

# Information for Travel to **Great Ormond Street Hospital for Children, London**

Great Ormond Street  
London  
WC1N 3JH

Tel: 020 7405 9200

Website: [www.gosh.nhs.uk](http://www.gosh.nhs.uk)



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## Note

The aim of the Health Travel Service and the information contained within this pack is to ensure that patients, who are referred to a UK Hospital for treatment can receive the appropriate information in a timely manner.

Every effort is made to ensure that the information is accurate at the time of printing, should you become aware of any contact details that have changed, please email Health Connections on [travel@healthconnections.gg](mailto:travel@healthconnections.gg)

Please help us to improve our service by completing our Feedback form. A paper copy is included with your pack or complete the form on our website:  
[www.healthconnections.gg/feedback/](http://www.healthconnections.gg/feedback/)

# Important Information and Contact Details

## Patient Advice and Liaison Service (PALS)

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Pals is a free and confidential service which helps patients, parents and carers with any information, concerns, or problems that they have about their NHS care/service

Tel: 020 7829 7862

Email: [pals@gosh.nhs.uk](mailto:pals@gosh.nhs.uk)

## Health Connections

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If you require further information or support, please contact the team at Health Connections who are here to help:

Telephone: +44 (0) 1481 227470

Email: [travel@healthconnections.gg](mailto:travel@healthconnections.gg)

Our website: [www.healthconnections.gg](http://www.healthconnections.gg)

## Handy Hints for Health Travel

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1. Keep a notebook and pen. At stressful times everything is forgotten - even pin numbers that have been committed to memory for years.
2. Write down phone numbers, names of doctors seen etc.
3. Investigate the health condition.
4. Find out what you can about your condition to enable you to understand more about your possible treatment.
5. Take a list of the questions you want to ask the Doctor and/or Specialist Nurse.
6. Make a note of the answers afterwards.
7. Plan ahead.
8. Think of all the likely pitfalls and discuss any concerns with a member of the Health Connections team, as they may be able to assist you or direct you to another service provider.
9. Arrange a team of friends who can help you communicate news.
10. Let friends help. If they have offered to help out it is because they want to.

## Checklist of Things to Take With You

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- Tickets and vouchers. If you have an internet booking remember to take the printout.
- Photo identification i.e. passport / drivers licence.
- Medication. Please be aware that there are restrictions on what medication you are allowed to take on to the aircraft, therefore check with the airline before you travel. Also remember to keep all medications in their original prescribed packaging, preferably in your hand luggage.
- Hospital Information and Accommodation details.
- Notebook, pen and a list of useful telephone numbers.
- Mobile phone, charger, UK SIM card.
- English money.
- iPad / Kindle.

## Services involved with the Referral Process

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When your Doctor or Consultant decides to refer you to the UK for medical treatment, they will write to the Medical Consultant at the designated UK Hospital as well as informing the Off-Island Travel Team at Health & Social Care (HSC). HSC will then advise the Employment and Social Security (ESS).

# Referral Process

## The Committee for Employment and Social Security

On receipt of your appointment or admission date please contact your consultant or their assistant at the Medical Specialist Group. They will inform Employment and Social Security (ESS), who will contact you to arrange your travel needs.

Tickets with some flexibility will be issued if your return date is in doubt. However, should the hospital need to change your appointment or admission date, new tickets will be provided. ESS will give you a contact number should you need to change your return booking out of office hours.

Onward travel from the airport to the hospital will be arranged at the same time. If your doctor confirms that due to medical reasons you are unable to use rail, underground or bus then funding of a taxi will be considered. For hospitals in Southampton a taxi is provided to and from the airport. Please inform staff when booking your travel if you require a wheelchair/accessible taxi as this will need to be booked in advance.

If you do not have time to apply for funding before you travel, keep all your ticket confirmations and receipts and contact the Travel Grant Section on 01481 222510 or call into their office at Edward T Wheadon House on your return to claim a refund. The Travel Grant Section is on Level 2; a lift is available if you are unable to use the stairs.

