

**ALL ABOUT**



**GOING**

**TO**

**THE**



**HOSPITAL**

for an outpatient appointment

**STARLIGHT**

TRANSFORMING CHILDREN'S HEALTH THROUGH PLAY

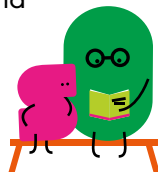
## How to use this prep book with your child

This book has been designed to help your child understand what to expect from their hospital visit. Using a character's experience allows for a gentle introduction to the idea of visiting a hospital.

To get the most out of the book and support your child's understanding:

- **Follow the language and terminology** used in the book to help keep things consistent and reassuring.
- **Pause regularly** while reading to ask your child if they understand what's happening or if they have any questions.
- Encourage your child to **guess what might happen next** or what they think the characters will do. For example, what toys might the character play with whilst at the hospital?
- **Give your child the space and time to answer any questions** asked in the book, and explore any thoughts they want to share.
- Use the book as an opportunity to **open up a safe space for questions**, helping your child to begin to process the information. Remember it's ok if you don't know the answers to their questions – you can figure this out together with support from your hospital.

Following this, we would recommend **contacting your local hospital** to see if they have a Play Team. Play Specialists can offer extra guidance and help prepare your child in a way that's tailored to their needs and the environment of that setting.



Esbug has arrived at the hospital.  
Today they came in the car with their grown up.



On the way to the hospital, they saw an ambulance with blue flashing lights. It was taking another child to see a doctor too.



People can also travel to hospital on trains, buses and by taxi.



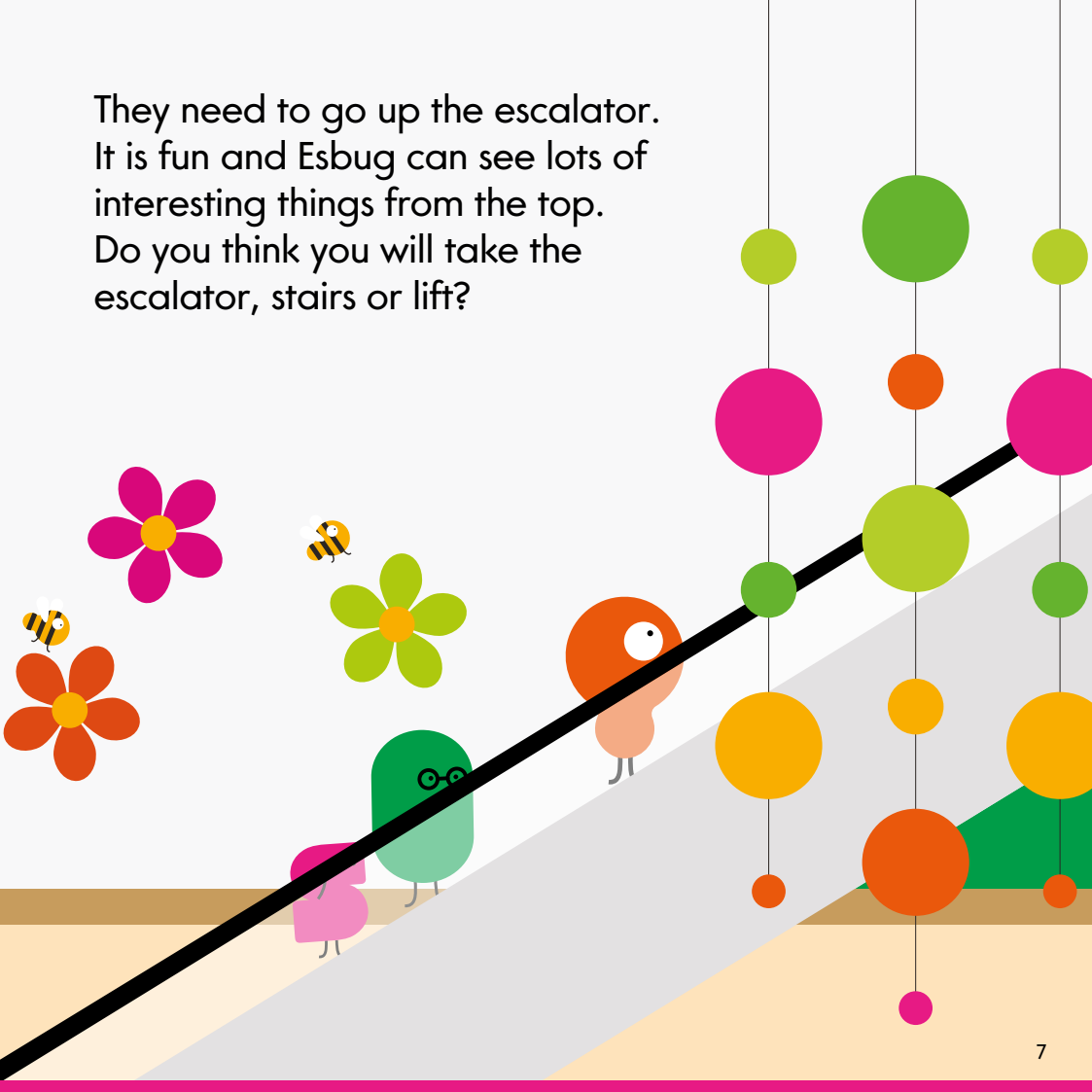
When Esbug arrives at the hospital they look at the signs to help them find where they need to go. There are also lots of friendly people who can help them to find their way.

