

You Said

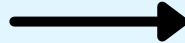
Our website includes lots of information and advice,
we update this on a regular basis.

www.mpft.nhs.uk/services/health-visiting-and-school-nursing

We're Doing

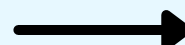
Feedback from parents/carers and young people

- **More than 50%** said you were not aware of the school nurse service and the different ways to access the service, meaning you had not used it before.



- There are various ways you can contact our School Nurses when you need them, from a **text service (ChatHealth)** or call our **Hub**. (**details available on our website**)
- We have created a **poster** which details all of the different ways that you can contact the service which can be found on our **website**, paper copies are available upon request.
- We have social media accounts on **Facebook, Instagram** which we update regularly.
- We also have a newsletter which provides information and advice on a range of topics quarterly.

- **Young people** told us you preferred School Drop ins to any other form of contact, with 80% using them.
- You wanted **drop-ins** for families
- You wanted information about the **School Nurses and how to contact them** via leaflets, posters, school assemblies



- We will continue to hold drop in sessions in middle and secondary schools as well as community drop-in sessions for all school aged children and young people. Weekly virtual drop-in sessions are also available.
- We are ensuring our **website** is updated on how to access these sessions with dates and locations.
- We provide community and virtual drop-ins for parents and families and details are on our website.
- We have posters and leaflets available about our service and how we can help you. These are on our website for your schools to access too or contact us for copies.

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We're Doing

- **Our families** told us you'd use Chat Health to contact the service in the future



- ChatHealth is our **easy to use text messaging service** where you can **speak to a Health visitor between 9am-5pm Monday to Friday**. For parents and carers text: **07520615722**. For young people text: **07520615721**.
- We are promoting Chat Health more extensively via the service website and social media so more of you are aware of this easy service to use.
- This is a great option for those who want advice on the go and don't have time for that phone call.

Quick links




- [Staffordshire Clinics / Service](#)
 - [Drop in schedule \(5-19\)](#)
- [Your school age child \(5-19\)](#)
- [Young People \(11-19\)](#)

Health Visiting and School Nursing Contact Details

East Hub

(covering East Staffs, Cannock, Lichfield, Rugeley, Tamworth)

 0300 303 3924


Chat Health Text Messaging Service

Parents/Carers text: 07520 615722

For young people living in Staffordshire, text 07520 615721

West Hub

(covering Moorlands, Newcastle, South Staffordshire, Stafford, Stone)

 0300 303 3923

Chat Health Text Messaging Service

Parents/Carers text: 07520 615722

For young people living in Staffordshire, text 07520 615721