Paediatric Outreach Community Service

Options available
If you’d like a large print, audio, Braille or a translated version of this leaflet then please call:
01253 955588

Our Four Values:
People Centred  Positive  Compassion  Excellence
About The Service

Outreach nurses provide support, education, advice and nursing care for families of children with a variety of medical conditions.

The Paediatric Outreach Community team share follow-on care with other health professionals including Paediatricians, Health Visitors and General Practitioners (GP's)

Where is the team based?
The Paediatric Outreach Team is based within the Women and Children's Unit at:
Child Health Offices
Blackpool Victoria Hospital
Whinney Heys Road,
Blackpool,
FY3 8NR

Useful Information
Asthma Information
www.asthma.org.uk

Constipation Information
www.eric.org.uk

Cystic Fibrosis Information
www.cysticfibrosis.org.uk

Smoking Cessation
www.nhs.uk/smokefree
Contacting The Service

A member of the Outreach team can be contacted in their office Monday- Friday between 09.00 and 17.00.

The phone number is: (01253) 956896

There is an answerphone facility on the above number to take messages when the office is unattended.

Please leave your child's name and contact telephone number and a Paediatric Outreach Nurse will return your call as soon as possible.

Visits are usually undertaken between 09.00 - 17.00 Monday to Friday.

For your convenience the outreach team will try and arrange a visit time within a 2 hour time frame on the day of the visit.

If you are unable to make a booked appointment without suitable notice on two consecutive occasions this may result in your child being discharged from the service.

A new referral to the service would then be required from a health professional in order to receive another appointment.
Feedback

The NHS encourages and values feedback. We would like to hear your comments, opinions, concerns or suggestions. It is very important to us receive any positive feedback as well as concerns or formal complaints about the care and services you have received. We are always looking to improve and can learn from what went well as well the things you were not pleased with. We would always encourage you to feedback to staff as soon as possible but we understand that not everyone finds this easy.

Following your visit we would like you to complete our survey using this link

www.surveymonkey.com/s/MRR359Q

Other ways you can let us have your feedback:

**Outreach Email Contact**
Paediatric.Outreach@exch.bvh-tr.nwest.nhs.uk

**Text Message Contact**
07766137202

**Patient Experience Officer**
Fiona Jones
(01253) 956652
fiona.jones@bfwhospitals.nhs.uk
Useful contact details

Paediatric Outreach Community Service

Tel: (01253) 956896
Monday to Friday 9am to 5pm

Patient Relations Department

The Patient Relations Department offer impartial advice and deal with any concerns or complaints the Trust receives. You can contact them via:

Tel: 01253 955589
email: patient.relations@bfwh.nhs.uk

You can also write to us at:

Patient Relations Department, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool FY3 8NR

Further information is available on our website:

www.bfwh.nhs.uk

References

This leaflet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this leaflet are available on request from:

Policy Co-ordinator/Archivist 01253 953397

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