



**Midlands Partnership**

**NHS Foundation Trust**

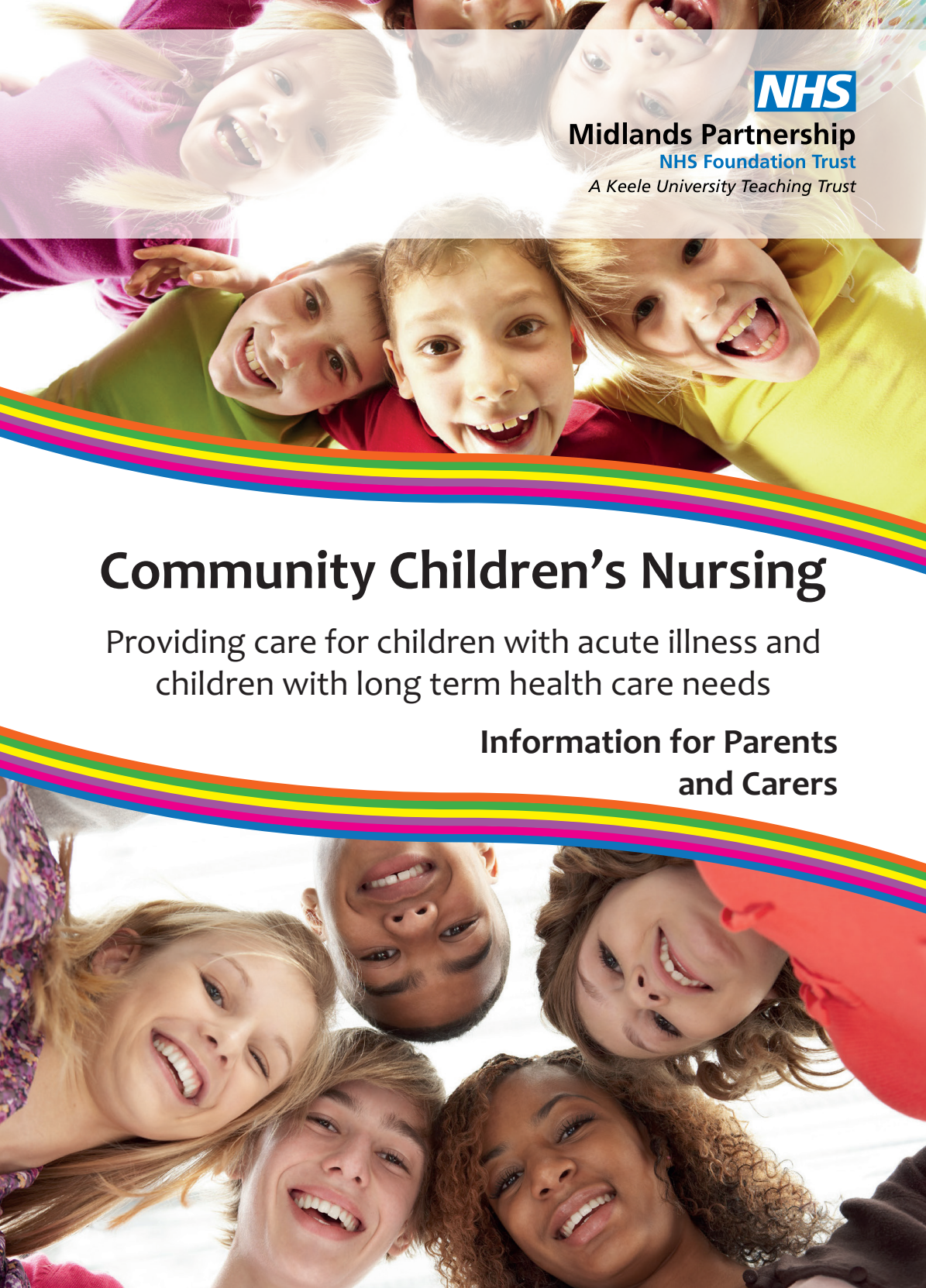
*A Keele University Teaching Trust*

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# Community Children's Nursing

Providing care for children with acute illness and  
children with long term health care needs

**Information for Parents  
and Carers**

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## Welcome

We are a team of experienced children's nurses who support children and young people with healthcare needs at home and in community settings.

