

USEFUL TELEPHONE NUMBERS:

NHS Direct www.nhsdirect.nhs.uk	0845 46 47
Thames Doc www.thamesdoc.org.uk	020 8390 9991
Childline www.childline.org.uk	0800 1111
CRY-SIS www.cry-sis.org.uk	08451 228 669
NSPCC www.nspcc.org.uk	0808 800 5000
National Drugs Helpline (FRANK)	0800 776 600
Samaritans www.samaritans.org	08457 909090
Surrey Children's Services www.surrey.gov.uk	030 0200 1006
Your Sanctuary Surrey (Domestic Abuse)	01483 776822
Parentline Plus www.parentlineplus.org.uk	0808 800 2222

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you remain concerned, PALS can also advise upon how to make a formal complaint.



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.



To use the text relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔
 ਜੇ ਤੁਹਾਨੂੰ ਭਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553
 اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براؤزر کم اس فون نمبر 01932 723553 پر رابطہ کریں
 Se precisa de uma tradução por favor contacte: 01932 723553
 আপনার অনুবাদের দরকার হলে এখনে যোগাযোগ করুন : 01932 723553
 यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553
 Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital,
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

Sharing Information



**Ashford and St Peter's Hospitals
NHS Foundation Trust is
committed to safeguarding and
promoting the welfare of children
and young people.**

Your GP will be informed of your visit today.

We would also like to inform your Health Visitor, School Nurse or other appropriate professional, of your attendance as it may be helpful to offer continued support and advice after discharge.

Do I have a choice?

If you have any concerns about information that may be shared with other professionals, please let the staff caring for you and/or your child know.

BUT:

There may be times when the people working with you need to share information without your permission.

For example:

- When they need to find out urgently if you or someone else is at risk of harm.
- To help you or someone else who is at risk of harm.
- To help stop a crime.

If a member of staff becomes aware of any circumstances which may impact on a child or young person's safety or well-being, they have a duty to share the information with the relevant professional, which may include Children's Social Services or the Police.

**EVERYONE HAS A RIGHT TO FEEL
SUPPORTED AND SAFE FROM HARM**

Sometimes you may need help or extra support to sort out a problem. Overleaf we have included some phone numbers that may be of use to you.

**Information is only shared in
accordance with Information Sharing:
Guidance for practitioners and
managers
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