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You can use Text Relay to turn telephone communications into text.
Use the Relay UK app on your phone, tablet or PC.
You can also use Relay UK via Minicom or Uniphone.

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 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

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

Transfer to St Peter's Maternity and Neonatal Unit



Transfer to St Peter's Hospital

You may have been transferred to St Peter's hospital whilst still pregnant (in-utero transfer) to ensure that your baby is born in the right place for their expected needs. Alternatively, your baby may have been transferred after baby has been born (ex-utero transfer) for specialist support.

Wherever possible, if they are being transferred after delivery and you are still an inpatient at your local hospital, then you will also be medically transferred and admitted to St Peter's maternity unit as well, to ensure you are both in the same hospital.

Please be reassured that once you and your baby no longer require specialist medical, surgical, or nursing care, you will be transferred back to a hospital closer to home (this then helps other babies to access specialist care). This is usually your local hospital, however occasionally it may be an alternative hospital (but still close to home), if your local hospital is unable to accommodate your baby due to cot availability or yours or baby's needs.

We appreciate that St Peter's hospital may be very far from your home and local hospital. This leaflet covers information that you and your family might find useful.

The Neonatal Unit information padlet can also be accessed here:



<https://padlet.com/asptrficareteam/st-peter-s-nicu-family-padlet-ouwg45xtkwqxi2e>

Links to other support resources

- St Peter's Neonatal Unit
<https://www.ashfordstpeters.nhs.uk/nicu>
- Multiple Births Foundation -
<https://www.multiplebirths.org.uk>
- Tommy's - <https://www.tommys.org/>
- Rainbow Trust Children's Charity
<https://www.rainbowtrust.org.uk/>
- Twins Trust - <https://twinstrust.org/>
- Association for Postnatal Illness - <https://apni.org/>

Contact Numbers

Labour ward: 01932 722864

If your baby is in the neonatal unit then you will be given the appropriate nursery number as well as further information about the neonatal unit. This can also be found at <https://www.ashfordstpeters.nhs.uk/nicu>

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 Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

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Many people also choose to order their own food through a delivery app. Please note that you need to be able to collect this from the Abbey wing entrance yourself and be clear in your instructions that this is separate to the main hospital entrance. Kitchen facilities and small snacks are also available for parent use if their baby is in the neonatal unit.

Additional Support

Being transferred can be a very difficult and worrying time. If you have any questions, please ask the nurses, midwives and doctors looking after you. Also, if you would like to access other support such as those below, please mention this to your care team.

Birth Support: The Birth Support and Reflections service can be accessed whilst you or your baby are receiving care from us, or much later on when you feel ready. You can self-refer for the birth reflection service by calling 01932 722879. If there is no-one to take your call, please leave a message and they will return your call as soon as possible.

Chaplaincy: The Chaplain is available for emotional support regardless of religion, 24 hours a day.

Spiritual Needs: The St. Peter's Hospital Multi-Faith Centre, which is open to everyone, is on Level 3 by the Duchess of Kent entrance in the main hospital. The Centre is open from 8.00am - 6.00pm each day. Security staff will unlock it at other times if needed. The Centre includes a Chapel, a Multi-Faith Prayer Room, a Quiet Room, and an Ablutions Room for those who practice ritual washing before prayer.

Travelling to St Peter's Hospital

- **Car:** St Peter's Hospital is located between Woking and Chertsey close to junction 11 of the M25. The postcode for the hospital is KT16 0PZ.
- **Bus:** There are regular bus services operating to St Peter's Hospital from Woking, Staines, and other surrounding areas. 557 and 446 bus routes come from Woking station to the hospital.
- **Train:** St Peter's hospital is a 20-minute walk from **Chertsey train station**. There is a taxi service by the station, and it is on the main 557 and 446 bus route (going towards Woking). Alternatively, **Woking station** is 25 minutes from Waterloo. St Peter's is a 4 mile walk from the station but there are regular buses and taxi companies available by the exit.

