



Available
during
school term
time only.

ParentLine 5-19

A confidential text messaging service for
parents and carers of children aged 5-19.

Message a member of the School Nursing team
for confidential advice on: 07312 263131

We can help with:

- healthy eating
- toileting
- development
- behaviour and more.
- weight management
- Sleep
- hearing

We might inform someone if we were concerned about your safety but we would usually speak to you first. Your messages are stored and can be seen by other health care staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate message back to confirm we have received your text. Text will only be seen between (9am and 4pm). If you need help before you hear back from us contact your GP, nearest walk in centre or dial 111. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). To prevent the health professional from sending messages to you, text STOP to our number. Messages are charged at your usual rates.

