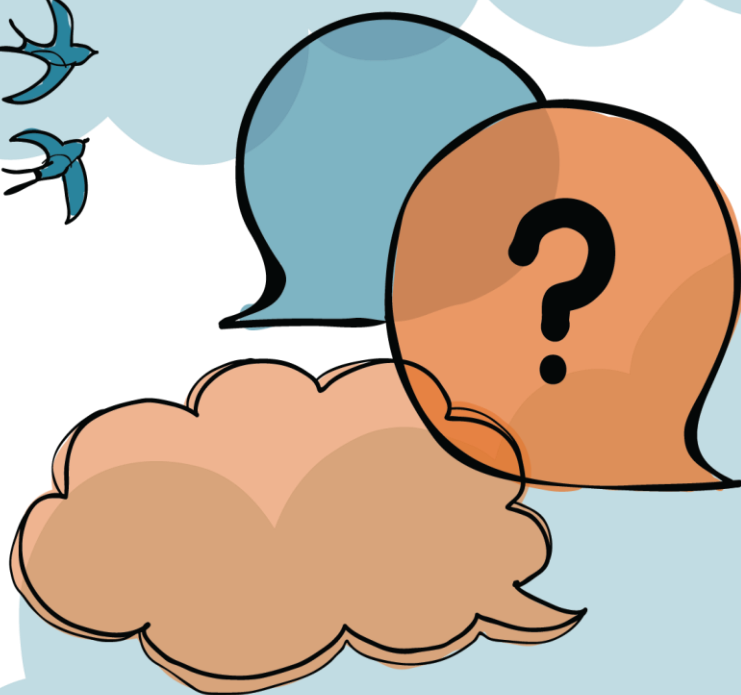


Visiting

The Ore Clinic



Information for parent/carers and children

Welcome to Ore Clinic Outpatient Service



We understand that this can be an anxious time for parents and that you will have many questions about your appointment and issues concerning your child. We have put together this information, with parent/carers who have been through the process, to hopefully answer your questions and to give you an idea of what to expect when you come for your appointment.

Ore Clinic Outpatient department is situated within Ore Clinic, which is also home to the Children's Integrated Therapy and Equipment Service (CITES). The access to the department is via main reception at the very front of the building.

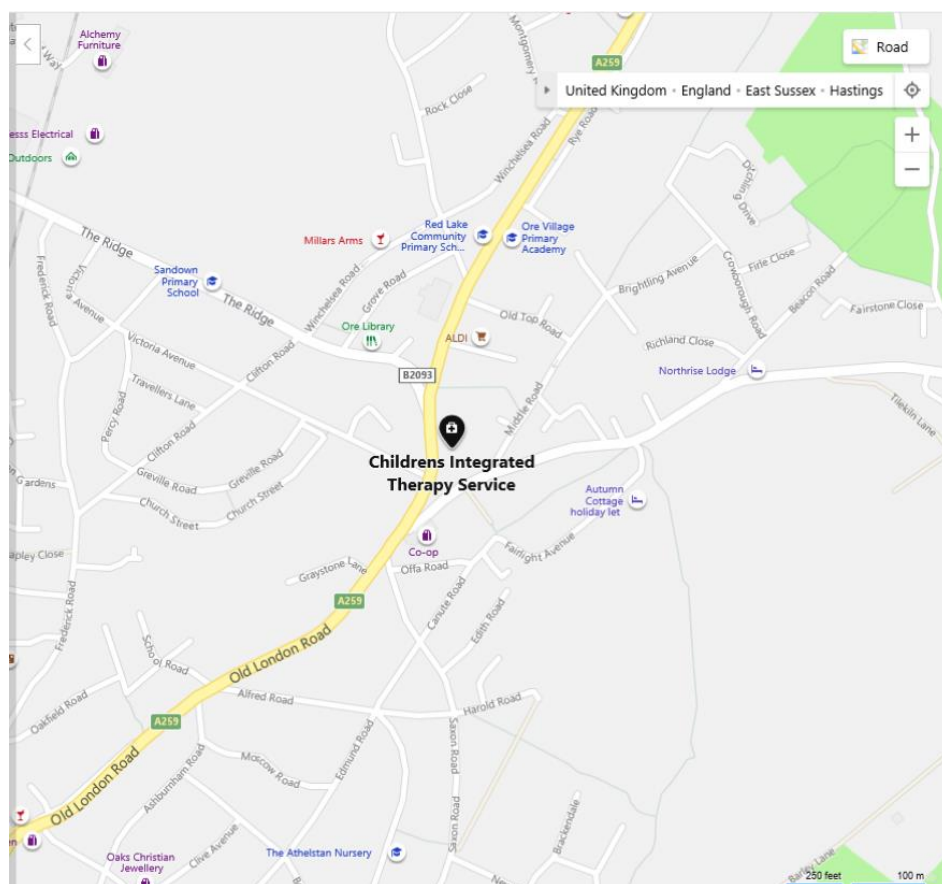
You will need to register at the reception and then take a seat in the Outpatient Waiting Area. This is a general area for both adults and children and has a small designated area for children to play, supervised by their parent/carer, whilst waiting for their appointment. Although this is a general area, serving many different types of clinics, staff will be on hand and more than happy to answer any questions whilst you are waiting.