We are based in Burton and provide services across East and South East Staffordshire.

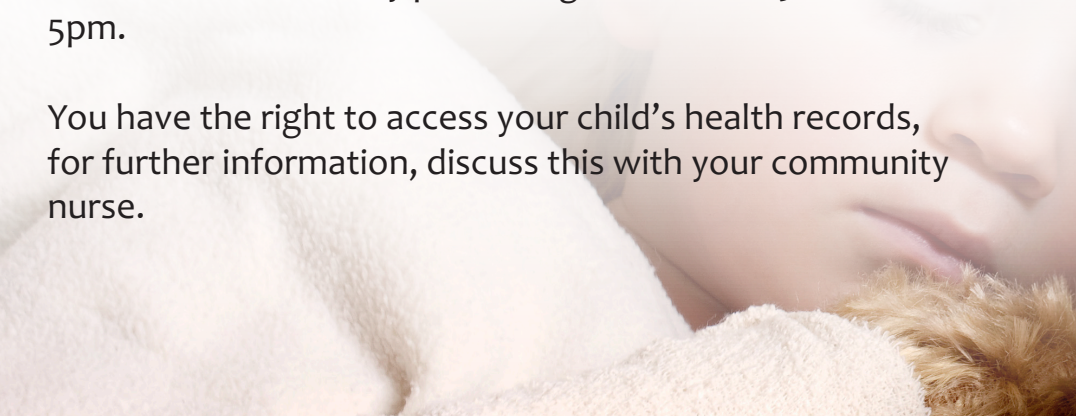
## The Service We Offer

We will work in partnership with you, your child and family . We will assess your child's individual needs and provide clinical care, support, teaching and advice to enable you to manage their care at home as far as possible.

Patient information will remain confidential, however we work in partnership with health visitors, school nurses, doctors and other agencies to promote quality care. This might require us sharing information about you or your child. Your Community Children's Nurse (CCN) will seek your permission if and when this is necessary.

Home visits are usually pre-arranged between 9am and 5pm.

You have the right to access your child's health records, for further information, discuss this with your community nurse.



## Students

We regularly have student nurses on placement with the team.

Where possible we will obtain your consent before a CCN visits with a student. If you do not wish a student to be present, please let your CCN know.

## Your Opinion Matters

The CCN service is always pleased to receive your feedback, it enables us to know what we are doing right and how we can make things better.

**Please complete a survey about your experience by visiting our website (click on the blue feedback banner) [ccn.mpft.nhs.uk](http://ccn.mpft.nhs.uk)**

Alternatively, the Patient Advice and Liaison Service (PALS) advises and supports patients when they have a concern or comments related to services.

They can be contacted on:  
Tel: 01785 783026 (Mon-Fri 9am-5pm)  
Email: [pals@mpft.nhs.uk](mailto:pals@mpft.nhs.uk)





## How to Contact Us

**Office:** 01283 504867

**Mobile:** 07817 756 336

In the event that your call is not answered, please leave your name and contact number, a CCN will call you back as soon as possible.

**Website:** [ccn.mpft.nhs.uk](http://ccn.mpft.nhs.uk)

### Out of hours

Please contact your own GP practice and you will be re-directed.

Alternatively call NHS 111.



## When we Work

7 days a week:

Monday to Friday: 9am – 8pm

Weekends (including Bank Holidays) 9am - 5pm

If you require this information in another language, in larger print, in easy read or any other format please contact us.

Ref: CO07 Ver: 18/8

