

Welcome to Lancashire Healthy Young People and Family Service

Our School Nursing services carry out the National Child Measurement

Programme and School Health Needs Assessments we also provide advice on health promotion and health issues for older children and teenagers.

Get in touch

Lancashire Healthy Young People and Family Service

Virgin Care Preston Hub
Unit 5A, Edward VII Quay
Navigation Way
Preston PR2 2YF

t: 0300 247 0040

e: VCL.019.SinglePointofAccess@nhs.net



Service information guide

Lancashire Healthy Young People and Family Service
School Nursing



About us

School Nurses usually see children at school or college. You will be sent information about the visits that the School Nurse makes to the school and permission will be sought for the National Child Measurement Programme when this takes place. School Nurses will also be available for advice by telephone on 0300 247 0040 and via our ChatHealth texting service for questions about health.

Accessing the service

You will receive information about the School Nursing Service via your child's school or you can contact us using the information provided in the *Get in touch* section.

What if I have a concern?

If you would like to make a complaint, please speak to a member of the team caring for you in the first instance. Alternatively, you can speak to our Customer Experience Team by calling **0300 303 9509** or writing to Customer Experience Team.

Virgin Care Customer Experience
Farnham Hospital
Hale Road
Farnham GU9 9QL

The full complaints process is in our Customer Experience: *'Here to help'* leaflet and is also online at www.virginicare.co.uk/complaints/.

Zero tolerance

We have a zero tolerance policy on all forms of verbal and physical abuse towards our team so that we are able to provide you with the best care possible.

Non English Speakers and other formats

We will provide all our leaflets in other languages and formats. Please let us know if you would like a copy of this leaflet in a different format or language.

Your records

We record all of the information about you confidentially on our clinical system. To find out more about our privacy policies and how your information is shared please refer to *'Your rights and responsibilities'* and *'Protecting your information'* leaflet or visit www.virginicare.co.uk.

We are Virgin Care

To learn more about Virgin Care and what we do please refer to our leaflet *'We are Virgin Care'* or visit our website www.virginicare.co.uk

Who should I contact to raise a concern, make a complaint or leave a compliment?

Call **0300 247 0040** or email VCL.019.SinglePointofAccess@nhs.net