## Important: The Reciprocal Health Arrangement

The Reciprocal Healthcare Arrangement (RHA) with the UK came into effect on January 1st 2023. This allows the necessary healthcare to be provided to Bailiwick residents visiting the UK and vice versa. The arrangement will also allow certain treatments to be arranged in the other jurisdiction ahead of travel that will also be free of charge e.g., dialysis treatment. Necessary healthcare refers to treatment that is urgent or cannot wait until the patient has returned home.

The RHA extends to the whole of the Bailiwick, visitors and residents of Sark and Alderney are covered subject to some minor differences in processes due to differences in healthcare provision in each island. To access necessary healthcare whilst in the UK, Bailiwick residents should ensure they have documentation which proves their eligibility to access healthcare under the RHA e.g. a passport, driving licence or proof of address/travel. Detailed guidance documents which provide information for travellers can be downloaded from [www.gov.gg/rha](http://www.gov.gg/rha)

## For Children Requiring Treatment off Island

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The Travelling Allowance Grant covers the following costs.

- If the child is under 6 years old, the Travelling Allowance Grant provides funds for up to 2 adult escorts to travel with the child.
- If the child is 6 or over and under 18 years old, the Travel Allowance Grant provides funds for 1 adult escort to travel with the child.

## Travel Agent Details

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Employment and Social Security are situated at:

Edward T Wheadon House  
Le Truchot, St Peter Port  
Guernsey. GY1 3WH

Telephone: +44 (0) 1481 222402

Email: [travel@gov.gg](mailto:travel@gov.gg)

Bookings can be made between 8.30am - 4.30pm, Monday - Friday. Please inform staff at ESS if you require assistance at the airport. This can easily be arranged when booking but may be more difficult to secure if not booked before your departure.

If you're travelling with hold luggage please inform Social Security at time of booking. Travel can be booked for anyone travelling with you but the normal fee will apply.

Travel Itinerary details will normally be issued at the time of booking.

If you are delayed in the UK overnight due to adverse weather conditions or operational aircraft issues reimbursement of reasonable accommodation and UK taxi expenses will be considered on submission of valid receipts. Please ensure that you have sufficient funds with you in order to pay for unexpected expenses.

Please take your travel confirmation with you in the event of any changes having to be made. This sheet contains important booking reference information. Photographic identity is required at airport check-in desks including inter-island flights. The name on your travel confirmation and on your identification must be the same. If you do not have photographic identification, application forms for the Guernsey Identification Card are available from the Police Station or the Youth Commission.

Under 16 years of age. Valid for 5 years, £5.

Over 16 years of age, Valid for 10 years, £10

The Youth Commission can be contacted by email [info@youthcommission.gg](mailto:info@youthcommission.gg) or call 01481 756099.

## London Gatwick

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### Airport Facilities

If the hospital says you are unable to use public transport and need to use a taxi from the hospital to the airport, ask the taxi driver to drop you off at the South Tower Entrance. There are seats and a telephone to use just inside the Terminal, should you need extra assistance to the check in desk.

### Rest Facilities

If you feel unwell, please alert a member of staff who will arrange for a qualified first aider to take care of you. There is a medical service available in Ashdown House adjacent to the South Terminal.

### Special Assistance

If you have a disability or you experience mobility difficulties and need help to get to your flight, you should contact your airline at least 48 hours before you fly to let them know you need assistance.

Should you find it difficult to stand for long periods when going through security please ask at the airline ticket desk (by the check in desks) if they could check you in and then help you go to the front of the security queue. If you need a wheelchair or buggy, please ask at the same time.

### Toilets/Accessible Toilets

There are wheelchair accessible toilets in the Departures, Arrivals and on all levels of the South Terminal.

### Accessibility

For passengers with wheelchairs there are ramps and/or lifts wherever there is a change of level. Reserved seating is provided in the Check-in areas and International Departure Lounges.

The Travel Care office is situated at balcony level in the South Terminal Gatwick Airport, they are an independent agency offering assistance to anyone who may have a problem or need help. Room number 3014b, Travel Care contact number 01293 504283.

For the hard of hearing the Information Desk have an induction loop to assist those with hearing aids.

Hidden disability lanyards are designed to be a discreet sign to staff that the user may need additional support or help as they travel through the airport. Lanyards are available from Health Connections and Guernsey Airport.