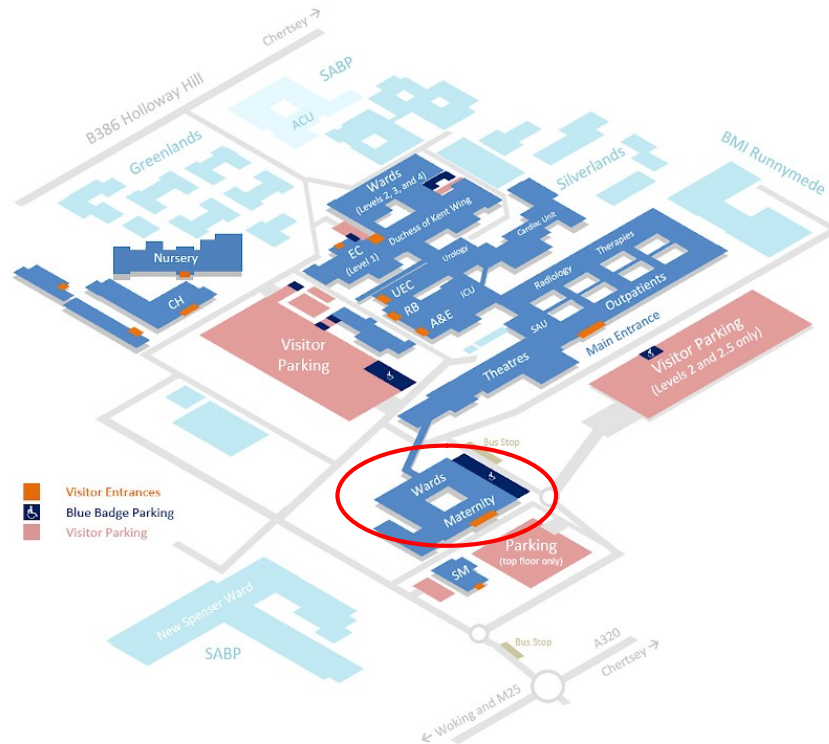
Car Parking

On site car parking is available but it gets busy at certain times of the day. Payment should be made at a nearby machine where you park. If your baby is likely to be in hospital for a long time, parking tickets can be extended. The Unit does subsidise parking for all parents with babies on the neonatal unit, please ask the nurse about current arrangements. Note that penalty charges may be enforced by the car parks management company. If you are a blue badge holder, please follow the instructions on the terminal to obtain your parking free of charge.

Other Rooms

If you are not an inpatient, but your baby is in the neonatal unit, we do have a small number of rooms that may be available for you to stay overnight. Please ask the nurse caring for your baby if this is of interest. If they are not available, then we can also provide information of other accommodations nearby.

Hospital Map



The Maternity and Neonatal units are based in Abbey Wing, which is shown in the red circle above.

Personal Supplies

We appreciate you may have been transferred at short notice. Whilst we cannot guarantee it, if you need a phone charger then please ask if we have one to borrow. There is also a phone charging station on the neonatal unit. We can also supply toiletries and underwear if required.

Food and Shopping

Whilst you are an inpatient you are provided with your meals in hospital. However, the below options are also available to you and your visitors.

Retreat Café - Situated in the Main Entrance of the hospital

Mon to Sun: 7.30am - 4pm

Abbey Wing Costa - Situated in Abbey Wing

Mon to Fri: 8am to 5pm, Sat and Sun: 8.30am to 3.30pm

WHSmith Shop - Situated in the Main Entrance of the hospital

Mon to Fri: 8am to 7pm, Sat to Sun: 10am to 2pm

Sat to Sun: 2.20pm to 4pm

Vending machines are located in:

- Level 2 main entrance of the hospital: Costa coffee and cold drinks
- Level 3 Duchess of Kent opposite the lifts in the main hospital: Snacks, cold drinks & hot and cold food (microwave facility)
- Abbey Wing ground floor: Coffee, snacks, and cold drinks
- Accident and Emergency, situated in the main hospital: Café Couture coffee, cold drinks, and food
- Rowley Bristow in the main hospital: Cold drinks and snacks