This document is also available in other languages and formats upon request. Su richiesta, questo documento è disponibile in altre lingue e in altri formati. Sur demande, ce document peut être fourni en d'autres langues et formats. Na życzenie, dokument ten można uzyskać w innych językach i formatach. यह दस्तावेच अनुरोध किए जाने पर अन्य भाषाओं और प्रारूपों में उपलब्ध है। हिए समझचेंच घेरजी वीडे सम्ट डे ਹੋਰ ब्राप्ताच ਅਤੇ ਰੂਪਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। در صورت در خواست ابن سند به زبانها و شکلهای مختلف در اختیار شما قرار می گیرد, یہ دستاویز دیگر زبانوں اور مطلوبہ شکلوں (فارمیٹ) میں بھی دستیاب ہے مذہ الوثیقة متاحة بلغات اخری و باشکال غیر الکتابة المقروءة وذلك عند الطلب

## **Compliments, Concerns and Complaints**

Comments, compliments or complaints are valued and appreciated. Please speak to your health practitioner. If the service you are receiving is failing expectations, please talk to the manager or staff involved. They will take the matter seriously and sort things out as soon as possible.

If that is not appropriate please contact us below:

Call: 0115 993 4542

Email: Complaints@nottshc.nhs.uk

**Write to:** Patient Experience Team (Local Partnerships)
Nottinghamshire Healthcare NHS Foundation Trust
Moorgreen House, Highbury Hospital, Bulwell, Nottingham, NG6 9DR

You can also share your experiences and care at www.careopinion.org.uk or at the Trust's feedback website: www.feedback.nottinghamshire.nhs.uk

www.nottinghamshirehealthcare.nhs.uk

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You can contact the Healthy Family Teams:
Advice Line: 0300 123 5436
ChatHealth (text service for 11-19 year olds)
07507 329952

Parentline (text for parents and carers) 07520 619919
Website: www.nottinghamshirehealthcare.nhs.uk/
healthy-family-teams

For urgent health advice outside of these hours please telephone 111 or contact your GP practice



## The Nottinghamshire Healthy Families Programme

Working alongside your school, we as health staff would like to welcome you into your secondary school journey. We know this change can be challenging and from time to time you may want some advice and support about your health. The Healthy Family Teams across Nottinghamshire deliver the School Nursing advice and support in schools and at home if you need it. We work with young people aged 5-19.



We recommend all young people attend opticians every two years and the dentist every six months.

If you have any concerns about hearing, please contact your GP. If you are unsure if you are up to date with all your immunisations please get your parent or carer to talk to your GP surgery who will be able to advise.

## You can follow our social media at:



Twitter: twitter.com/NottsHFT



Facebook: www.facebook.com/NottsHFT/



Instagram: www.instagram.com/nottshealthyfamilyteams/

## What services are offered by the Healthy Family Teams?

Our Healthy Family Teams offer a wide range of support for behaviour and emotions, healthy relationships and sleep.

We can complete this work one-to-one or in group sessions in school, at home or in a health centre.



As well as supporting you, we can give advice about other services who will be able to provide ongoing or specialist support.

Here are some useful services where parents, carers, children and young people can access support independently:

- Health for Kids www.healthforkids.co.uk this is an NHS site supporting young children and parents.
- Health for Teens www.healthforteens.co.uk this is an NHS site supporting young people and it contains lots of information.
- ChildLine 0800 1111 www.childline.org.uk
- Notts Help Yourself www.nottshelpyourself.org.uk this is a site for advice, information and local services available.
- Your Health Your Way www.yourhealthnotts.co.uk support around weight management, getting active, stopping smoking and drinking less alcohol.
- ERIC www.eric.org.uk provides information and advice for children and teenagers with bladder or bowel conditions.
- Change for life www.nhs.uk/change4life
- The Sleep Charity thesleepcharity.org.uk/
- LGBTQ advice and support www.stonewall.org.uk/
- CAMHS crisis www.nottinghamshirehealthcare.nhs.uk/camhs
- www.nottalone.org.uk support with mental health
- Mental Health Support Team referral via your school
- https://www.beusupport.co.uk mental health support