



**School Nurse Service**  
Children's, Families & Community Health  
Early Help Teams North & South

TEL: 01793 465050/01793 465030

Dear Parents, Carers and Young People,

We are aware that this is a very anxious time and there may be concerns about how to access school nurse support in the coming weeks with the enforced school closures and need to self- isolate.

As a school nursing service we would like to let you know, we are here to offer health and wellbeing advice and to support you during this time.

All Swindon school nurses will continue to work within the national recommendations. We will be accessible mainly via email and phone. We hope to be able to offer video calling once the systems to do so in a confidential way have been agreed and set up.

You may be contacted by a school nurse if your child has been referred to the service by school staff or other health professionals, requires a health assessment or has existing health needs that are supported by the school nursing service. We may phone you outside of normal working hours – let us know if this is inconvenient and we will rearrange, we are working very flexibly to maintain our services the best we can.

If you would like advice and support for your child – please ring either

01793 465050 – The Meadow – North Locality

01793 465030 – Reuben George – South Locality

If you leave a message with your child's name, date of birth and the school they attend – we will get back to you. You do not need to leave details of your enquiry. We will respond as soon as we can, but this might not be on the same working day.

Please continue to access the NHS website for health advice <https://www.nhs.uk/>. This site contains advice around Coronavirus, and what to do if you are concerned that you or a family member have it. If you need immediate health advice contact NHS 111, but be aware that this service is experiencing a very high demand and use the website first if you can. For medical emergencies (This is when someone is seriously ill or injured and their life is at risk) call 999.

We welcome your feedback and would be extremely grateful for any suggestions of how we can improve our service during this very difficult time.

Kind regards

Katie Currie  
Principal for Health and Wellbeing  
Swindon Borough Council

David Haley – Corporate Director Children's Services (DCS)