

# Dear Young Explorer

You will soon be joining us at the National Institute for Health and Care Research GOSH Clinical Research Facility (CRF) and we can't wait to meet you. We're sure you'll agree that our official name is far too long, so we are going to use our other name which is the Discovery Unit.

Coming to a new place might seem a bit scary, but our team will do everything we can to make you feel comfortable and at home.

This Welcome Pack has lots of important information about the Discovery Unit and introduces you to all the great stuff we have here for you and the people looking after you.

We designed the Discovery Unit along with children and young people like you, but if there is anything that isn't how you like it, or if you need anything else, please let us know and we'll try our best to help. We're here to take care of you!

Thank you so much for being a part of research at Great Ormond Street Hospital (GOSH). Together, we are making a difference in the lives of children in the UK and all around the world.

See you soon, your Discovery Unit team.



## What is the Discovery Unit?

The Discovery Unit is a very special place where our expert research team work with children and young people to find new medicines and treatments. You will get specialised research care and may get to try out new treatments before they are available anywhere else in the world.

We have the same sort of beds, machines and equipment you will see in all hospitals. But in our new unit we also have private bathrooms in each room and foldaway beds so that a grownup can stay with you if you spend the night with us. Best of all is the play area which is jam packed with toys, games and arts and crafts stuff for you to use whenever you want to.

We also have some special things for your parents and carers like a lounge with comfy chairs, a radio and a kitchen so they can make a hot drink and a snack.

Finally, you will see that the Discovery Unit looks different to other parts of the hospital because we have this spacey artwork all over! They are the Discovery Crew, and you are our newest member. Which character is your favourite?



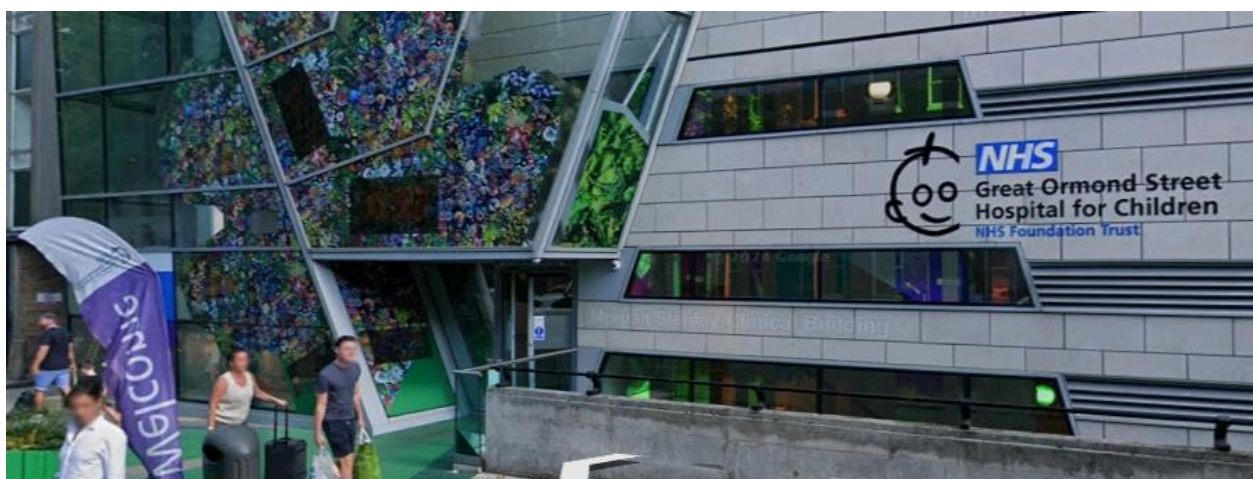
## Finding your way to the Discovery Unit

The Discovery Unit is on Level 8, Southwood Building, Great Ormond Street Hospital, Great Ormond Street, London, WC1N 3JH.

Please enter the hospital using Entrance A (Morgan Stanley Clinical Building, Guilford Street, London, WC1N 1EH. The entrance on Great Ormond Street is now closed due to building work.). If you are taking a taxi, direct the driver to Guildford Street.



- A** Morgan Stanley Clinical Building
- C** Sight and Sound Centre
- D** The Royal London Hospital For Integrated Medicine
- E** Octav Botnar Wing
- F** The Zayed Centre for Research





## Finding your way to the Discovery Unit



Take the lift or stairs to the 2<sup>nd</sup> floor, come through The Lagoon (the GOSH canteen) and follow the signs to the Southwood Building.

