



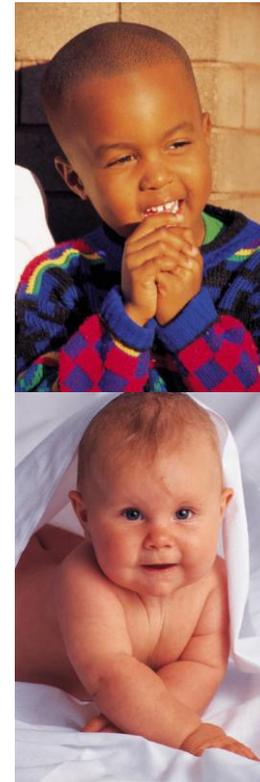
We welcome any comments or suggestions that would improve the Community Children's Nursing Service. Please contact the Senior Practitioner on 0203 316 1950.

PALS – Patient Advice and Liaison Service is also available. If you wish to contact a PALS officer for on-the-spot help, support and advice they may be able to resolve your difficulties before the need to make a formal complaint, but if necessary they can guide you through the complaints process. The Whittington Health NHS Trust's PALS team are available on 0207 288 5551.

Reviewed: November 2019

Date of Next Review: November 2020

If you wish to see your Health Records, please discuss this with your Community Children's Nurse who will be able to advise you.



COMMUNITY CHILDREN'S NURSING SERVICE

Monday – Friday

☎ 020 3316 1950 (09:00 to 17:00)

☎ 07557 202 900 (17:00 to 22:00)

Weekend/Bank Holiday

☎ 07765 243 395 (08:00 to 16:00)

☎ 07557 202 900 (10:00 to 22:00)

The Northern Health Centre, 1st Floor
580 Holloway Road, London, N7 6LB

07557 202 900

COMMUNITY CHILDREN'S NURSING SERVICE

WHO ARE WE?

The Community Children's Nursing Service consists of special children trained nurses that have the necessary skills, knowledge and expertise to provide nursing care and support to sick children in the community.

WHAT DO WE DO?

We provide skilled nursing care, professional advice, support and training to enable sick children with acute and chronic illnesses or disabilities to remain in their home or other familiar environment. We work in partnership with the child and family.

WHO IS THE SERVICE FOR?

Children and young people from the age of 0-18 years old (up to 19 years if they have Special Needs) that require nursing care at home. The team can see children who live within (or whose GP practice is in) Islington. We will endeavour to find a private space for adolescents to be seen on their own in their home or another venue.

WHO DO WE WORK WITH?

The team works closely with other health professionals and organisations including children's wards, GP's, social services, health visitors, school nurses, and child development teams. Any health professionals can refer your child, but this must be in partnership with the GP.

WHAT HOURS ARE THE TEAM AVAILABLE?

The team works between the hours of 8 am to 6 pm, Monday to Friday and 8 am to 4 pm, Saturday and Sunday. One of our nurses will phone to arrange a convenient time slot to visit. We will try to be as flexible as possible to meet your child's needs, e.g. by doing before or after school visits where appropriate.

HOW CAN THE TEAM BE CONTACTED?

The team can be contacted on 020 3316 1950 from 8 am to 6 pm, Monday to Friday and on 07765 243 395 from 8 am to 4 pm on Weekends and Bank Holidays. Outside of these hours there is an answering machine on 020 3316 1950. If no one is available to talk to you, please leave your child's name and your contact details and we will respond to your call as soon as possible.

The Community Children's Nursing Service is NOT an emergency service. If you feel that your child needs to be seen by a doctor urgently, then you should either call your own GP, or take your child to the nearest accident and emergency department or dial 999 and ask for an ambulance.