
Paediatric Patient Advice by
Telephone for Care at Home,
Hospice, or Hospital
(PATCH) service

**Information for Patients,
Parents and Carers**



What is the PATCH Service?

The PATCH Service is a commissioned NHS England service. The service provides out of hours telephone advice 7 day a week, 365 day a year for children and young people (CYP) and their parents and carers and health care professionals, working alongside your locally based nursing, hospital and/or hospice teams. We aim to support you as a family by providing specialist advice on your child's symptom management such as pain, sickness and any other concerns.

How does the PATCH service work?

The team is made up of specialist doctors and nurses. The PATCH team will have access to your child's patient records to help with the symptom advice.

PATCH is a jointly funded service for patients receiving care from Shooting Star house children's hospice or The Royal Marsden NHS Foundation Trust, hosted by The Royal Marsden. You and your family will be asked to give feedback on this service which will help to improve the service in the future.

Information from telephone calls will be recorded on your child's medical records. Your child's named key worker will be updated about your call the next working day.

The Consultant in paediatric palliative medicine leads the service. There are specialist doctors and clinical nurse specialists who

Contact details

Non-oncology

Shooting Star Childrens Hospice SPACE team

Tel: 01483 230 960 (Monday to Friday, 9am – 5pm)

Oncology

The Royal Marsden patients, Children and Young People's services

Tel: 020 8661 3625 (Monday to Friday, 9am – 5pm)

The secretary will direct the call to an available clinical nurse specialist (CNS).

If there is a voicemail message, this will direct you to another available telephone number for symptom advice. Non urgent messages may be left on the voicemail.

Out of hour's service

All children and young people families (evenings, nights, weekends and all bank holidays)

The Royal Marsden switchboard: 020 8642 6011

There is an automated message with options – please ask for the operator and request to contact the PATCH team. The operator will then contact the member of the team on call who will call you back.

When contacting the service, you will need to give your child's name and a contact telephone number where you can be reached. Your telephone call should be returned within 20 minutes.

References

This leaflet is evidence based wherever the appropriate evidence is available.

Details of the references used in writing this leaflet are available on request from:

The Royal Marsden Help Centre

Telephone: Chelsea 020 7811 8438 / 020 7808 2083

Sutton 020 8661 3759 / 3951

Email: patientcentre@rmh.nhs.uk

No conflicts of interest were declared in the production of this leaflet.

Should you require information in an alternative format, please contact The Royal Marsden Help Centre.

The patient information service is generously supported by The Royal Marsden Cancer Charity.

royalmarsden.org

Registered Charity No.1095197



Revised September 2025. Planned review September 2028
© The Royal Marsden NHS Foundation Trust CU-1095-04



Radiotherapy and
Chemotherapy Services
F538021 & F538022