Esbug is visiting the Outpatients Department today. This means they will just be here for a short time.

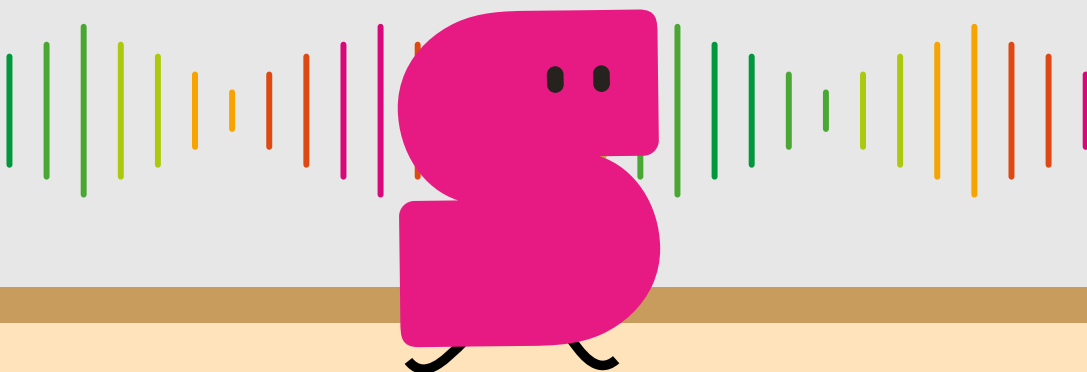


<b>L3</b>	<b>GREENFINCH WARD</b>
<b>L2</b>	<b>SPARROW WARD</b>
<b>L2</b>	<b>BLUEBIRD WARD</b>
<b>L1</b>	<b>RADIOLOGY</b>
<b>L1</b>	<b>OUTPATIENTS</b>
<b>G</b>	<b>EMERGENCY DEPARTMENT</b>

They need to go up the escalator.  
It is fun and Esbug can see lots of  
interesting things from the top.  
Do you think you will take the  
escalator, stairs or lift?



When in the hospital, Esgub can hear lots of different noises. They can hear the coffee machines from the café, people talking in the restaurant and a recorded message telling people important information about the hospital, like, 'remember to wash your hands.'



Esbug knows that there are lots of people that work at the hospital, who all have different jobs. They are all very important. Esbug would love to know how many of these jobs you know about.

