

South West Dorset area

The Bridges Medical Centre,
26 Commercial Road,
Weymouth DT4 7DW
tel 01305 255207

The Children's Centre, Dorset County
Hospital, Williams Avenue, Dorchester
DT1 2JY, tel 01305 255215

The Bridport Medical Centre,
North Allington, Bridport DT6 5BN
tel 01308 426807

Comments and Complaints

Our aim is to provide the best possible care and service. If you have concerns about any part of the service you receive, please talk first to your school nurse team leader:

Carolyn Bowyer (for the North Dorset area)
at Blandford Clinic, Salisbury Street,
Blandford, DT11 7QA, tel 01258 452949, or

Julia Shutlar (for South West Dorset area)
at Bridges Medical Centre, 26 Commercial
Road, Weymouth, DT4 7DW
tel: 01305 255207

Patient Advice & Liaison Service (PALS)

As a school child, parent or carer, you may need to turn to someone else for advice, help and support. The PALS service can often provide a speedy resolution to your concerns.

Contact the **PALS** service for Dorset PCT by contacting **Liz Stead**, at the address for Dorset Primary Care Trust shown at the end of this leaflet.

Formal complaints

Formal complaints should be put in writing to the Trust Chief Executive of Dorset Primary Care Trust (address below).

Independent Complaints Advocacy Service (ICAS)

For an independent and confidential complaints service regarding services provided by the Trusts, please contact ICAS on telephone **0845 1203782** (local rate) or log on to www.icas-network.com

Your school nurse is:

STAFF SAFETY Most people welcome the help and care they receive from the school nursing team. However, it should be stressed that NHS staff have the right to be treated with respect by everyone with whom they come into contact during the course of their work. The NHS has a policy that anyone who threatens or behaves in a violent or aggressive way towards staff will be reported to the Police.

Dorset Primary Care Trust
Hillfort House, Poundbury Road,
Dorchester, Dorset DT1 2PN,
Telephone: 01305 368900

Leaflet: School Nurses / SP 699 Updated: Nov 2007

School Nursing Services

A guide for parents and carers



About the service

The school nurse team helps school-aged children and their parents find the support and services they need throughout their school lives. This leaflet tells you more about the service and how it can help you.

This leaflet can be made available in other formats and languages. Please call Dorset PCT's **Patient Advice and Liaison Service** on **01305 361285** or email PALS@dorset-pct.nhs.uk to request a suitable format. For details of Trust services or patient information leaflets, please log on to www.dorset-pct.nhs.uk

What does the school nurse team do?

Members of the school nurse team help school-aged children and their parents find the support and services they need throughout their school lives. Their responsibilities include assessing health needs and agreeing individual and school health plans.

This involves a range of activities including screening for early recognition of anything that may cause difficulties in school, such as hearing or emotional problems.

The team also makes referrals to health and other services. The team promotes good health practices with individual children and their families and delivers health education sessions in the classroom.

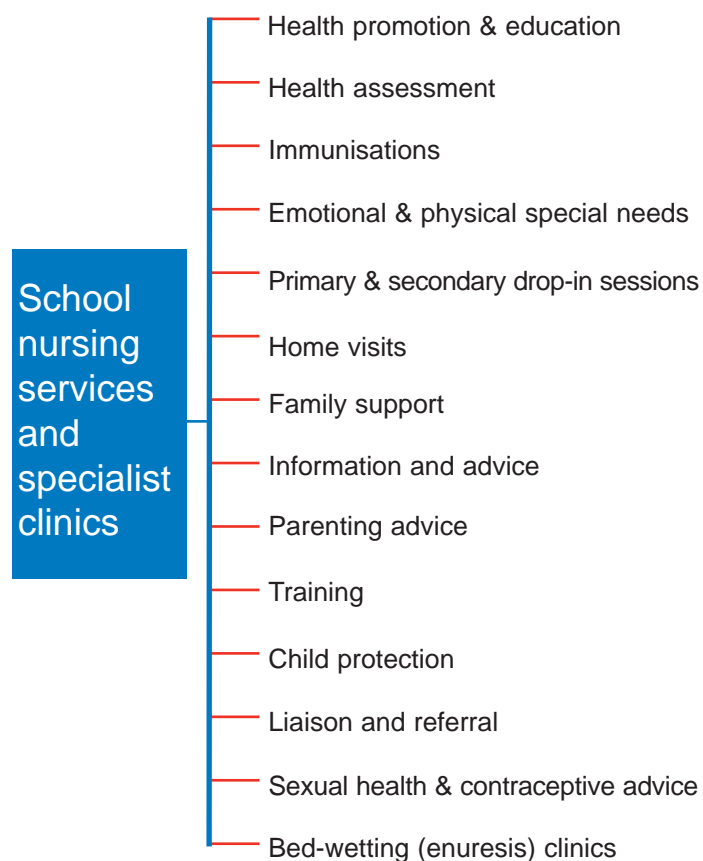
Who is in the school nurse team?

School nurses are qualified registered nurses who have chosen to specialise in school nursing and hold a specialist school nursing degree or qualification.

School staff nurses who are registered general nurses with special interest in the health of school-age children.

School nursery nurses - who hold a specialist qualification in the health and development of children under the age of eight. They look after the health of children from the time they start school to the age of eight.

All members of the team have expertise in public health matters and their main concern is the health and well-being of school-aged children. The school nurse team is employed by **Dorset Primary Care Trust** in the North Dorset and South West Dorset regions. Members are allocated a number of schools with whom they maintain regular contact.



School nurses can refer to sexual health clinics, enuresis clinics, hospital consultants, speech therapy, dental services, child and family services and many other agencies.

Working with other organisations

The school nursing service works with doctors and other health professionals, teachers and social workers, making referrals following consent of the person concerned.

School nurses can lead or join multi-disciplinary teams that plan services for school-aged children.

School nurse teams contact details

North Dorset area

School Health Department,
The Medical Centre,
Old Market Hill,
Sturminster Newton DT10 1QU
tel 01258 473887

Blandford Clinic,
Salisbury Street,
Blandford Forum, DT117PY,
tel 01258 452949

Yeatman Community Hospital,
Hospital Lane,
Sherborne DT9 3JU
tel 01935 813991

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