

## Local information for parents in Tower Hamlets, Newham and Waltham Forest

### When and where to access local emergency services for children and young people

Updated 29 July 2021



As lockdown eases we are seeing more children and babies with viral infections. It is very normal for children to get viral infections. You can use these helpful **traffic light posters** to help you know when to get medical help.

Children and young people 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, GPs, pharmacies, NHS 111 and hospitals are open and here to help. Tests for COVID-19 are not available at A&E but you can find out how to **get a test** for your child on the NHS website.

**If you need non-urgent help please phone your GP surgery.** GPs are continuing to prioritise appointments for children. You might be given a phone or video appointment but if needed you'll be asked to go in. Your GP surgery will be making special efforts to protect children from the risk of infection, e.g. using a separate entrance

**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 22 July 2021).

<p><b>Royal London Hospital Children's A&amp;E and Urgent Care Centre</b> Open 24hrs 7 days a week</p>	<p><b>Whipps Cross Hospital Children's A&amp;E and Urgent Care Centre</b> Open 24hrs 7 days a week</p>	<p><b>Newham Hospital Children's A&amp;E and Urgent Care Centre</b> Open 24hrs 7 days a week</p>	
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#### What are Children's A&E departments currently doing to keep your child safe from coronavirus?

- We are limiting visitors except in special circumstances, usually this will be one parent or carer for each child
- Please wear a face mask inside the hospital and use alcohol gel. There are hand washing facilities for you to use throughout the emergency department
- Please maintain social distancing from other families in the emergency department
- Families with a high risk of having coronavirus will be isolated in separate cubicles
- You might be redirected to see a specialist away from the emergency department
- All staff looking after children and families are following strict infection control practice, with regular hand washing and alcohol gel use and when appropriate wearing surgical masks, aprons and gloves

#### Useful websites:

What parents need to know about Covid-19: <https://what0-18.nhs.uk/popular-topics/coronavirus>  
Advice for parents and young people during coronavirus – posters: <https://bit.ly/3iDSI39>