## Boarding

Usually passengers using special assistance board their flight first as this makes things a little easier, this depends on the airline you're travelling with. At the other end of your journey you are advised to get off the plane last.

If you're using an electric wheelchair or mobility scooter special assistance staff will meet you at the gate to help you make sure your scooter is safely turned off or your wheelchair folded. It helps in keeping delays to a minimum if you know how your device works in advance. Please tag your mobility scooter or wheelchair and remove any detachable parts so these can be kept separately for safe keeping. Your airline will make sure this is stowed away safely until you arrive at your destination airport.

Once on board they have aisle chairs our special assistance staff can use to assist you to your seat if you need help with this.

## Children's Facilities

A baby care symbol indicates specially equipped rooms for feeding and changing babies. These facilities are available at the check-in area, en route to the gates, in the transfer area and after passport control in arrivals. There are also fold-down tables provided in some of the male and female toilets.

Kids Zones: A separate area for children to play and watch TV is located in the departure lounge. It's free of charge to use and makes keeping an eye on the kids just that little bit easier.

## Customs

If you come from the Channel Islands, although you not subject to passport control you are required to pass through customs control. You may well be searched even if you are confined to a wheelchair or a stretcher.

## Food

Hot and cold food is available throughout the airport terminals.



## **Shops**

There are shops and food outlets in the arrivals and departure lounges. The upper floor can be accessed by lifts and contains a variety of shops and eateries.

## **Telephones**

There are public coin boxes, phone card and credit card telephones throughout both the terminals. Phone cards are sold in some of the shops, the Bureaux de change and at the Post Office. Change machines are also available in both the terminals.

For the Hard of Hearing wishing to make a telephone call, type talk phones are provided and display the appropriate symbols. These facilities can be found in both the North and South Terminals.

## **Flight Delays**

You are advised to ask the hospital to check with the airline before leaving the ward. If you are delayed in the UK overnight due to adverse weather conditions or operational aircraft issues reimbursement of reasonable accommodation and UK taxi expenses will be considered on submission of valid receipts. Please ensure that you have sufficient funds with you in order to pay for unexpected expenses whilst you are away.

Please take your travel confirmation with you in the event of any changes having to be made whilst you are away. This sheet contains important booking reference information.

## From the Airport to your Treatment centre

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### The Gatwick Express

If you need to travel by train to your hospital then the Gatwick Express provides a rail service between Gatwick and London Victoria and is the quickest and easiest way to get into central London.

Gatwick Express customer service: Tel: 0845 850 1530

The London Underground and taxis are available on your arrival at Victoria.

### Assistance

You are able to receive assistance to get on and off the Gatwick Express, for example, if you are in a wheelchair, are frail, unwell or need help with your suitcase. If you need assistance, please inform the Travel Agent at the time of booking.

The Gatwick Express Tel: 0345 850 1530.

You would need to book at least 48 hours before travel. The collection point at Gatwick is at the Gatwick Express ticket desk.

On your return from Victoria to Gatwick please ask the taxi driver to drop you off at Eccleston Bridge taxi point at Victoria station.

### Travelling to the hospital

Great Ormond Street Children's Hospital is situated in Bloomsbury, close to the West End and City of London.

**By Bus** - routes 19, 38, 55, 68, 91, 168, and 188 all pass close to the hospital.

**By National Rail** - Most Central London mainline stations are close to the hospital. Euston, Kings Cross and St Pancras stations are only ten minutes walk from the hospital.

National Rail Enquiries – Tel: 0845 748 4950

**By Underground** - Russell Square (Piccadilly line) and Holborn (Piccadilly and Central lines) are both within walking distance.

Transport for London customer services can help in planning your journey

Tel: 0343 222 1234

# Accommodation

## Family Accommodation Service

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Located on the Ground Floor through the main hospital entrance near to the outpatient's area. The office is open Monday to Friday 9.00 a.m. – 5.00 p.m. and weekends 10.00 a.m. – 2.00 p.m. Please contact them at least one week before your child's stay/appointment to make arrangements.

Tel: 020 7813 8151

Email [accommodation@gosh.nhs.uk](mailto:accommodation@gosh.nhs.uk)

One parent or carer can be accommodated close by and free of charge. This will either be on the ward with your child or in one of the parent units within the hospital or surrounding area which will usually be shared accommodation with other parents.

