



“We’re here to help parents and families when they need it most.”

Jeanette, Family Support Team



Contact the Family Support and Information Team

You're never alone in the children's hospital. The Family Support and Information Team is here to help you cope with the financial, emotional and practical challenges that you may face while you're here. A member of the Team will be in touch soon, but if you would like to speak to someone in the meantime please visit the Family Support and Information Centre on the ground floor, or get in touch.

Opening Hours: 10am - 4pm every day

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FIND OUT MORE

Call 0141 452 4011/4012

Email family.information@ggc.scot.nhs.uk



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Supporting Your Family in Hospital and Beyond

An introduction to the help available for you and your child





Coping with a Hospital Visit

Hospital can be a stressful place, but it's important to remember that you're never alone here. A member of the Family Support and Information Team will be in touch with you soon to identify, discuss and plan how to deal with the issues that are causing you concern. They can help you when you need:

- *Breathing space and the chance to take a break;*
- *Information about your family's health and wellbeing, and organisations that can support you;*
- *Support during difficult conversations with hospital staff or your workplace;*
- *Guidance through difficult processes such as birth or death registrations;*
- *Emotional support or access to organisations that can support your mental health and wellbeing.*

Visit the Family Support and Information Centre on the ground floor between 10am - 4pm every day (no appointment required).



Financial Support

Financial strain and money worries can mount when your child is unwell. The Family Support and Information team can help you to manage the financial impact of your child's condition by providing:

- *Access to support and welfare that you may be entitled to;*
- *Support with applications for grants that you may be eligible for;*
- *Help with transport and accommodation costs;*

In 2016-17, the Financial Inclusion Service funded by Glasgow Children's Hospital Charity recovered £2.3M in benefits that parents were entitled to. Drop in to speak to an advisor or call directly on 0141 452 4011 to find out how we can help you.

Practical Support

When you're in hospital, thinking about everyday tasks can be overwhelming. The Family Support and Information team can help you with practical matters, and can provide:

- *Information about accommodation and places to stay*
- *Information about local cleaning and laundry services*
- *Access to clean clothes and pyjamas for your child*
- *Information about childcare and support for your other children*
- *Help keeping in touch with your wider circle of family and friends*

If there is anything we can do to support you or your family while coming in and out of hospital, please let us know and we'll do our very best to help you.

“When we arrived at the hospital I had so many questions swirling around in my head. The Family Support Team were brilliant and really put me at ease.”

Lesley Condie