

Duty Team Telephone Numbers

The service operates between 0900 - 1700 on weekdays.

To contact us, please call the duty team during operating hours or leave a message and a member of the team will respond within 24 hours.

North Team: 020 3317 5727
(Belsize Priory Health Centre)

Central Team: 020 3317 5825 / 5824
(Gospel Oak Health Centre)

Kentish Town Team: 020 3317 2127
(Kentish Town Health Centre)

Caversham Team: 020 3317 5425
(Caversham Group Practice)

South Team: 020 3317 2373
(Hunter Street Health Centre)

Confidentiality

Use of personal data is protected by the Data Protection Act 1998. For information about accessing your health records please contact Information Governance on (Tel) 020 7685 5954.

Comments, compliments, complaints

We welcome your views on our service. Please contact the Patient Support Service:

Patient Support Service
Camden Primary Care Trust
Freepost RRCA-BXHE-HUSR
London NW1 0PE

Tel: 020 3317 3003
Minicom: 020 3317 2890
Fax: 020 3317 2880
E-mail: pss@camdenpct.nhs.uk

Please contact the PSS if you would like this leaflet in large print, Braille, audiotape or in another language.

www.camdenproviderservices.nhs.uk

Health Visiting Service



Information for Parents & Carers

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Camden Provider Services

About the Health Visiting team

The Health Visiting team supports all Camden families with children under the age of five, offering home visits or community clinics as appropriate.

Child Health Clinics are offered at Health Centres, Children's Centres or GP premises where health visitors work alongside other primary care staff, including speech therapists, midwives and school nurses.

We also liaise and work in partnership with statutory and voluntary organisations such as the Children's Centre locality team, social workers, local drop-in workers and other voluntary groups.

The Health Visiting team includes:

- Health Visitors
- Community Public Health Nurses
- Associate Community Public Health Nurses
- Community Nursery Nurses
- Health Visitor Support Workers

What do we do?

We offer a wide range of services and information including:

- home visits to new-born babies
- home visits to new residents
- immunisations
- child health clinics
- development reviews
- parenting skills and advice

- general health and well-being advice
- advice about accidents and staying safe
- home safety assessment
- contraceptive advice
- advice about infectious diseases
- advice about health conditions

Visiting you

You may meet the health visiting team initially during your pregnancy.

When your baby is between 10 - 14 days old, a Health Visitor or Community Public Health Nurse will visit you at home. During this visit you will be able to discuss the health and well-being of your family and your child's developmental progress.

The Health Visitor or Community Public Health Nurse will provide advice, support and local information.

Together, you will develop a Child & Family Health Plan and agree further visits as appropriate. You will be offered an annual child health development review for your child between the ages of one and three and when your child begins school.

All members of the team carry ID badges with photographs.

Students

A student/trainee may visit you with a member of the team. If you do not wish to be seen by a trainee, please let us know.

Interpreting and Advocacy Service

Interpreting and advocacy services are available to support patients whose first language is not English.

Contact us

We offer child health clinics at various locations in Camden. You can find the latest opening times, location maps and telephone numbers in the *Our Services* section of:

www.camdenproviderservices.nhs.uk

Out-of-Hours and emergency

Out-of-hours advice is available from NHS direct on 0845 46 47 (24 hours). Calls are charged at local rate.

If you are concerned that your child may be acutely ill, please ring your GP for an appointment.

