

## Contact the team

**Office telephone number:**  
**01772 520710**

Please ask to speak to a member of the Childrens Community Nursing Team.

**Please note:** the team's telephone number is not displayed when we call you - the number **01772 520000** is shown and cannot be called back.

## Our address

Broadoaks Child Development Centre, Balcarres Road, Leyland, PR25 3ED

We recognise that not everyone will find this document easy to read. We can arrange for large print, audio and for summaries or explanations in other languages, please call if you require this.

## Compliments

As a nursing team we value your feedback to allow service improvements. If you wish to provide any feedback please email [ccnt@lthtr.nhs.uk](mailto:ccnt@lthtr.nhs.uk) or write to the team at the above address.

On discharge the team will offer the opportunity to complete a Trust friends and family survey.

## Complaints

There may be times when you feel that the team's care falls below expected standards. In the first instance please contact, in confidence, the team leader or matron via the office number. Alternatively, please contact the Patient Advise and Liaison service (PALS) on **01772 522972** or email: [pals@lthtr.nhs.uk](mailto:pals@lthtr.nhs.uk)

JR 1237 Review: Nov 2027

## Parent Information

# Children's Community Nursing Team



## Emergency care

**If your child requires emergency medical care, please dial 999**

## The Childrens Community Nursing Team

We are a team of dedicated children's nurses who provide nursing care for children and young people and their families living in the Preston, Chorley & South Ribble area within a community setting. Dependent on your child's condition or illness, we may assess your child/young person at home, clinic, school or a setting closer to home.

We look after children from birth to 16 years of age, unless they have special educational needs or disabilities (SEND), in which case they may potentially stay under our care until 19 years of age.

### The nurses will review a child, with a diagnosis, following a referral from health care professionals.

As a parent or carer you should be informed that a referral to us has been made and why.

Our aim is to lower the number of hospital inpatient days required for children and young people and to reduce the number of children and young people admitted to hospital.

### How does the service operate?

Our service operates between 8am – 6pm Monday to Friday and does not cover bank holidays.

### Student nurses

In order to gain their qualification, all student nurses must undertake training in the community. Therefore, nurses may at times request permission to have a student with them during visits and meetings.

### How to contact the Children's Community Nursing Team?

**Telephone: 01772 520710**

Non-urgent messages can be left on the voicemail. Please leave your child's name, date of birth and telephone number and we will return your call as soon as we can.

## What to do if you are concerned about your child?

If your child requires nursing assistance outside of our working hours you can contact the following:

- Dial your GP's number for the Out of Hours GP service
- NHS Direct - 111
- Paediatric Assessment Unit, **01772 523632** (only if currently under the care of the Childrens Community Nursing Team and been assessed on PAU).

### If your child requires urgent medical care, please dial 999.

