

Children and Family Health Surrey will:

- Ensure children and young people are at the centre of the care they receive.
- Keep parents and carers involved as equal and expert partners in the care of their children.
- Provide timely and effective support through a single referral route for most of the services that connects families to the right team first time.
- Enable consistent, equal and easier access to services.
- Establish one set of records, which can be seen by the whole healthcare team across Children and Family Health Surrey so parents and carers only have to tell their story once.
- Ensure physical and emotional wellbeing experts work together to better support family physical and emotional wellbeing
- Develop and improve services over the next three to five years in partnership and cooperation with children, young people and their families and carers.

Getting in touch

Information will be available at
www.childrenshealthsurrey.nhs.uk
from 1 April 2017.

Tel: **0345 222 1517**

Email: ask.cfhs@nhs.net

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact 0345 222 1517.

Services of Children and Family Health Surrey are provided by CSH Surrey, First Community Health and Care and Surrey and Borders Partnership NHS Foundation Trust.
Registered name and address: Surrey Healthy Children and Families LLP, 187 Mole Business Park, Randalls Road, Leatherhead, Surrey KT22 7AD. Company number: OC415159

Children and family health services in Surrey from 1 April 2017

Bringing together **physical and emotional wellbeing services** for children and young people across Surrey



Children and young people will continue to be at the centre of the care they receive

From 1 April 2017, Children and Family Health Surrey will provide NHS children's community health services across Surrey. Some services will also be provided in the North East Hampshire and Farnham area.

Services provided include:

Health visiting

Supporting parents and carers with younger children to give them the best start in life through proactive health and parenting advice and support, from before birth to five years of age.

School nursing

Routine health checks, as well as advice and support, for children and young people of school-age and their families. This also includes nursing for, and within, special schools.

School-age immunisations

Vaccinations given as part of the national immunisation programme for school-age children and young people.

Specialist nursing and therapy services for children with additional needs

Paediatric medical, nursing and therapy services for children with additional physical, medical and learning disability needs.

Emotional health services

Supporting the emotional wellbeing of school age children and young people, and for parents with a child under one year.

Children and Family Health Surrey services are for children from birth up to 19 years of age (up to 25 for those with additional needs) and their families and carers.



What will be different?

From 1 April to 30 June 2017 – services will be provided in the same way as they have before.

Children and Family Health Surrey will work hard to ensure there is minimal disruption to care, appointments or delivery of equipment or products. If you have any queries please contact Children and Family Health Surrey on 0345 222 1517 or email ask.cfhs@nhs.net.

Children's records will transfer safely to Children and Family Health Surrey, subject to parental agreement.

The people who provide care and support services, including nurses, therapists, paediatricians and administrators, will remain the same.

Telephone numbers for advice lines and local teams, location of clinics, as well as key clinical and administrative contacts will remain the same from 1 April until at least 30 June 2017. Contact details for specific clinics, teams and local advice lines can be found at

www.childrenshealthsurrey.nhs.uk, by calling 0345 222 1517 or emailing ask.cfhs@nhs.net.

From 1 July 2017 – children, young people and their families and carers will begin to see differences in how services are provided. For example:

- Children and Family Health Surrey will start using one joined-up electronic health record system. All health professionals across Children and Family Health Surrey involved in a child's care will use the same electronic health record system.
- A single phone number for referrals for many of the services will be introduced. This will operate from 9am to 5pm Monday to Friday. This means children, young people and their families and carers will benefit from faster and more consistent access, and will be seen by the right health professional, first time.
- The health visitor advice line will be introduced across Surrey and will operate from 8am to 5pm Monday to Friday.
- School nurses and health visitors from Children and Family Health Surrey will work more closely with CAMHS (Children and adolescent mental health services) enabling easier access to information, advice and guidance to support emotional wellbeing.