Special consideration is given to parents with a child in the Intensive Care Unit and accommodation can usually be found for both parents in these instances.

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## Ronald McDonald House

Ronald McDonald House provides free 'home from home' accommodation for families with children in hospital.

To stay in one of their Ronald McDonald Houses you must first ask the hospital to refer you. Upon receiving a room, you and your family will be able to stay for as long as you need to.

Website: <https://rmhc.org.uk>

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## London Holborn Hotel (premier)

Facilities include – En suite, TV, Tea/Coffee making facility, Lift access, free WiFi, family rooms, universally accessible, on site restaurant.

27-29 Red Lion St  
Holborn  
London  
WC1R 4PS

Tel: 0333 321 9346 (charged at national rate)  
Website: [www.premierinn.com](http://www.premierinn.com)

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## Double Tree by Hilton Hotel (west end)

Facilities include – Childrens menu, highchair, crib. Free WiFi, TV, Tea/Coffee maker. Accessible rooms.

92 Southampton Row  
Holborn  
London  
WC1B 4BH

Tel: 020 7242 2828  
Website: <https://doubletree3.hilton.com>

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### **Celtic Hotel**

Facilities include - En-suite rooms, TV, Tea/Coffee making facility.

5 minute walk

62 Guilford Street  
London  
WC1 1DD

Tel: 0207 837 6737  
Email: [reservations@celtichotel.com](mailto:reservations@celtichotel.com)

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### **Travelodge**

Facilities include - En-suite rooms, TV, Tea/Coffee making facilities.

13 minutes on no. 17 bus

Willings House  
Grays Inn Road  
London  
WC1X 8BH

Tel: 0871 984 6256

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### **Montana Hotel**

Facilities include - En-suite rooms, TV, Tea/Coffee making facilities, restaurant.

14 minutes on no. 17 bus

16-18 Argyle Square  
London  
WC1H 8AS

Tel: 0207 837 3664

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### **Saco Apartments: Available in Covent Garden and Holborn**

Please access the web site for more detail: [www.sacoapartments.co.uk](http://www.sacoapartments.co.uk) Ask if there is a discount at these hotels for relatives of children in Great Ormond Street Hospital

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### **Infotel**

Infotel can book accommodation throughout the UK. They require the name of the area or the hospital.

Tel: 01775 843413  
Email: [reservations@infotel.co.uk](mailto:reservations@infotel.co.uk)

# Great Ormond Street, Children's Hospital

## Confirmed Admission

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Have you confirmed your admission? If not, do so as soon as possible.

If you need to cancel your admission for any reason let the ward staff know as soon as possible so that your bed may be used for another patient, a further date will you be arranged for you.

## Before you come in

The day before you come into the hospital, please ring the ward in your admission letter to confirm your arrival the next day. Please tell the ward staff if you or your child has been in contact with an infectious disease like chicken pox or measles so they can decide whether this will affect their admission.

Also discuss with the ward any special dietary needs your child has. Check which baby milk your ward uses. You are welcome to bring your own if you would like to use a different brand. Please bring a supply with you but only unopened containers.

## Things to bring with you

Packing for your child

- Day and night clothes.
- Toothbrush, toothpaste.
- Toiletries, soap, powder etc. your child uses.
- Child's special toy.
- Dummy or bottle.
- Any medication your child is currently using.
- If your child is aged under 5 years, their Child Health Record.
- Disposable nappies will be supplied for you to use.

## In the Hospital

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### When you arrive

On arrival a nurse will show you around the ward and fill out some forms with you. Once you have settled in, a nurse will check your child's height, weight, temperature, pulse and blood pressure. The nurse will also make sure that your child is as comfortable as possible, asking favourite foods, bedtime, favourite games and any special requirements.

A doctor will carry out a physical examination of your child, talk to you about their treatment and answer any questions.

## Staff

Your consultant will be responsible for your Child's medical care and there are regular opportunities to discuss your child's progress with the medical team.

## Teaching and Medical

Great Ormond Street is a teaching hospital. You and your child may be asked if you mind medical students and other professionals being present when they are examined and, under supervision, participating in the care of your child. Your consent would be appreciated but you have a right to decline without your child's care and treatment being affected.

