

Healthy Child Programme Service Update (March 2017)

Our Healthy Child Programme Services:
one year on

I am delighted to share with you a short film that celebrates just some of our achievements during our first year of providing the Norfolk Healthy Child Programme services.

Our focus over the last 12 months has been on redesigning services to support children and young people achieve their potential.

I am incredibly proud of everything our passionate and committed staff have achieved.

There is more we can do and we look forward to working with children, young people, their families and our partners to achieve our ambitious aspirations for the future.

Click on the image (right) to view our annual review.

Sian Larrington
Head of Services
Norfolk Children and Young People's Services



**NORFOLK HEALTHY CHILD
PROGRAMME ANNUAL REVIEW.**

Just One Number

Just one number

0300 300 0123

Norfolk residents and professionals working with families and young people will find it easier to access our community health services for children and young people as a new initiative - Just One Number – is launched.

All services provided by the Norfolk Healthy Child Programme team, including our health visitors and school nurses, can now be accessed by calling 0300 300 0123.

There will be no change to services, the people who provide these or the locations from which they are based. In addition to using this new number, young people aged 11-19 living in Norfolk can also continue to access health advice and support by texting our ChatHealth service directly on 07480 635060.

So whether families or young people need to book or change an appointment or seek health advice or information, just call, 0300 300 0123 at any time from 8.00 am to 6.00 pm Monday to Friday, and 9.00 am to 1.00 pm on a Saturday.

Sian Larrington, Head of Service, Norfolk Children and Young People's Services said:

"The new Just One Number service is a fantastic innovation for Norfolk. Together with the extended opening hours on Saturday morning, Just One Number will make it easier for parents, carers and young people to contact us and speak to the right person irrespective of where they live in Norfolk."

From 20 March 2017, all communications including referrals should be:

- emailed to: ccs.NorfolkCYPHealthServices@nhs.net or
- posted to: Unit 3, Cringleford Business Centre, Intwood Road, Cringleford, Norwich NR4 6AU

The only exception to the above is communications relating to concerns about the safety or wellbeing of a child or young person. These communications should continue to be referred to the Multi-agency Safeguarding Hub (MASH) which can be contacted on 0344 800 8020.

'You say - we do'

We make sure that family experiences and feedback continually improve our services in large and small ways.

We are developing a pathway to ensure more young parents receive the enhanced support they need after receiving such positive feedback about the difference it makes from young parents.

Following feedback from parents at the Thorpe Hamlet Children's Centre child health clinic that queue times were too long, Health Visitors have arranged to use another room at the centre where parents can sit and wait to be called through to the clinic.

Our new Friends and Family Test leaflets are more user friendly and we hope to receive even more feedback from families using these as well as increasing formal and informal opportunities for service user involvement and co-production.

If you are able to help distribute this survey link for young people to inform the development of our 16-19 service we would be very grateful.

The Unicorns are coming!

During the Easter break, 1st to 17th April, Thorpe Hamlet health visiting teams will be working in partnership with Thorpe Hamlet Children's Centre children's centre, childcare settings, libraries and local businesses to set up a free and fun Unicorn Trail.

Children have been involved in decorating 10 Unicorns which will be placed in 10 venues around the area.

Families are invited to pick up a map and list of questions from Thorpe Hamlet Children's Centre, their child's nursery or one of the venues participating.

For more information on the trail please contact 0300 300 0123

