

School Nursing Service

Information for parents or carers of school aged children

This leaflet can be made available in other formats including large print, CD and Braille and in languages other than English, upon request.

This leaflet is to help you, as parents or carers, to work together with the School Nursing Services in Hartlepool and Stockton to keep your child as healthy as possible so they are able to get the most out of school.

What is the School Nursing Service?

The service is made up of nurses and healthcare assistants who have experience and training in child health and public health. We work with other professionals in health, education, social care and the voluntary sector. Together we deliver the Department of Health 'Healthy Child Programme'. This includes carrying out assessments and screening programmes to identify health needs for children.

Who is the service for?

The School Nursing Service is for all children and young people aged 5 - 19 years old.

Your child does not need to be attending a school to get support from the school nurse.

What does the service offer?

During your child's school years the School Nursing Service offers a range of confidential services which are explained below.

Health and Wellbeing support

A wide range of support is offered to parents, children and teachers, which can include information and advice on:

- staying healthy including healthy eating and physical activity
- supporting children with longstanding illnesses and disabilities
- body changes, puberty and relationships
- smoking, alcohol and drugs
- emotional health and well-being
- bedwetting and soiling.

Throughout their school years your child may also meet the school nurse for various health promotion activities.

School Nursing Service

Both you and your child can seek advice and support from the School Nursing Service on an individual basis through school and community based 'drop-in' sessions. You can also contact your child's school nurse at any time to discuss any health issues they may have.

In Reception Year

You will receive a questionnaire about your child's health and development. It is important you complete this and return it. This will help the School Nursing Service to decide whether your child would benefit from extra support.

We may ask to meet with you and your child to talk about how we can support any health issues. If you are asked to meet with us, please make every effort to attend.

We will also check your child's vision, height and weight in school. If there are any concerns with your child's growth or vision we will inform you by letter and we may also contact you by telephone.

Your child's growth information will also be used for the Department of Health 'National Child Measurement Programme' (NCMP). You will be given written information before this takes place and can 'opt out' if you wish.

During reception year a member of the School Nursing Team or Audiology Service will test your child's hearing in school. You will be informed by letter if your child does not pass their hearing test.

In Year 6

Moving to the 'big school' is a very important part of your child's life and we want to help make sure they are healthy and well prepared for this move. To help support you and your child we will offer a health review. You will receive a questionnaire about your child's health and development. It is important you complete this and return it. This will help the School Nursing Service to decide whether your child would benefit from extra support.

We may ask to meet with you and your child to talk about how we can support any health issues. If you are asked to meet with us, please make every effort to attend.

We will also check your child's height and weight in school. Your child's growth information will also be used for the Department of Health 'National Child Measurement Programme' (NCMP). You will be given written information before this takes place and can 'opt out' if you wish. You will be sent your child's results in the post.

School Nursing Service

Who might we share your child's information with?

We provide a confidential service to children, young people, their parents and carers.

We would only pass on information about your child's health to other professionals if your child or someone else was at risk of harm. Whenever possible we would discuss this with you and your child first.

Other professionals may ask us for information about your child's health. We will only give them this information if you have given them consent, unless your child or someone else is at risk of harm.

How can you contact us?

Each school has a named school nurse to make it easier for you, your child and their teachers to contact us.

You can contact the School Nursing Service by:

- telephoning us on the one of the numbers below.
- writing to us at one of the addresses below.
- asking your child's school to contact us for you.

School Nursing Service - Hartlepool

Ward 2
University Hospital of Hartlepool
Holdforth Road
Hartlepool
TS24 9AH
telephone: 01429 522718
Monday – Friday, 8.30am – 5.00pm

School Nursing Service - Stockton

Ragworth Neighbourhood Centre
St John's Way
Stockton-on-Tees
TS19 0FB
telephone: 01642 606591
Monday – Friday, 8.30am – 5.00pm

School Nursing Service

This leaflet has been produced in partnership with patients and carers. All patient leaflets are regularly reviewed, and any suggestions you have as to how it may be improved are extremely valuable. Please write to the Quality Assurance Team, University Hospital of North Tees or email: patientinformation@nth.nhs.uk.

Comments, Concerns, Compliments or Complaints

We are continually trying to improve the services we provide.

We want to know what we're doing well or if there's anything which we can improve, that's why the Patient Experience Team is here to help.

Our Patient Experience Team is here to try to resolve your concerns as quickly as possible. If you would like to contact or request a copy of our PET leaflet, please contact:

telephone: 01642 624719
Monday – Friday, 9.00 am – 4.00 pm
Messages can be left on the answering machine and will be picked up throughout the day.

freephone: 0800 092 0084
Mobile: (can use text): 0779 506 1883
Email: patientexperience@nth.nhs.uk

Out of hours if you wish to speak to a senior member of Trust staff, please contact the hospital switchboard who will bleep the appropriate person.

telephone: 01642 617617
24 hours a day, 7 days a week

The Patient Experience Team is available to discuss your concerns in person Monday – Friday, 1.30 pm – 4.30 pm. The office is based at the University Hospital of North Tees. It is near the lifts in the main tower block.

Data Protection and use of patient information

The Trust has developed a Data Protection Policy in accordance with the Data Protection Act 1988 and the Freedom of Information Act 2000. All of our staff respect this policy and confidentiality is adhered to at all times. If you require further information please contact the Information Governance Team.

telephone: 01642 833551 or email: information.governance@nth.nhs.uk

University Hospital of North Tees, Hardwick, Stockton-on-Tees. TS19 8PE
University Hospital of Hartlepool, Holdforth Road, Hartlepool. TS24 9AH

Telephone: 01642 617617

Fax: 01642 624089