## Consent Forms

If your child needs an operation and is under the age of 16 your child's doctor will ask you to sign a consent form. If your child is old enough to understand they will be asked for their views and permission before any procedure is undertaken.

## Clinical Routine

**Tests** - Be prepared, if your child needs tests, the ward staff will direct you to where these take place or accompany your child to them.

Find out about the preparation, procedures to be carried out, length of time they take, results.

**Surgery** - you will need to see the anaesthetist who will talk to you and your child if they need to have a general anaesthetic. Find out about the preparation, time and length of operation, aftercare and recovery time.

**Prognosis** - find out about:

- Your child's condition and the ongoing treatment needed, understand the medication they are on and why they have been prescribed them
- Any follow up treatment your child will require and who will supervise it
- Any local follow up treatment your child will require, and that it has been arranged
- Their capabilities

## Discharge

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The Nursing staff will inform your local hospital, GP or health worker of support needs, nursing, supplies, physiotherapy or any other medical requirements. They will also tell you about any procedures your child will need at home. Their nurse will give you advice and instructions about medicines, as well as any discharge information they may need. Check you have the date and time of any follow-up appointment.

## Information about patient facilities at the hospital

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### Meals

Meals are served on the wards. You will be given a menu every day with choices for the next day's meals. The hospital can meet special dietary needs. Please speak to the ward staff if your child is on a special therapeutic diet. It is helpful if you can call the hospital in advance to let them know.

Your ward housekeeper will provide a breakfast of cereals and toast on the ward, or if your child wants a cooked breakfast, you can buy one in The Lagoon or as directed by your child's clinical team. Lunch is delivered to the ward between 11.45am and 12.30pm and supper from 3.45pm and 5.15pm. If your child wants a meal outside of the regular serving hours, he or she can choose something from the ward provisions choices.

### Telephone calls

There are coin/card operated telephones on the wards and at strategic points throughout the hospital.

### Mobile phones

Please be considerate when using your mobile phone, turning it off during consultations and keeping the noise down when children are sleeping nearby. Remember that if you are also bringing in a phone charger, it will need to be checked by our electricians before you use it.

## Letters:

Children enjoy receiving cards. Please ask anyone who wants to write to address the letters like this:

Your full name

Your ward

Great Ormond Street Hospital for Children NHS Trust

Great Ormond Street

London

WC1N 3JH

## Newspapers, books, shopping

The hospital shop sells newspapers, magazines, toys, games, cards and snacks, personal care products, stamps, and books.

## Religious and Cultural Needs

The chaplains offer support and counsel through a 24 hour service for anyone who needs them, whatever their faith. As well as the senior chaplain who is Church of England, there are representatives of the Free Church, Catholic Church, Judaism and Islam. There are two areas in the hospital that are open to anyone whatever their faith. St Christopher's Chapel is on the ground floor (level 2) of the main Variety Club building and the Multifaith Room is on the ground floor (level 2) of the B.C.B. building. Please ask a member of staff who will be happy to direct you.

Services are held regularly in the Chapel. Please see the notices around the hospital for further details. The Chaplaincy service also holds details of other religious services and ministries in the local area.

## Smoking

There is a no smoking policy in the hospital. If you wish to smoke, please ask staff about the designated smoking areas.

## Things to do at Great Ormond Street Hospital

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### The Activity Centre

The Activity Centre at Great Ormond Street Hospital (GOSH) and University College Hospital (UCH) is for children, young people and families to enjoy play, fun, learning



and leisure.

The Activity Centre is for inpatients, outpatients and siblings of all ages and abilities, from 0-19 years old. They offer a welcoming recreational space with educational and fun toys, games and lots of arts and crafts resources. We also have a selection of IT equipment and plenty of books and DVDs too.

Please check opening times, there is a timetable on the hospital website [www.gosh.nhs.uk](http://www.gosh.nhs.uk)

### **Playrooms on the wards**

All wards have playrooms where your child and family can play together. The ward play specialist can arrange craft activities or your child can play with the toys, books and videos available.

### **Coram's Fields**

There is a large play area about five minutes' walk from the hospital called Coram's Fields. There is lots of play equipment there, activities during school holidays and even farm animals. The play space includes an innovative sensory garden and carousel, and is designed for enjoyment by all children. The area is completely wheelchair accessible and suitable for all children to play together.