**health care  
assistant**



**occupational  
therapist**

**nurse**

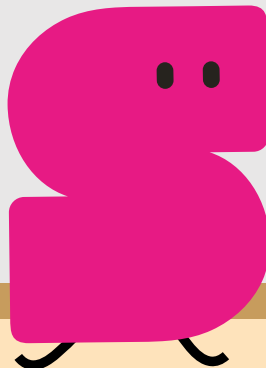
**doctor**

**receptionist**

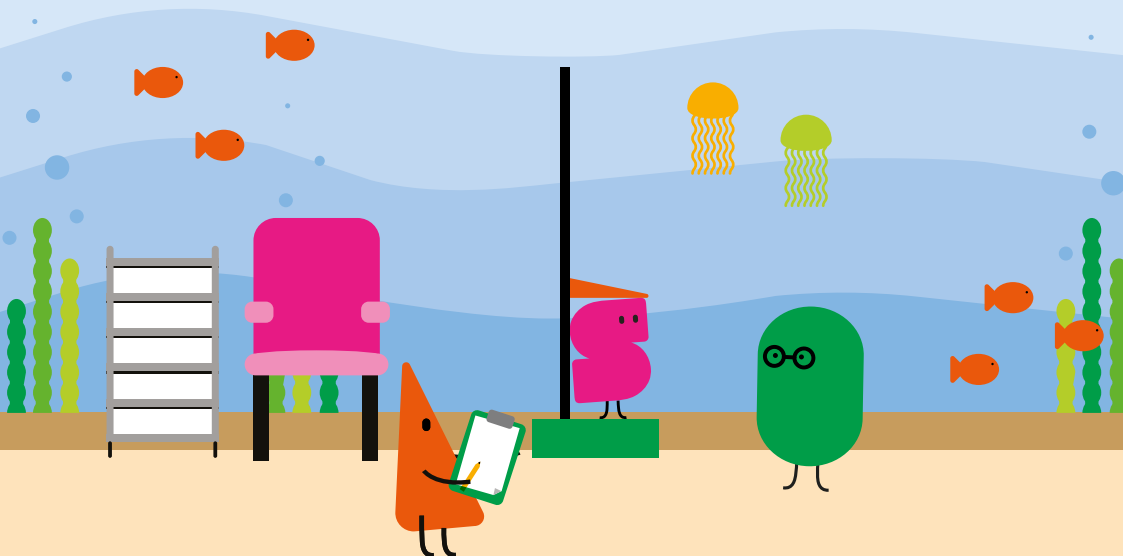
**cleaner**

**play team**

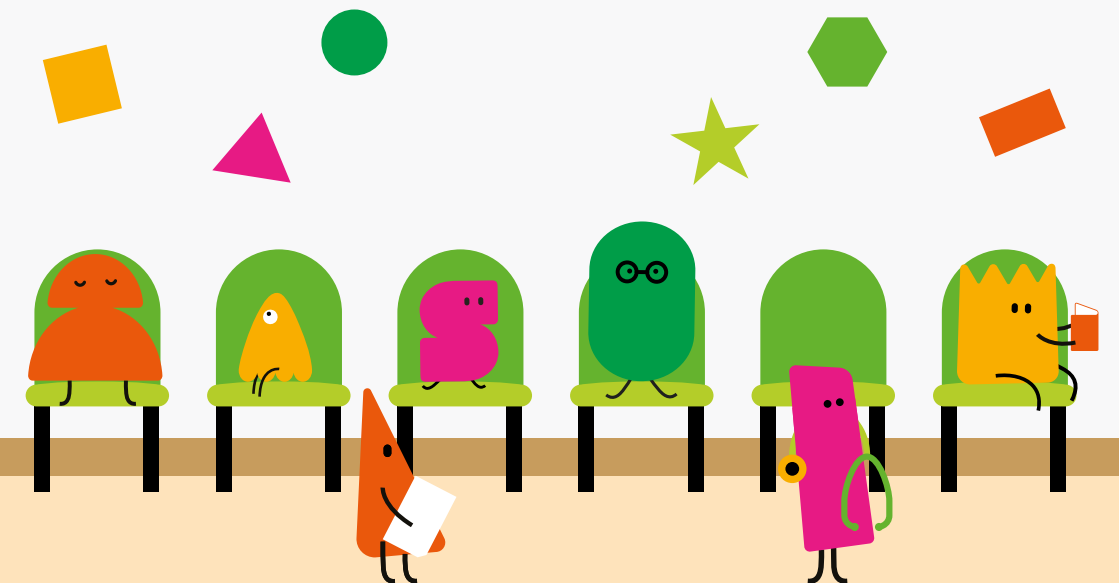
**physiotherapist**



When they arrive at the Outpatients Department, Esgub gets their height and weight measured. This is really fun. Esgub has grown since the last time they came here.



