How to find us

Family Support and Information Service
Ground floor, Main atrium, Royal Hospital for Children
1345 Govan Road
Glasgow G51 4TF
Telephone: 0141 452 4011/4012
Email: fsis@ggc.scot.nhs.uk

We can provide:
- Support for parents and carers
- Money Advice
- Information
- Internet access
- A listening ear

Family Support and Information Service

Emergency Family Fund supported by Glasgow Children’s Hospital Charity

Publication Date: March 2018
Who we are

Being in hospital can be a worrying time and the Family Support and Information Service is there to help.

Whether you are a family member, carer or a member of staff we offer a friendly, comfortable and confidential environment where there is time for you to ask questions & receive support on any matter that may be important to you or your family.

A service to suit you & your family

Having the right information and support at the right time is essential.

The ‘one-stop shop’ approach to our service makes health care more accessible to meet your needs.

Whether you are a patient, caring for someone, or visiting a patient in hospital, we will find you the information and support that you need.

What we offer

We benefit from working with a wide range of partners to provide a variety of services hosted within our premises.

Our experienced team provide support, information & direct referrals to services that include:

• Emergency Family Fund
• Caring for relatives and friends
• Money advice
• Anxiety, stress and depression
• Health, lifestyle and well-being
• Stopping smoking
• Alcohol and drugs
• Physical activity
• Weight management
• Pet fostering
• Support groups and services
• Complaints and concerns about the NHS

For more information on how we can help, drop in or contact us on 0141 452 4011/4012.

I actually cried with relief when I was in the Family Support and Information Service. The staff listened to me and all my emotional and practical problems. I was made to feel safe.

Lindsey Clark (Mum)

It’s comforting to have friendly faces to talk to and also to find out about other services within the hospital.

Emma Hall (Mum)

The Service provides an essential source of emotional and practical support which is highly valued by both families and staff - we couldn’t do without it!

Dr Joan Burns (Consultant Clinical Psychologist)