### **School**

The hospital caters for children aged 5 to 19 years of age. Children are encouraged to come to the school to work with others as part of a group. If this is not possible, the child will be taught individually at the bedside or in small groups in the ward. It is very helpful if the child brings in their own schoolwork but the staff can liaise directly with the child's school.

### **Scout and Guide Group**

This is open to anyone aged six or older and meets every Tuesday evening from 6.30pm to 8pm in the Centre in the Southwood Building.

### **Radio Lollipop**

Radio Lollipop has been running at GOSH since 2004 and is staffed entirely by volunteers. The organisation believes in the healing power of play, providing smiles and laughter to children at a time when they need it most.

## Information for relatives and friends

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### Visiting Times

Parents, Guardians, brothers and sisters are welcome at all times.

Friends and other relatives should visit between 10am – 8pm

### Contact Numbers

Health Connections: 01481 227470

Hospital Switchboard: 020 7405 9200

Family Accommodation: 020 7813 8151 or Internal extension 8151

Family Resource Centre: 020 7813 8558 or Internal extension 8558

### Dining Facilities

#### The Lagoon

The Lagoon is located on Level 2 of the Morgan Stanley Clinical Building and is open for visitors and hospital staff serving hot meals, snacks, drinks, and also has a small shop for toiletries, cards, games, toys and GOSH products. Vending machines are available in the entrance lobby of the area to provide a selection of hot and cold snacks when the main restaurant is closed.

Lagoon Restaurant: opening times

Monday to Friday

- Breakfast 8:00 – 11:30
- Lunch 12:00 – 15:00
- Dinner 16:00 – 19:00

Saturday, Sunday & Bank Holidays

- Breakfast 8:00 – 11:30
- Lunch 12:00 – 16:00

#### Coffee Bar:

Monday to Friday

- 7:30 – 19:30

Saturday, Sunday & Bank Holidays Closed

## Shop

Monday to Friday

- 9:30 – 17:30

Saturday, Sunday & Bank Holidays Closed

## Eating out around GOSH

The local area has plenty of eating places. For suggestions about places to eat in the local area, please ask at the Pals office by the main reception area.

## Interpreters

The hospital has an interpretation service. Call 020 7405 9200 and ask for extension 5122 or ask ward staff if you need a translator.

## Launderette

Launderette facilities for families are available in the hospital. You will find the launderette on level 2 in the Nurses Home building. Please see the map in main reception. You will need to supply your own washing powder and bring some coins for the machines. There are other launderettes in the area where you can leave a service wash or dry cleaning.

## Accommodation

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Please see the accommodation list enclosed in this pack.

## Visiting Times

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Please contact the relevant ward / unit. Please do not visit the hospital if you have a cough, cold or are otherwise unwell.

## Patients Charter

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Copies of the Patients Charter can be found in most ward areas or you may ask a member of staff to provide you with a copy.

## Voluntary Community Transport Service

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The Voluntary Community Transport Service may be able to help with transport to the airport for those with a genuine transport need. Eligibility criteria apply. The service is available between 09:00 and 16:30 on weekdays. Please phone +44 (0) 1481 227470 for more information.

## Health Connections Directory

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An online resource of community support and activities in the Bailiwick.  
Website: [healthconnections.gg/directory](http://healthconnections.gg/directory)

## Things To Do

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Whether you are visiting the city for the first time or on a return visit you will find everything you need to know about getting around, where to stay, dining, up to date information on events, activities and a variety of things to do and see on the following link. [www.visitlondon.com/](http://www.visitlondon.com/)

## Face to face support

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If you would like to discuss any issue, query or concerns you may have , you can:

Email [travel@healthconnections.gg](mailto:travel@healthconnections.gg)

Tel: +44 (0) 1481 227470

Meet with us face to face by popping into our office at the Vauquiedor entrance in the PEH hospital.

## Contact Numbers

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Health Connections .....01481 227470

Main Hospital Switch Board .....020 7188 7188

### **Patient Referrals Officers**

Demelza Burgess .....020 7188 0888

Maura Ford .....020 7188 1637

