

Freedom of Information Request

Ref: 25-365

27 May 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. Describe measures or systems in place to reduce waiting times for children attending Accident and Emergency and give at least one example of an effective service improvement.

We have implemented a GP stream to improve wait times for patients with presenting complaints that are suitable to be reviewed in a primary care stream. We can flexibly adapt the footprint of our department to see minor illness/injury when demand requires.

2. Do you operate the Paediatric Same Day Emergency Care (SDEC) model?

No

a. If yes has this resulted in a reduction in overnight admissions for children? Or improved patient flow?

Not applicable

3. What play facilities do you have in place for children in the Emergency Department waiting areas?

Play support worker, variety of craft/activity packs can be given out, wipeable toys, interactive wall play board.

4. Do you have any specific staff roles to support children and young people?

Play Assistant, Mental Health Support Workers.

5. What systems are in place to ensure effective communication tailored to the child's age and needs?

Hospital passport for children and young people with additional needs, waiting room videos are child friendly. As we are a dedicated Children's Hospital, all environments are designed around the child.

6. What facilities or support do you have for children with autism or a learning disability – eg sensory friendly features, and give at least one example of an effective service improvement.

Sensory bags (fidget toys, chew bracelets, textured fabrics), low level lighting, sounds, toys, ear defenders. We have converted a room in the Children's Emergency Department so Room 10 has a range of lights.

7. Are staff given specific training for supporting children and young people with autism or a learning disability?

Oliver McGowan training; training is also provided through team days.

For Paediatric Ward/Children's Unit

8. Describe measures in place to support both the clinical needs and the emotional well-being of children and teenagers when admitted as an inpatient and give at least one example of an effective service improvement.

Training for all staff in induction to have awareness of Mental Health need for all children and young people - this is across both registered and unregistered workforce. Paediatric liaison service is in place to support across all wards for all young people who are admitted primarily with physical health needs but also need some support with their mental health.

An effective service improvement is the introduction of the Mental Health Support Workers who support the emotional wellbeing of all patients.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust