



Information for Patients and Carers

Going Home and Staying Safe



Sometimes the Emergency Department is very busy. Children who are very sick need to be seen first. This can mean a long wait for children with less serious illnesses.

Some families choose to take their child home and get help later when it is a better time for them.

Before you leave:

Before you leave **please talk to a member of staff**. They will make sure it is safe for your child to leave the Emergency Department.

Please also check that the receptionist has your correct phone number and address. We may need to contact you later.

When you get home, **keep a close eye on your child**. If you are worried about them or think they are getting worse, get medical help straight away.

Where can you get help?

Paediatric Emergency Department website

Our website has lots of helpful information about common childhood illnesses, including:

- Bronchiolitis
- Croup
- Diarrhoea and vomiting
- Eczema
- Sore throats
- Wheeze

As well as information about local mental health and wellbeing support.

You can also change the website into your preferred language.



**Use your smart-
phone to scan
the QR code to
visit the website.**

NHS 111

NHS 111 can help if you think your child needs medical advice or help.

You can contact NHS 111:

- Online (for children aged 5 years and over)
- By calling 111 (With an interpreter if you need one)
- Using Text Relay (18001 111)
- Using British Sign Language through SignVideo



Pharmacy First

You can visit a local pharmacy without making an appointment.

A pharmacist can help with:

- Earache (children aged 1 year and older)
- Sore throat (children aged 5 years and older)
- Skin infections, infected bites, and impetigo (children aged 1 year and older)
- Sinus problems (children aged 12 years and older)



The pharmacist can give advice and may be able to provide medicine.

If your child needs more help, they will tell you where to go next, such as your GP, NHS 111, or the hospital.

If your child has any of these RED FLAG symptoms you should immediately bring them back to the Emergency Department or call 999



RED

**You need
urgent
help.**

- Too breathless to talk, eat or drink
- Working hard to breathe, drawing in the muscles between/below the ribs or noisy breathing
- Breathing that pauses or stops
- Pale, blue mottled and/or unusually cold to touch
- Difficult to wake, very drowsy or confused
- Weak, high pitched continuous cry, or cannot be settled
- Seizure
- Rash that does not disappear when pressed – think glass test
- If your child is less than 3 months of age with a temperature above 38°C or below 36°C, unless the fever is within 48 hours of vaccinations and there are no other red or amber symptoms.



To be able to read this in different languages, please scan the QR code or visit our Paediatric Emergency Department webpage on:
<https://mft.nhs.uk/rmch-patient-leaflet-going-home-and-staying-safe/>

