

School Nursing Service

Information for children and young people aged 11 - 19

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

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.

We are here to support children and young people to have happy, healthy lives and feel safe.

Who is the service for?

The service is for all children and young people aged 5 – 19 years old. We are available to you even if you do not attend school. Sometimes we may meet you at a 'Drop-in session' at school or another venue, or we can come to your home. You can come to these sessions on your own without your parent or carer if you wish.

We work closely with schools and other professionals to support you with any health needs you may have.

How can we help?

We can help you to deal with many health worries or questions including offering advice and support with:

- body changes, puberty, sex and relationships
- bullying
- drugs and alcohol
- emotional health
- smoking
- self harm
- stress at home or school
- body image
- healthy eating and physical activity.

Who do we share your information with?

We provide a confidential service to children, young people, their parents and carers. We would only pass on information about your health to others if you or someone else was at risk of harm. Whenever possible we would discuss this with you first.

School Nursing Service

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

Where can you contact us?

We are not based in schools, but can be contacted easily through your school or on the following telephone numbers.

If you go to school in the Hartlepool area

telephone: 01429 522718

Monday – Friday, 8.30am – 5.00pm

If you go to school in the Stockton area

telephone: 01642 606591

Monday – Friday, 8.30am – 5.00pm

Each school has a dedicated school nurse and they can also contact us for you.

If you do not attend school, you can contact the School Nursing Service in the area where you live using the same telephone numbers.

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