



# Your child has started secondary school!

September 2024

## Dear Parent/Carer,

We understand that starting secondary 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.
- ✔ **Health Promotion support for 11-19 year olds**  
We produce termly newsletters with the latest health information which is sent to young people's school email.
- ✔ **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.
- ✔ **School-based drop in clinics for 11-19 year olds**  
Every young person will have access to a weekly confidential drop-in service provided by a nurse.
- ✔ **Health resource for Year 11 students**  
We provide '*How to survive becoming an adult!* Tips to staying healthy and well and where to go for help' to all Year 11s before they finish the summer term. This is sent to their school email.
- ✔ **Our TextHealth Messaging Service**  
This is a way for parents and carers to get advice and support about health related issues (see page 2). There is also a similar service for young people aged 11-19.  
We will send an email to every new Year 7 pupil to let them know about our service.

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)



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** (Mon-Fri, 8.30am to 5pm)

You can ring this number for health advice for your baby and child (up to the age of 19). You can also ring this number to cancel appointments and ask for them to be rearranged, to book clinic appointments and book to attend our feeding support groups.

