

Parent / Guardian of

Website: www.torbayandsouthdevon.nhs.uk

Our Ref: CCT/JR
Date: 7th April 2020

Dear Parent / Guardian,

Bringing Your Child to Hospital During the Coronavirus Pandemic

We understand that you might be worried about the Coronavirus, also known as Covid-19, particularly if your child has a long-term or underlying health condition, and what this may mean should your child become unwell during this period.

We know and appreciate that everyone is trying to do the right thing by staying at home at this time, however, we are concerned that those caring for children, especially children with complex or underlying health conditions, may be too worried about coming to the hospital at this time to seek urgent medical help in the way that they normally would. It has been noted nationally that the number of children with a delayed presentation to hospital is increasing leading to further health complications and increased risk of serious illness, which could be avoided if medical help was sought sooner.

We would like to reassure you that our top priority is the safety of our patients, families and team members and the following measures have been put in place for protection whilst in the hospital:

- **Torbay Hospital** has been split into red and green zones – green being the “clean” i.e. non-Covid areas, and red for those people presenting with Covid symptoms.
- **Accident & Emergency**
If you need to attend our A&E Department, you will be greeted at the main desk by a nurse who will ask you some screening questions and take your child’s temperature, following this you will be directed to the most appropriate area
- **Children’s Ward**
The Louisa Cary Children’s Ward has been designated a green zone and as such has moved (directions will be given as needed). There is now a separate red zone children’s ward located in another part of the hospital.

You know your child better than anyone else, and if you think your child is unwell or deteriorating you must seek medical help and not delay presentation. Doctors will want to make sure that your child is treated before their condition deteriorates.

Whilst it is vital that families do not delay seeking help as their child becomes unwell, it is important that people should not present at A&E with minor ailments – you should continue to use your GP and NHS 111 for non-urgent health issues. The latest NHS guidance is also available on www.nhs.uk. As a guide, we have enclosed a “who to call” guidance sheet from Barts Health & North East London STP.

We appreciate your co-operation and understanding at this current time.

Yours sincerely

**Child Health Department
Torbay Hospital**