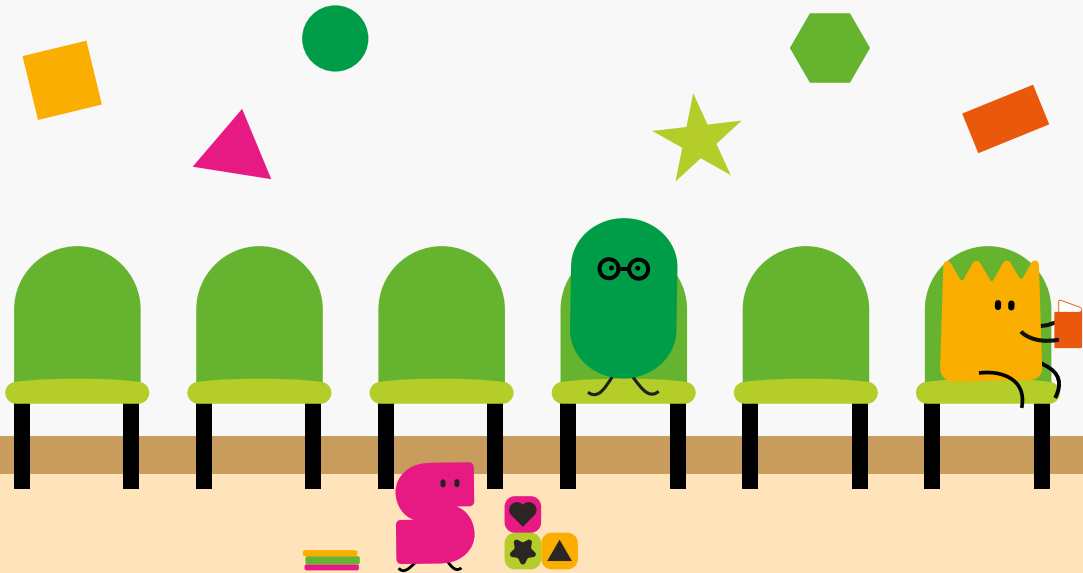
Esubug can see lots of people. Some work at the hospital and some are there to see the doctors as well – just like Esubug. People of all ages visit the hospital to see doctors or have procedures.



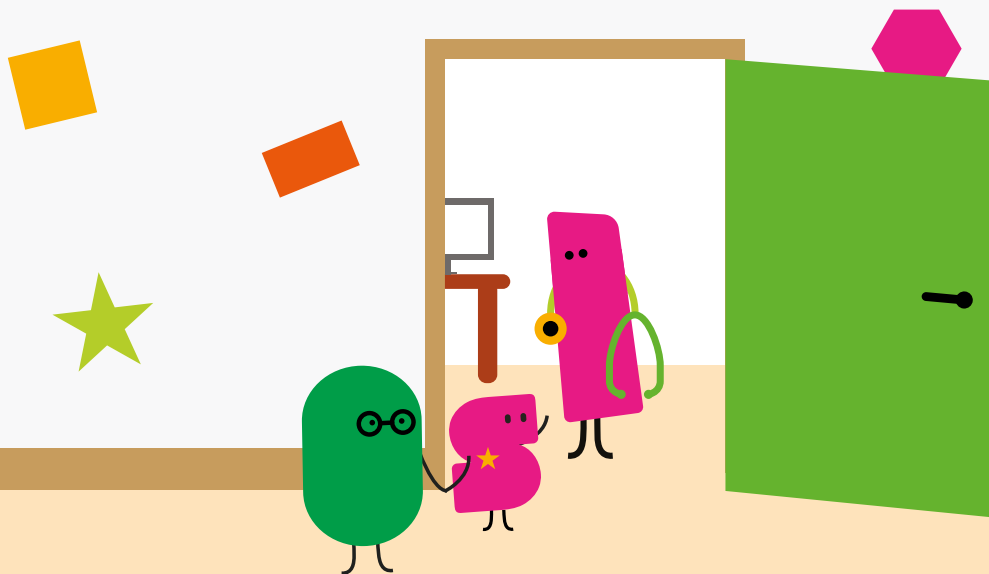
Esbug is very happy to see that there is a playroom and lots of toys to play with!



Esbug has to wait to see the doctor. The staff bring Esbug some toys and fun things to do while they wait. This makes Esbug feel very happy and relaxed.



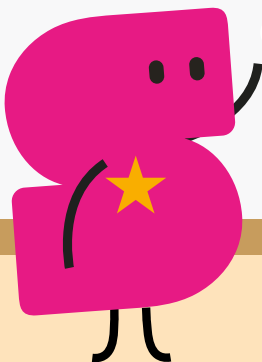
Esubug has seen the doctor now and is ready to go home. Esubug is proud to have done so well at their hospital visit and can't wait to tell their friends all about it.



Let's help Esbug remember what they saw.  
Can you name:

- How they arrived at the hospital
- Something they saw
- Something they heard
- Two staff they talked about

Esbug says well done for doing such great  
listening to this story.





TRANSFORMING CHILDREN'S HEALTH THROUGH PLAY

© Starlight Children's Foundation  
Registered charity 296058 (England & Wales)  
SC 047600 (Scotland)

Kindly funded by Arcus  
Infrastructure Partners

**arcus**  
infrastructure partners

Scan the QR code to  
access further resources

