



# Your child has started primary school!

September 2023

## Dear Parent/Carer.

We understand that starting school can be a huge change for your child and for your family.

We would like to take this opportunity to explain how your Children's Public Health 0 – 19 Nursing Service can support you and your child with any health and well-being needs.

We are an 'all year round service' working in schools; health centres; homes and other venues to promote and maintain the good health of families in Nottingham.

### This is what you can expect from us:

- ✔ **Community-based health and well-being clinics for parents and young people**  
We offer appointment-only clinics for parents with babies and children and for young people aged 11-19.
- ✔ **The National Child Measurement Programme**  
We weigh and measure children in Reception and Year 6 as part of this national programme. We will write to parents of all children who are over and underweight to offer information and support.
- ✔ **Health Promotion support for 5-11 year olds and their families**  
We produce termly newsletters with the latest health information which is sent to parents in an email from your school.
- ✔ **Packages of Care**  
If your child has additional needs we can offer a package of care to support you. For example this may be around behaviour and parenting support; sleep; continence or a healthy lifestyle.  
We can also signpost you to other services if you need further support.
- ✔ **Our TextHealth Messaging Service**  
This is a way for parents and carers to get advice and support about health related issues (see page 2).

To request support from the service please ring our Children's Health Advice Hub on **0300 300 0040**

**Yours sincerely,**  
**Children's Public Health 0– 19 Nursing Service**



**I am worried about my child's development.**

**I'm here to help. Whatever is worrying you, let's talk it through.**

We are a confidential text service for parents and caregivers that you can talk to about:

- Feeding and nutrition
- Sleep
- Toilet training
- Parenting advice and support
- Child development
- Family health

Text a Public Health Nurse on

**07480 635002**

We might inform someone if we were concerned about your safety but we would usually speak to you first. Your messages are stored and can be seen by other health care staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate message back to confirm we have received your text. Text will only be seen between 9am and 5pm. If you need help before you hear back from us contact your GP, nearest walk in centre or dial 111. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps).

To prevent the health professional from sending messages to you, text STOP to our number. Messages are charged at your usual rates. For more information on how we use your information please visit [www.nottinghamcitycare.nhs.uk/stakeholders/governance/you-and-your-information](http://www.nottinghamcitycare.nhs.uk/stakeholders/governance/you-and-your-information)

## **We have changed the way that you can contact the Children's 0-19 Public Health Nursing service in Nottingham.**



You can now call our **Children's Health Advice Hub** and speak to a nurse about your child's health and development.

**0300 300 0040**

Opening hours 8.30am to 5.00pm

*We can also help you with booking or changing appointments.*

