



## Local information for parents in Harrow, Brent and Ealing

Updated 28 May 2020

### How to access local emergency services during coronavirus

Children can get coronavirus (COVID-19), but it's usually less serious than in adults. If your child has a high temperature or any other health problems that you would like advice about, call your GP or 111. If you need urgent help, call 999.

Children and babies will still get illnesses that can make them very unwell quickly. It's important to get medical help if you need it - GPs, NHS 111 and hospitals are still open.

**If you need non-urgent help please phone your GP surgery.** They will arrange a phone or video appointment. Your GP surgery is making special efforts to protect children from the risk of infection, e.g. using a separate entrance, if you are asked to go in.

**It is vital that you still get help at this time.** If you do not have a GP, or can't get through to your GP surgery, call 111.

### If you need urgent help, call 999.

The table below has information on local services **for children** (updated 20 May 2020).

Northwick Park Children's A&E and UCC	Ealing UCC	Central Middlesex UCC
Open 24 hrs 7 days a week	Open 24 hrs 7 days a week	Open 24 hrs 7 days a week

### What are Children's A&E departments currently doing to keep your child safe from coronavirus?

In response to the COVID 19 outbreak, we have taken measures to ensure children and families who need to access our emergency services can do so safely:

- One parent or carer can accompany their child at all times. We are limiting visitors to this except in special circumstances
- There is alcohol gel and hand washing facilities for you to use throughout the department. If it is appropriate we will give you and your child a mask
- We have divided our children's emergency department into **separate areas**
- When you arrive, a nurse will ask some brief questions to decide which area you should be seen in
- Children with any infectious symptoms are seen in one area. We are keeping families safe by isolating them in cubicles where possible
- Non-infectious cases are being managed in the other area
- You might be redirected to see a specialist away from the emergency department
- All the staff looking after children and families are following strict infection control practice, with regular hand washing and alcohol gel use and, where required, wearing surgical masks, aprons and gloves when examining your child

### Useful websites:

What parents need to know about Covid-19: <https://what0-18.nhs.uk/popular-topics/coronavirus>

### Local health services websites:

London North West University Healthcare NHS Trust website: [www.lnwh.nhs.uk](http://www.lnwh.nhs.uk)