

## When should I call?

We will ring you at regular intervals to see how your child is doing. However, if you are concerned or there are any changes to your child's condition, call us on **07884 393007**

Please look out for the following symptoms:

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## Other information

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## Parental support

Baby Buddy (website and app)  
[www.babybuddyapp.co.uk](http://www.babybuddyapp.co.uk)

## Your feedback is important to us Comments, concerns, compliments and complaints

If you have any comments, concerns, compliments or complaints about your child's care, please let us know as soon as possible. Please speak to the nurse in charge, ward sister or matron so that we can help to resolve your concerns quickly.

We welcome any suggestions or ideas to improve our service. We would be grateful if you could give anonymous feedback via a very short questionnaire at [www.surveymonkey.co.uk/r/chatfamily](http://www.surveymonkey.co.uk/r/chatfamily)

### Customer care team

If you would like to contact the customer care team, please tell your child's nurse. Alternatively, you can contact them yourself via telephone on **01256 486766** or via email at [customercare@hhft.nhs.uk](mailto:customercare@hhft.nhs.uk)

**This leaflet is available in other formats, including large print and Easy Read, from the customer care team.**

[www.hampshirehospitals.nhs.uk](http://www.hampshirehospitals.nhs.uk)

Children's Home Acute Team  
September 2020; January 2021; April 2021  
Review April 2023  
FCS/ 384/ 2020/ VER3



**Hampshire Hospitals**  
NHS Foundation Trust



## What is CHAT?

CHAT, or the children's home acute team, is a small team of experienced paediatric nurses. We receive referrals from GP practices, Basingstoke and North Hampshire Hospital, the emergency department (A&E) and the out of hours GP service.

## How can the team help my child?

A GP, nurse practitioner or emergency department doctor has made a referral to the CHAT service after diagnosing your child with one of the conditions below:

- ☐ Bronchiolitis (viral lung infection)
- ☐ Chest Infection
- ☐ Croup (respiratory infection)
- ☐ Gastroenteritis (diarrhoea and/or vomiting)
- ☐ Tonsillitis (inflammation of the tonsils)
- ☐ Viral-induced wheeze
- ☐ Viral upper respiratory tract infection (URTI)
- ☐ Suspected or positive COVID-19 (coronavirus) infection.
- ☐ Group A Strep/Scarlet Fever
- ☐ Otitis Media
- ☐ Hand, foot and mouth
- ☐ Chicken Pox
- ☐ Urinary Tract Infection (UTI)

## How can the team help my child?

Once we have received the referral, we provide assessment and support to your child at home, enabling you to care for them while they are unwell with the aim of reducing unnecessary visits and/or admission to hospital. This is done via telephone consultations and home visits if necessary. 24 hour telephone help is available if needed.

We aim to contact you within two working hours of your child's referral to our service (if referred from a GP).

If your child needs further medical support, we will discuss this with the paediatric doctors. They can then assess your child if necessary on Charlie's Day Unit or G2 Ward.

CHAT will support you until your child has recovered from their illness.

We will then send a letter discharging your child from the CHAT service to you and your child's GP.

### Please note

We support the education of student nurses and other health care professionals, who sometimes accompany us on home visits. Please tell us if you would prefer us not to bring them to your home.

## When is the CHAT service available?

CHAT is available **Monday to Friday**, from **8am to 8pm** and **Sunday 9am to 5pm**

**Evenings and weekends** we divert the CHAT mobile to the Children's department (G floor) at Basingstoke and North Hampshire Hospital.

You only need to dial one number

**07884 393007**

If you are unable to reach us on our mobile, please dial one of the numbers below and tell them you are under the CHAT team.

### Charlie's Day Unit

**01256 313697** or **01256 314742**

### G2 Ward

**01256 313698** or **01256 313699**