We appreciate that waiting for your appointment and the months following diagnosis can be a difficult time. There are lots of local and national organisations available to offer help, advice and support. There are organisations that run clubs and workshops for children, while others offer parenting courses and advice. Some of the organisations are run by parent/carers who run groups that can be a good source of support and offer a great opportunity to find out more about the services that are on offer from the people who use them. For more information go to the SEND Local Offer:

<https://www.eastsussex.gov.uk/childrenandfamilies/specialneeds/>

How to find us...

Ore Clinic, 407 Old London Road, TN35 5BH



Free parking is available either on site in the small visitor car park or in a local side road. It is always a good idea to arrive at least 20 minutes before your appointment so you can find a space.

Frequently asked questions

What should I bring with me to the appointment?

You should take your child's Red Book as this may help you with information about your child's milestones and any reports that you have. These may be school letters, School Based Plans (SBP) or Additional Needs Plans (ANP); any private reports, and if you have come from abroad, any reports that you have with an English translation. You may also want to make note of any questions that you wish to ask or your own observations about your child to bring with you.

How long will my appointment last?

Your appointment letter should state approximately how long the appointment will take. It may be a good idea to bring snacks and/or lunch for you and your child.

Do I need to check in for my appointment?

When you arrive, you will need to check in at the reception desk just inside the entrance. Just before you go in to see the doctor, an HCA (Healthcare Assistant) may greet you and assess your child's growth.

Will there be many people in the Outpatient Area?

There can be several clinics going on at the same time for various different reasons, so there may be other families using the waiting area.

Should I bring another adult with me?

This is a good idea but is not essential. There may only be one staff member on duty in the clinic, apart from the diagnostic team, so having another person to support you and your child (key worker, family member, friend) will give you more chance to talk to the team. Your child may be feeling anxious and another family member can be a reassuring presence and support to you both.

Can I bring my other children with me?

It is a good idea not to bring other children with you; if possible, as space is limited and you will want to focus on your child who is seeing the diagnostic team.

What time should I arrive at Ore Clinic?

It is best to aim to arrive 15-20 minutes before your appointment. Sometimes it can take time to find a parking space (if coming by car).

Who will we meet at the appointment?

Your appointment will be with one of our doctors. There may also be a Health Care Assistant and possibly a Speech and Language Therapist. Occasionally there may be a trainee doctor or nurse observing. You will be asked if it is all right for them to join the appointment, so that they can learn from observing the diagnostic team. You may feel that this is not appropriate and you can of course refuse this request.

Will my child be present throughout the appointment?

If there is someone available to sit with your child, you may be seen by the doctor without your child initially whilst they wait in the waiting area. If this is the case, your child would then be invited into the room to see the Doctor once the initial information has been gathered from you. If you do not wish for the Doctor to speak about their findings in front of your child please make that clear when you speak with the Doctor.

Is a diagnosis always given at the end of the appointment?

This will depend on the information received prior to the appointment and the findings during the appointment. In some cases a diagnosis will be given, if appropriate. However, this may depend on which clinic your child is attending. This should be clear from the initial letter you receive, as this should explain the type of clinic you will be attending. It may be that your child will require further assessment, or further information may be required.

Will my child have any tests?

When you arrive a nurse will introduce themselves and ask to take weight, height and head circumference measurements. No invasive tests will be carried out. Your permission will be requested prior to these measurements and separate appointments will be offered for any other type of tests or assessments that might be required, at a later date.

Are there toilets in the Outpatient Area?

Yes there is a toilet that can be used by families.

Can my child bring a toy and snacks?

Yes, your child can bring a toy. It may be also advisable to bring some small snacks and/or a lunch with you.

Who can I contact if I need to cancel my appointment?

If you do need to cancel your appointment, please contact the number below, as soon as possible, in order that we can offer this to someone else. Although we may not be able to offer you an alternative immediately, this will help us reduce our overall waiting times by avoiding wasting clinic time.

You can contact the Child Development Bookings team on 01323 414953

(please note that Ore Clinic outpatients cannot help with this and you would need to call this central dedicated number)

What happens after my appointment?

You will receive a clinic letter in the post that details the Doctor's findings from the appointment. The letter will also state any further investigations or appointments that the Doctor will need to carry out. It will not give another appointment date; if this is required this will be sent separately.

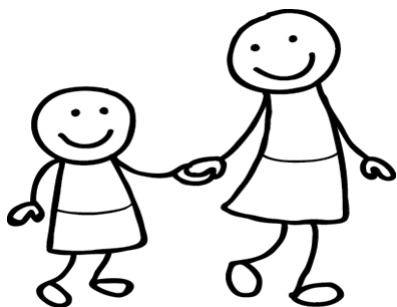
My visit to the Ore Clinic

a visual story

The Child Development Clinic is at Ore Clinic. When you get to the clinic go in the main entrance.



This is the entrance, before the reception desk where your parent will say your name and which clinic you have come for.



This is the waiting area, where you will find some toys to play with.



One of the nurses will ask if they can weigh and measure you, this doesn't take long, the scales are just through the blue door (Can you see it?). Then you will usually go straight in to see the doctor, or may be asked to wait back in the waiting area until your name is called.



This is one of the Doctor's rooms, where you will visit with your parents.

Once you and your parents have spoken to the Doctor it will be time to go home.



To give us feedback about this leaflet use the web form:
<https://www.esht.nhs.uk/website-feedback/>