



University Hospitals Bristol  
NHS Foundation Trust

Patient information service  
Bristol Royal Hospital for Children

# My Hospital Passport

## A guide for patients, parents and carers



Respecting everyone  
Embracing change  
Recognising success  
Working together  
**Our hospitals.**



Bristol Royal Hospital  
For Children

The aim of the Hospital Passport is to provide hospital staff with information about disabled children during their visits to hospital. The information submitted helps staff work in partnership with parents/carers to meet the child's needs.

The Hospital Passport is a parent/carer led document which can be completed online, making it easier for parents/carers to amend it and keep it up-to-date. It is the parent's/carer's responsibility to do this.

The Hospital Passport is a four-sided document which uses a traffic light system so information can be found easily. The boxes you complete have deliberately been restricted. Although this can be frustrating, this ensures the document does not become too large. Key information can then be found quickly and easily by hospital staff.

## **Who are Hospital Passports for?**

Hospital Passports are for children with disabilities. Bristol Royal Hospital for Children defines disability as a lifelong physical or mental impairment which has a substantial and adverse effect on a child's ability to carry out normal day-to-day activities. Disabled children and those with complex health needs include children with learning disabilities, autistic spectrum disorder, sensory impairments, physical impairments and emotional/behavioural disorders.

## **Why would my child need a Hospital Passport?**

A Hospital Passport provides staff with necessary and important information about your child. This information helps us to make plans before your child arrives in hospital and to work with you to meet your child's needs. For example, if you were to take a break from your child's bedside, hospital staff can refer to the Hospital Passport for information in your absence. Staff can also use the Hospital Passport as a discussion/reference tool during the admission process.

## How do I get a Hospital Passport?

Information about the Hospital Passport is available on the Trust's website [www.uhbristol.nhs.uk/hospital-passport](http://www.uhbristol.nhs.uk/hospital-passport) where it can be downloaded.

## How is a Hospital Passport completed?

A blank Hospital Passport must first be saved to your computer. Once you have completed it, return it to the children's hospital electronically. The email address is [childrenshospitalpassport@uhbristol.nhs.uk](mailto:childrenshospitalpassport@uhbristol.nhs.uk), which can be located on the web page above. When completing the Hospital Passport please try to provide as much information as possible – imagine what you would want us to know if you were not with your child in hospital. The red section is for essential information, amber is for important information and green is for preferable information such as likes and dislikes.

## How is a Hospital Passport used?

When the Hospital Passport is returned to the Trust, it is uploaded and an alert is added to the computer system. This alert firstly informs hospital staff that your child has a hospital passport and secondly enables staff to view key information and plan in advance of your child's admission.

A paper copy of the Hospital Passport will be printed and placed inside your child's medical notes. When your child arrives, you will be given the Hospital Passport to check, sign and date. This is to ensure the information within the Hospital Passport is up to date. If you need to make changes to the paper copy, please initial each amendment. The Hospital Passport will remain with your child and will be used by all staff to work in partnership with you in meeting your child's needs.

It is your responsibility to keep your child's Hospital Passport up to date; simply amend the copy you previously saved on your computer and email it to the address shown above.

## What if I don't have a computer?

You can contact LIAISE, the patient and family support service, on **0117 342 8065** or the paediatric disability team on **0117 342 1571**. They will establish if anyone supporting you can assist in completing the form. Alternatively, a paper copy can be sent to you and returned in the post. It can be transferred to an electronic copy and stored in the same way.

## What if our first language isn't English?

If your child is in hospital, staff can contact the translating and interpreting service to request help in completing the Hospital Passport with you. If you are at home you could ask a family member to help you or anyone who knows and supports your child (someone from education, social care or health for example).

The Hospital Passport has been developed with participation from parents/carers of disabled children and has been endorsed by Bristol children's hospital disabled children's working group. It is based on Gloucester NHS Trust's learning disability Passport.

For further information and to complete a Hospital Passport, please go to: [www.uhbristol.nhs.uk/hospital-passport](http://www.uhbristol.nhs.uk/hospital-passport)

**Hospital switchboard: 0117 923 0000**



**Minicom: 0117 934 9869**



**[www.uhbristol.nhs.uk](http://www.uhbristol.nhs.uk)**



For an interpreter or signer please contact the telephone number on your appointment letter.



For this leaflet in large print, audio, or PDF format, please email [patientleaflets@uhbristol.nhs.uk](mailto:patientleaflets@uhbristol.nhs.uk).

