

Referrals to Children's Community Health Services

Patient Information

0-19 Health Visiting and School Nursing Service



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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Our Values

People at
the Heart

Listen and
Involve

Kind and
Respectful

One
Team

Introduction

The 0-19 service can offer you and your family support; they can also signpost and refer your child to other children's services, so as to ensure their health and development needs are met. This leaflet will give you a brief overview of what to expect next.

Services your child may be referred to and what happens next

Speech and Language: If your child has been referred for support for their speech and language. You will receive a letter and it is important that you reply within 14 days to ensure your child gets an appointment.

Telephone: **0300 707 1673**

Audiology: If your child has been referred to assess their hearing. You will receive a letter and it is important that you reply within 14 days, so as to ensure your child gets an appointment.

Telephone: **0300 707 1459**

Physiotherapy: If your child has been referred for an assessment of their physical development. The team will contact you; if they cannot get through, you will receive a letter. It is important that you reply within 10 days of the letter to get an appointment.

Telephone: **0300 707 1476**

Orthoptist: If your child has been referred for an eyesight or eye development checked. You will receive a letter with an appointment date and time.

Telephone: **01942 822244**

Occupational Therapy: If your child has been referred for support with everyday tasks. You will receive a letter with an appointment date and time.

Telephone: **0300 707 1476**

Paediatrics: If your child has been referred for an assessment by a paediatrician. You will receive a letter from the service with an appointment date and time. Please note that waiting times may vary.

Telephone: **01942 822344**

SEND:

If your child has been assessed as having a developmental need, we may refer your child to the local authority 'SEND' team (Special Educational Needs and Disability Team), with an Early Notification form. The SEND will contact you to discuss local services and support within your area.

Telephone: **01942 486136**

Lets Get Moving: If your child has been referred for a raised BMI, the Lets Get Moving team can provide physical activities within your area to promote healthy habits for life.

Telephone: **01942 828812**

Early Years Health and Development team: If your child is referred to the Early Years Health and Development team, they can support and assess your child if they have been identified as having a delay in an area of their development.

Telephone: **0300 707 1472**

Portage: If your child is referred to Portage, they can help you and child to play and learn together.

Telephone: **01942 828849**

0-19 Health Visiting and School Nursing service:

If you wish to speak to a Health Visitor or School Nurse for support or health advice, please contact our Duty team on:

School Nurse Duty:

0300 707 1091

Health Visitor Duty:

0300 707 1243

Please note: if you have not heard from the service that your child has been referred to in 28 days, please contact the Service directly.

I understand that:

has been referred to:

By:

Job Title:

Date:

I give consent to discuss and refer my child to this Service. The reasons for this referral have been explained to me by the person referring me.

Signed Parent/Carer:

Print Name:

Date:

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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