

I would like to talk about...

Any comments, suggestions or enquiries?

If you have any comments or suggestions about the service or have any queries about appointments, please contact:
Clinic Section, Bridge Park Plaza
Bridge Park Road
Thurmaston
Leicester LE4 8PQ
Telephone: 0116 225 3919

If you need this information in another language or format please telephone 020 7253 7700 or email: Patient.Information@leicspart.nhs.uk

Arabic

إذا كنت في حاجة إلى قراءة هذه المعلومات بلغة أخرى أو بتنسيق مختلف، يرجى الاتصال بهاتف رقم 020 7253 7700 أو إرسال بريد إلكتروني إلى: Patient.Information@leicspart.nhs.uk

Bengali

যদি এই তথ্য অন্য কোন ভাষায় বা ফরমেটে আপনার দরকার হয় তাহলে দয়া করে 020 7253 7700 নম্বরে ফোন করুন বা Patient.Information@leicspart.nhs.uk ঠিকানায় ই-মেইল করুন।

Traditional Chinese

如果您需要將本資訊翻譯為其他語言或用其他格式顯示，請致電 020 7253 7700 或發電子郵件至：Patient.Information@leicspart.nhs.uk

Gujarati

જો તમારે આ માહિતી અન્ય ભાષા અથવા ફોર્મેટમાં જોઈતી હોય તો 020 7253 7700 પર ટેલિફોન કરો અથવા Patient.Information@leicspart.nhs.uk પર ઇમેઇલ કરો.

Hindi

अगर आप यह जानकारी किसी अन्य भाषा या प्रारूप में चाहते हैं तो कृपया 020 7253 7700 पर हमें फोन करें या Patient.Information@leicspart.nhs.uk पर हमें ईमेल करें

Polish

Jeżeli są Państwo zainteresowani otrzymaniem niniejszych informacji w innym języku lub formie, prosimy skontaktować się z nami telefonicznie pod numerem 020 7253 7700 lub za pośrednictwem poczty elektronicznej na adres: Patient.Information@leicspart.nhs.uk

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 020 7253 7700 ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ ਇੱਥੇ ਈਮੇਲ ਕਰੋ: Patient.Information@leicspart.nhs.uk

Somali

Haddii aad rabto in aad warbixintan ku hesho luqad ama nuskhad kale fadlan soo wac lambarka 020 7253 7700 ama email u dir: Patient.Information@leicspart.nhs.uk

Urdu

اگر آپ کو یہ معلومات کسی اور زبان یا صورت میں درکار ہوں تو براہ کرم اس ٹیلی فون نمبر 020 7253 7700 یا ای میل پر رابطہ کریں Patient.Information@leicspart.nhs.uk

Date implemented: January 2014

Review date: January 2016

Leaflet No. 246 - Edition 1
Replaces leaflet CT2989/CCHS

Welcome to System Health Centre Community Child Health Clinic



Information for parents

We aim to make sure
your child receives the best care,
as close to where you live as possible.

System Health Centre
Melton Road
System
Leicester
LE7 2EQ

Child Health Clinic Tel: 0116 225 3919
Office hours: Mon to Thurs 8.30am - 5pm
Fri 8.30am - 4.30pm

How to find us



Syston Health Centre is a modern purpose-built building on the Western side of the City. There is a pay & display car park at the clinic, with limited space. On street parking is available if you are unable to use the car park. Please be sensitive to local residents' needs if parking on the street. The building is accessible to people with disabilities and disabled car parking spaces are available. If you have any enquiries about disabled access please telephone Syston Health Centre on 0116 295 0600.

By public transport - for full up-to-date information, please ring Traveline on 0871 200 2233.

If you can't make your appointment

Please telephone 0116 225 3919 if you need to cancel and rearrange your appointment. Please let us know as soon as possible so that we can offer it to someone else.

If you do not attend without letting us know - no further appointments will be offered to your child unless we get a commitment from you that you will attend future appointments.

Interpreters

If you need an interpreter to be present at your appointment, please telephone the number on the front of this leaflet.

What to do when you arrive

Please arrive 15 minutes before your child's appointment time and report to the reception desk.

You will be asked to wait in a small waiting area which has some toys for children to play with. Any children brought to the centre **must be supervised by you at all times.**

While we make every effort to keep to appointment times, each child's needs are different and it is very difficult to know in advance exactly how long each child will spend with the doctor/specialist nurse. It is possible you may spend some time waiting to be seen and your patience is appreciated. Children are seen in order of their appointment time and not necessarily in the order they arrive.

What to bring with you

On your first visit, please bring:

- any medication or tablets your child is currently taking
- your child's Personal Child Health Record (Red Book)
- the completed questionnaire if you have been sent one.



Who will see my child and what will happen during the appointment?

Your child will be weighed and measured by the nurse.

They will then be seen by the consultant or by another doctor or specialist nurse within the consultants team.

At times, we have students or other people observing in the clinics. You will be told about this before your appointment if this is the case and asked if you consent to them being present. Your child's care will not be affected if you say no.

Please remember that clinical staff are here to listen to your concerns and give you help and advice. If you are unsure about anything and have any questions, please ask. Please use page 5 to make a note of any questions you would like to ask.

What will happen next?

If further tests are needed, such as a blood test or x-ray, you may be asked to take your child to another appointment to get these tests done. This could be at a hospital, a doctor's surgery or other clinic.

If this is the case, another appointment will be made for your child at this clinic to discuss the results. Details of your appointment will be sent to you.

The doctor or specialist nurse may decide to refer your child to other health professionals or agencies. This will be explained to you during the appointment.

If your child needs to be seen again in the clinic an appointment will be arranged by the clinic section at Bridge Park Plaza and sent to your home address.

You will usually be sent a copy of the clinical letter sent to your GP by our service.