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To use the Text Relay service, prefix all numbers with 18802.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে 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

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Recording Information on your Baby's Care In the Neonatal Unit Paediatrics Department

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 still remain concerned please contact our Complaints Manager on 01932 722612 or email complaints@asph.nhs.uk.

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Can I see the records on the database?

Yes, you can see a copy of the information we have about you and your baby. You will get a copy of your baby's discharge summary when you leave the Neonatal unit which summarises the information on SEND. Please talk to the nurse in charge.

How can I find out more?

Please talk to member of staff if you:

- Need more information
- Have any questions or concerns
- Want us to remove any information from the database

Standardised Electronic Neonatal Database (SEND)

Your baby needs the expert care of the medical and nursing team on the neonatal unit. To help deliver the best care possible we collect information about all the babies we look after at St. Peter's using a system called SEND, which we have used for several years.

SEND is now used in all the neonatal units across London and Southern England, and increasingly across the UK. It is a highly secured NHS-web based system which helps us to collect clinical information regarding your baby.

Why do we need this information?

We use the information we collect to help us:

- Collect accurate details about the care of sick or premature babies in the neonatal unit
- Monitor our neonatal care and make sure it is always up to date and compare our standards to others
- Plan and develop services for you and your baby within your area
- Produce reports that highlight areas of good practice that we can share across the region
- Provide summary information for yourself, your baby's GP or other hospitals who may be involved in looking after your baby

Clinical information necessary to those staff directly involved in your baby's day to day care will be identifiable data. Clinical data required for all other purposes will be made anonymous.

What information do we collect?

We record:

- the NHS number for you and your baby
- personal detail such as your contact details
- GP details
- where your baby was born
- how many weeks pregnant you were when your baby was born
- how many babies you had
- your baby's birth weight
- your baby's condition and treatment on a daily basis
- your baby's medication and follow up information

Who collects the information?

The staff on the neonatal unit – usually this is a neonatal nurse, doctor or ward clerk. All information will be stored on a highly secure system only accessible within the NHS network, and password protected.

When and how do we collect the information?

Information is updated regularly throughout your baby's stay in the neonatal unit from the medical notes and nursing records. We enter it directly into the SEND system.

Who will see the information?

Only the people who care for your baby see all the details. There are very strict regulations controlling access to personal information like your baby's NHS number and date of birth. By law, everyone who works for the NHS must keep all personal information confidential and the Trust has strict confidentiality and security procedures in line with the Data Protection Act (1998).

What is the consent procedure?

If you are happy for your baby's details to be used for clinical care purposes, secondary analysis such as audits and reports, and for clinical information to be transferred between units should the need arise then you do not need to do anything. If however you do not want your baby's clinical information to be available for such purposes please ask a member of staff for an opt-out consent form. A signed copy of the opt-out consent form will be given to you for your information.