

22nd February 2023

Dear Parent/Guardian

The Dorset HealthCare School Nursing team would like to share the following information about ParentLine.

ParentLine 5-19 Launched in November 2022 and is aimed at Parents and Carers of Children and Young people aged 5-19 to seek advice and support for their child from a member of the School Nursing team via text message. The School Nursing team can help Parents with Healthy eating, weight management, day/night time wetting, toileting, sleep, hearing, behaviour, emotional health and wellbeing and more.

Parents that have already used ParentLine 5-19 have fed back that they have found it a convenient and easy way to gain information, advice and signposting to further support without needing to wait for an appointment.

ParentLine 5-19 runs from Monday to Friday 9am-4pm during Term times (excluding Weekends, Bank holidays and School Holidays).

Parents can text their query to **07312 263131** and will receive an immediate bounce-back message to let them know their message has been received. We aim to respond within 24 working hours.

More information on ParentLine 5-19 can be found on the School Nursing Web page www.dorsethealthcare.nhs.uk/school-nursing/parentline

Young people aged 11-19 can also seek advice for themselves from a School Nurse via our ChatHealth text messaging service by texting their query to **07480635511**. ChatHealth runs Monday to Friday 08:30-4:30 (Excluding Weekends and Bank Holidays).

Young people will receive an immediate bounce-back message to let them know their message has been received by the School Nurse. We aim to respond within 24 working hours.

More information on ChatHealth can be found on the School Nursing Web page www.dorsethealthcare.nhs.uk/school-nursing/chathealth

Yours sincerely,



Mr P Midworth
Vice-Principal