



Children and Families

Health Visiting

Oxfordshire Health Visiting Service

Information for families

What are health visitors?

Health visitors are qualified nurses or midwives with specialist public health training. We are trained in child development and protecting children.



We are available to support you in pregnancy and will see you once your baby is born. We are also able to provide support and advice to you within our child health clinics and at any time until your child becomes five years of age.

Health visiting teams advise and support the health and wellbeing of babies, children and their families. Our teams include community staff nurses, nursery nurses and health care support workers.



We work with other agencies such as GPs, midwives, school health nurses, early years settings, Children's centres, voluntary and community groups and social care services.

Health visitors work to promote equal health opportunities, promote health and provide services to individuals, families and communities.



What services do health visitors provide?

“When I need advice I can go to the local well-baby clinic and talk to a health visitor”

“I felt confident and comfortable to ask them for help and advice”

“The health visitor offers me such valuable support, it’s hard to put into words”

For information on the **Healthy Child Programme** 0-5yrs visit www.dh.gov.uk and search DH_107563

Working in the community

Health visitors work closely with Children’s centres and community groups to provide services for families. We make sure you know about the services available in your community.

A healthy start for your family

Health visitors lead the **Healthy Child Programme** to ensure a healthy start for your family. This programme includes immunisations, development checks, baby clinics and health promotion advice. We call this aspect of our work **‘Universal Services’**.

Providing additional support

Health visiting teams provide additional services and support that any family may need; for example – parenting support, advice for a sleepless baby, support with post natal depression/anxiety, infant feeding difficulties or tips on weaning. We call this aspect of our work **‘Universal Plus’**.

Working with other agencies

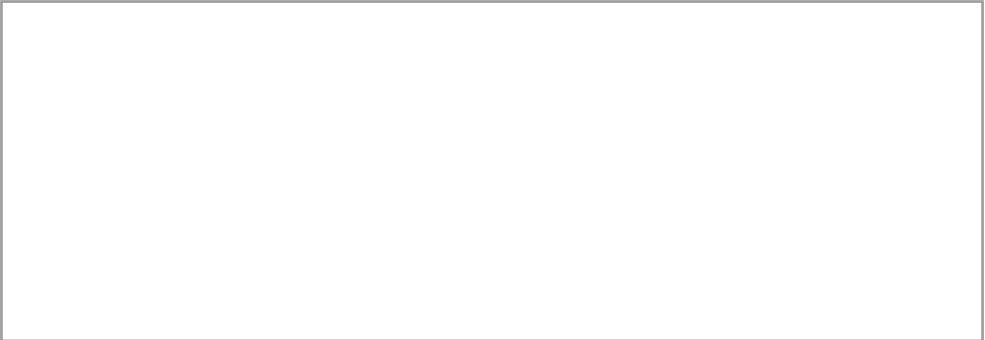
We work together with a range of other agencies to provide additional services for families requiring ongoing support in order to deal with more complex issues. Agencies may include Children’s centres, early years, family nurse partnership and other community services. We call this aspect of our work **‘Universal Partnership Plus’**.

Comments, suggestions and complaints

We are committed to providing a high standard of professional support and advice. To help us maintain this we welcome any feedback that you have regarding your experiences of our service. Please share your comments, suggestions, and positive feedback with a member of the team.

Alternatively you can contact the Patient Advice and Liaison Service (PALS). PALS provides advice and support to patients, their families and carers and can help to resolve any problems, concerns or complaints that you may have. You can contact PALS free on telephone 0800 328 7971, or by email: PALS@oxfordhealth.nhs.uk

How do I contact my health visitor?

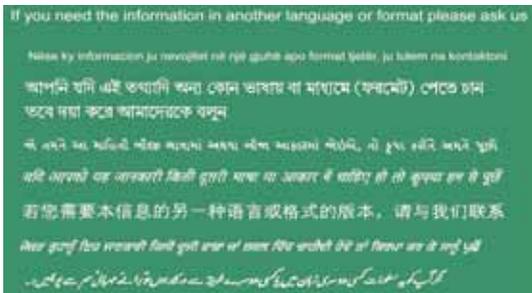


The health visiting service is available Monday to Friday from 9am to 5pm. Please contact your health visitor with any questions or concerns.

Where can I find more information?

The following websites offer advice about children’s health and services available to parents in Oxfordshire:

- www.nhsdirect.nhs.uk • www.nhs.uk • www.oxoncis.org.uk



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