



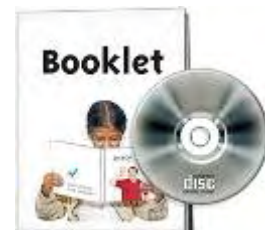
Health Visiting Service

Information for Patients and Carers



Please tell us if you need this leaflet in

- larger print
- spoken on a CD
- Braille
- another language





For 24-hour advice ring NHS direct on 0845 4647.
Calls are charged at the local rate.



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



In an emergency dial 999

Your Health Visitor/Team is:



Health visitor's number

At Health Centre

Main Number.....



What does the Health Visiting Team do?

Health visiting teams give a health and welfare service to families with children under 5.



They can also tell you about living a healthy life, for example diet and exercise.

What is a Health visitor?

A Health visitor is a registered nurse, also specially trained in child health or public health.



Most health visitors can prescribe medication.

Who is in my Health visiting team?

Your local Health visiting team is not just made up of health visitors.

It can also have:

Community public health nurses

These nurses are specially trained in Adult, Children's or School Nursing.

They share responsibility with health visitors for making health assessments of children, families and communities.

Community staff nurse

These nurses make home visits and also do childhood immunisations in clinic.

This is when your child has an injection to protect against diseases.





They support the work of health visitors and give advice about healthy lifestyles.



Community nursery nurse

Nursery nurses have a qualification in childcare and. They assess children's development and behaviour.



Health visitor support workers

Health Visitor Support Workers are trained to work as part of the team in health centres and also in your home.

Training

The Health Visiting team trains other nurses and health workers.



This means that sometimes your health visitor may bring a trainee to your home visit.

They must explain this to you and ask your permission.



It is your right to say no if you don't want this.

If you say no, you will not be treated differently because of this.

Do staff carry ID badges?

Yes. All team members carry identity badges with photographs.

Ask to see it before letting anyone into your home.



Call the number on the front page of this leaflet, if you are not sure.



Where are the Health visiting teams?

Health visiting teams work in local Health Centres, children's centres and doctor surgeries.

Health Visitors also work closely with Children's Centre Locality team, social workers and other teams who support parents.

When will you get in touch with me?

Your first contact with the Health Visiting team could be during your pregnancy if you need it.

After the birth of your baby, you will be visited by a Health Visitor or Community Public Health Nurse. This will happen when your baby is between 10 and 14 days old.

During this visit, you can talk about the health of your family. You can also look at your child's development. Then you will know what to expect, so you can be aware of your child's progress.

The Community Public Health Nurse can also give you advice, support, and tell you what is available in your area.

They will make a Child & family health plan with you.

They will find out from you when are good times to meet in the future.

We will meet with you to review your child's health and development at their 1st, 2nd and 3rd birthdays.

We will also meet with you when your child is about to start school. You can also talk about any worries with your Health Visitor at any time.



What sort of support does the team offer?

Parenting skills and advice



- child development
- play and stimulation
- child care and schools
- positive parenting
- group work

General health and well-being



- choosing healthy ways of living
- exercise and keeping active
- healthy eating for your child and family
- giving up smoking

Accidents and staying safe



- home safety assessment
- accident prevention
- smoke-free homes
- car and road safety
- child protection

Sexual health



- family planning
- screening
- continence
- men's health advice

Infectious diseases and health conditions



- children's immunisations
- mild illness
- skin conditions
- special needs or disability

How do I get in touch?



You can get in touch with the health visitors by leaving a message with the Health centre receptionist.

The phone number is on the back page of this leaflet.

You can ring between 9am and 5pm, Monday to Friday.



You can also call the team's answer phone.

A member of the health visiting team will usually reply within 24 hours of receiving the message.

What if english isn't my first language?

If your first language is not English don't worry - we use interpreters in many languages like Polish, Bengali, Arabic and Somali.



We also use interpreters for British Sign Language and communication support

Tell the health visiting team if you need an interpreter before your appointment

What if I want to tell you what I think about the service?



If you have any concerns or suggestions about our service please speak to your health visitor

Patient Support Service

You can also talk to the Patient Support Service if you have any comments, compliments or complaints about the service.

This is how you can tell them:

Write to:

**Patient Support Service
NHS Camden
Freepost RRCA-BXHE-HUSR
London NW1 0PE**



phone 020 3317 3003



minicom 020 3317 2890



email pss@camdenpct.nhs.uk



Thanks to the health info group at the Advocacy Project for making this leaflet easier to read
Published Nov 2010.

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www.camdenproviderservices.nhs.uk