Take one these lifts to the 8<sup>th</sup> floor,



and you will see the bell to be let into our reception.



## My first appointment

At your first appointment, you will meet with your research team and talk through the information you have been sent about your trial. They will go through when the trial will start, when we expect it to end and what will happen when the trial finishes.

If you and your grownups are happy to carry on, they will sign some paperwork and your nurse will:

- ➡ Measure your height and weight
- ➡ Take some blood
- ➡ Take a urine sample.





## Our people

We have doctors, nurses and play workers just like any other part of GOSH but they might work in a different way. You will have your own nurse and a doctor, and you might have some other people coming to see you at the Discovery Unit like a physiotherapist, pharmacist, translator or a dietician. You will also meet lots of other nurses who will work together to look after you.

You might also see some other members of our team who deal with all of our paperwork behind the scenes. They won't be looking after you, but they are all very friendly and can help you with things like booking visits and processing expenses.



## Our people - Senior Leaders

Here are the people that are in charge at the Discovery Unit and can help with any queries you might have.



**Stephen Marks, Professor of  
Paediatric Nephrology and  
Transplantation and Director of CRF**



**Lorraine Hodsdon  
Head of Nursing and Patient  
Experience and Co-Director of CRF**



**Grant Nicholson  
Head of Clinical  
Operations**



**Olivia Rosie-Wilkinson  
Clinical Research Delivery  
Manager**



**Thomas Walters  
Clinical Research Delivery  
Manager**

## Our people - Nurses

Our Discovery Unit is “nurse led” which means that our nurse team arrange all of your care when you are taking part in a trial.

At the Discovery Unit we have lots of senior research nurses (who wear dark blue uniforms), research nurses (mid blue uniform), nursing associates (light blue uniform) and Health Care Assistants (light green uniform).

You can find out who the Nurse in Charge for the day is on the noticeboard just past reception.

If you need to speak to a senior nurse, you can ask to speak to our Ward Sister or one of our Matrons.

**Senior  
Research Nurse**



**Research Nurses**



**Nursing  
Associates**



**Health Care  
Assistants**



**Ward Sister/  
Charge Nurse**



**Matrons**





## Our people - The Research Transition Team

We'd love it if you could stay with us forever, but clinical trials end for lots of reasons and we have a whole team who are there to support you and your family before, during and after you move on from the Discovery Unit.

They work closely with other teams at GOSH and other hospitals to make sure that you know what to expect and who will be looking after you when you leave our team.

This includes:

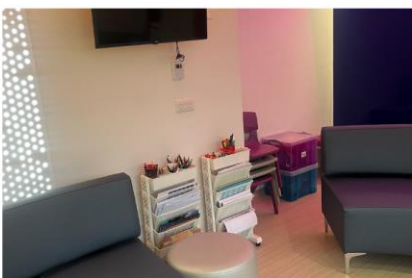
- Supporting patients moving onto adult services.
- Supporting patients who go onto be cared for by another hospital or another part of GOSH when their trial ends.
- Helping to set up homecare.
- Supporting patients with learning disabilities or additional needs.
- Creating easy-read guides and visual information.



## Our play area

This is our play area which is for you to relax and play.

Our Play Worker, Anna can help you to find what you need and knows lots of games and fun things to keep you busy. All toys are sanitised after use so if you are returning items, please pass them to the team to be cleaned.



## Our bedrooms



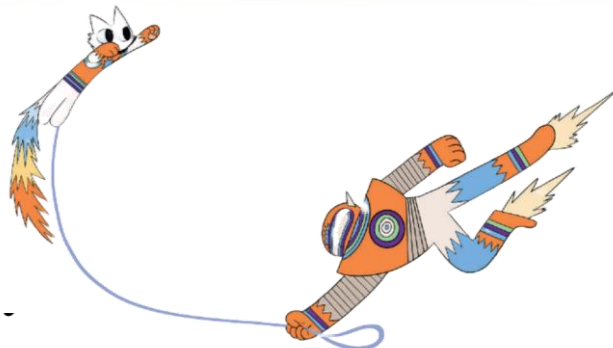
All of our rooms have a bed, chairs, a desk, a bedside cupboard for your things and their own private bathroom with a toilet and a shower. We have foldaway beds that your grownups can use if you need to spend the night with us.

