach nurse will return your call as soon as possible. In special circumstances the Outreach nurse on duty can be contacted on their NHS mobile phone during working hours.

Visits are usually undertaken between 09.00 hours and 16.00 hours.

For your convenience the outreach team will try and arrange a visit time within a 2 hour time frame on the day of the visit.

If I am concerned about my baby

If you have any concerns about your baby between visits:

Contact the Neonatal Outreach Community Service on the telephone number given in this leaflet. If appropriate the Outreach nurse may refer your baby to the Children's Assessment Unit (CAU) which is based at Victoria Hospital.

If you are unable to contact the Outreach team please contact your GP or Health Visitor

Out of hours telephone the Urgent Care Centre on 111 or 0300 1231144.

or

Visit a local Walk in Centre or the Accident and Emergency (A&E) department as appropriate.

Some babies have **pre-arranged direct access** to the Children's Ward if they are unwell, however please ring

(01253 303437)

first for advice before bringing your baby in.

Useful Information

Bliss Premature Baby Charity

Parent Support Helpline

Freephone 0500 618140

www.bliss.org.uk

La Leche League

Breast feeding advice and practical help

Telephone 0845 120 2918

Blackpool Breast Feeding Buddies

Telephone 01253 303023

TAMBA

Support network for families with twins
or more

Twinline 0800 1380509

www.tamba.org.uk

Blackpool

Smoking Cessation Helpline

Telephone 0845 6012186

Sure Start Childrens Centre's

Help and support for families from
birth to 4 years

Telephone 0870 00002288 (National Directory)

www.surestart.gov.uk

Options available

If you'd like a large print, audio, Braille or a translated version of this leaflet then please call: **01253 655588**

Patient Relations Department

For information or advice please contact the Patient Relations Department via the following:

Tel: **01253 655588**

email: **patient.relations@bfwh.nhs.uk**

You can also write to us at:

Patient Relations Department, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool FY3 8NR

Further information is available on our website:

www.bfwh.nhs.uk

Travelling to our sites

For the best way to plan your journey to any of the local sites visit our travel website:

www.bfwhospitals.nhs.uk/departments/travel/

Useful contact details

Main Switchboard: **01253 300000**

References

This leaflet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this leaflet are available on request from:

Policy Co-ordinator/Archivist
01253 303397



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