

Local information for parents in Hammersmith and Fulham, Kensington and Chelsea and Westminster

Updated 14 May 2020

How to access local emergency services during coronavirus

Children can get coronavirus (COVID-19), but it's usually less serious than in adults. If your child has a high temperature or any other health problems that you would like advice about, call your GP or 111. If you need urgent help, call 999.

Children and babies will still get illnesses that can make them very unwell quickly. It's important to get medical help if you need it - GPs, NHS 111 and hospitals are still open.

If you need non-urgent help please phone your GP surgery. They will arrange a phone or video appointment. Your GP surgery is making special efforts to protect children from the risk of infection, e.g. using a separate entrance, if you are asked to go in.

It is vital that you still get help at this time. If you do not have a GP, or can't get through to your GP surgery, call 111.

If you need urgent help, call 999.

The table below has information on local services **for children** (updated 14 May 2020).

St Mary's Children's A&E and Urgent Care Centre	Charing Cross Urgent Care Centre	Chelsea and Westminster Children's A&E and Urgent Care Centre	Hammersmith Urgent Care Centre	St Charles Urgent Care Centre
Open 24hrs 7 days a week	Open 24hrs 7 days a week	Open 24hrs 7 days a week	Temporarily closed	Temporarily closed

What are Children's A&E departments currently doing to keep your child safe from coronavirus?

In response to the COVID 19 outbreak, we have taken measures to ensure children and families who need to access our emergency services can do so safely:

- We are limiting visitors except in special circumstances, usually this will be just one parent or carer for each child
- Families may be asked to wear masks and use alcohol gel. There are hand washing facilities for you to use throughout the department
- Families are asked to maintain social distancing from other families in the emergency department
- Families with a high risk of having coronavirus will be isolated in separate cubicles
- Families might be redirected to see a specialist away from the emergency department
- All staff looking after children and families are following strict infection control practice, with regular hand washing and alcohol gel use and when appropriate wearing surgical masks, aprons and gloves

Useful websites:

What parents need to know about Covid-19: <https://what0-18.nhs.uk/popular-topics/coronavirus>

Local health services websites:

Chelsea and Westminster Hospital website: <https://www.chelwest.nhs.uk/>

Imperial College Healthcare NHS Trust website: <https://www.imperial.nhs.uk/>

Central London Community Healthcare website: <https://www.clch.nhs.uk/>