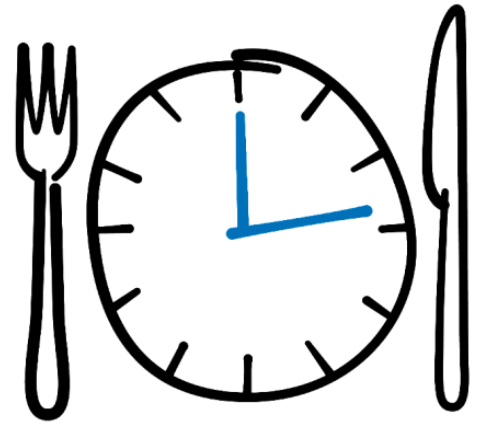
We also have a board in each room where your nurse will write down the things that need to happen that day (blood tests etc.) so you can be prepared and tick them off as they get done.



## Things for grown ups

The adults looking after you can use our new family areas like our Parents' Lounge and Kitchen and Laundry. These are strictly adult only and children are not allowed in because of the boiling water.





## Food and drink

The people paying for your research trial may be able to pay for food and drinks for you and your grownups while you are in the Discovery Unit, so please check with your nurse. If you are staying overnight, your grown up can also get a free meal from The Lagoon, which our reception team can help you with.

If you are having a general anaesthetic or staying overnight, you will be offered lunch or dinner. Your grownups can also make you some toast or cereal if you are with us for breakfast time. Grownups are welcome to store any food (no nuts please) in the fridge in our Parents' Lounge.

Some other options for food are:

- The Lagoon on the ground floor is open every day and opening hours are clearly described outside. Within the Lagoon, you can buy a hot meal, as well as snacks and sandwiches. There is also a coffee shop within the serving barista-made hot drinks, sandwiches and snacks.
- There are vending machines just outside The Lagoon where you can buy hot and cold drinks and snacks.
- The Brunswick Shopping Centre is less than 10 minutes away and has a Sainsbury's Local, Waitrose and various restaurants including Itsu, Leon, Nando's and Slim Chickens.
- Tesco Express is just opposite Russell Square Underground Station on Bernard Street.
- Many visitors also order deliveries from Just Eat, Uber Eats, Deliveroo etc. and meet the driver by the main entrance (remember to send the delivery to Guilford Street and not the one on Great Ormond Street which is closed!).



