

## Welcome to Lancashire Healthy Young People and Family Service

We provide Health Visiting services, advice from antenatal the period through the first five years of your child's life, advising on healthy growth and care.

## 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](mailto:VCL.019.SinglePointofAccess@nhs.net)



Service information guide

## Lancashire Healthy Young People and Family Service Health Visiting



## About us

Our Healthy Family team led by Health Visitors will arrange to visit you at home to provide advice on your antenatal care and the care of your baby and young children, this includes breast feeding, providing support with common health problems and working with other professionals to support young families and carers.

In the first few months we will monitor your baby's growth and development providing advice or referral to another professional for any issues that arise. Later we will monitor your young child's development and readiness for school. The team also provide advice at our local baby clinics and are available by phone between 9am and 5pm Monday to Friday.

## Accessing the service

You will be referred to the service at 20 weeks of pregnancy and your named Health Visitor will contact you to make an appointment to meet you at home at around 28 weeks. The Healthy Family Team will contact you after the birth to arrange a series of visits according to your needs and to provide you with information about the baby clinics. You can contact our duty Health Visitor by phone on our main number **0300 247 0040** or make contact with your named Health Visitor.

## 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/](http://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](http://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](http://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](mailto:VCL.019.SinglePointofAccess@nhs.net)