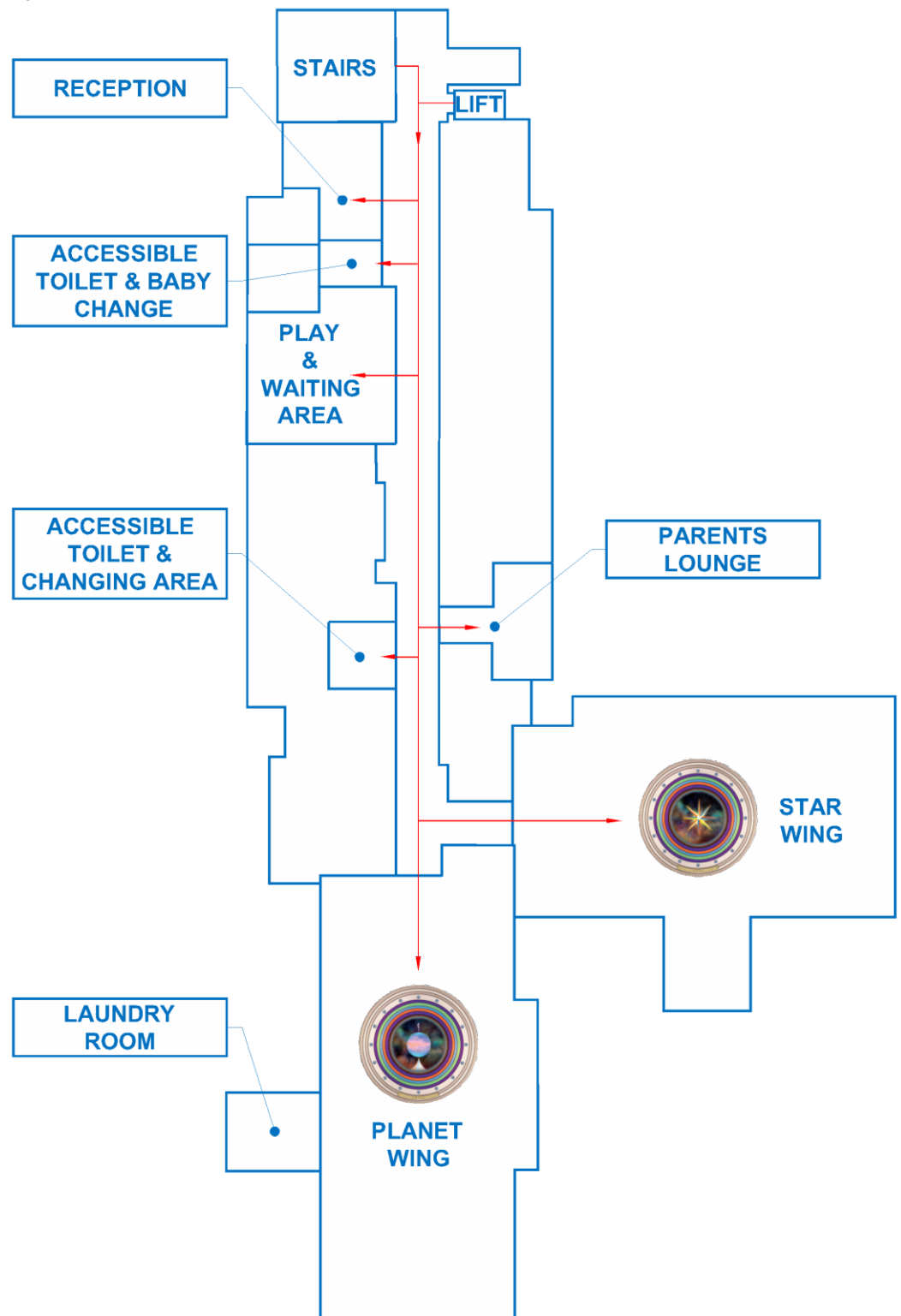


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Hospital for Children**  
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## Map of the Discovery Unit

Here is a map of the Discovery Unit with the important bits marked out for you.

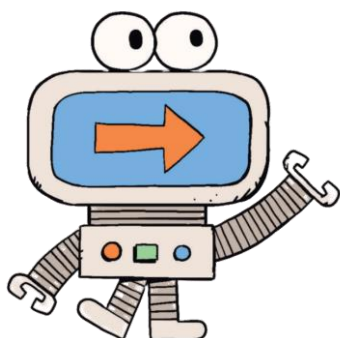




## Tell us what you think

We'd love to hear what you think about the Discovery Unit so please ask our reception team for a "Friends and Family Test" to tell us about your care.

Or you can give us a bit more detail about your experience of research with a "Participant in Research Experience Survey". These are also available at reception or can be completed online at [bit.ly/NIHRPRES](https://bit.ly/NIHRPRES)



If you need to speak to someone right away or have a complaint, please contact the Patient Advice and Liaison Service (PALS) Office on 020 7829 7862 or email [pals@gosh.nhs.uk](mailto:pals@gosh.nhs.uk). The PALS team can offer independent advice and support and offer and advise you on any issue related to your hospital experience.

The Complaints team are also available if you want to make a complaint on 020 7813 8402 or [complaints@gosh.nhs.uk](mailto:complaints@gosh.nhs.uk)



**NHS**

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## Contact numbers

If you need to contact the team, you can reach us on one of these numbers



**Reception, 020 7405 9200  
extension 6892**

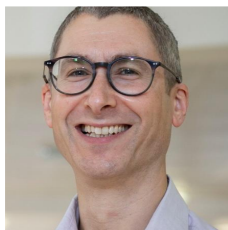


**Nurse in charge, 020 7405  
9200 extension 6859**

**Lorraine Hodsdon,  
Head of Nursing and  
Patient Experience and  
Co-Director of CRF, 020  
7405 9200 extension 6912**



**Shanice Williams, CRF  
Sister, 020 7405 9200  
extension 6919**



**Professor Stephen Marks,  
Director,  
020 7405 9200 extension  
0510**



**The Patient Advice and  
Liaison Service (PALS),  
020 7829 7862**

