



Walsall Council

Children's Services

Walsall Local Offer – Health Visiting Service - 0 to 5yrs

Who we are – roles, qualifications, specialist skills, areas of SEND expertise

What we do and what we can offer

The Health Visiting Service is a workforce of specialist community public health nurses who provide expert advice, support and interventions to all families with children aged 0 to 5 years old, and help empower parents to make decisions that affect their family's future health and wellbeing. This service is led by health visitors and supported by a skill mix team of nursery nurses who deliver the Healthy Child Programme 0 to 5 years to all children within Walsall. When a child is identified to have more complex needs the health visitor works with the family to devise a plan of care detailing additional interventions for the child which often requires referral on to other specialist services.

How you can access our services

You can access the health visiting service 9 to 5pm week days by contacting your local health visitor team on one of the below numbers:

Anchor Meadow Team Westfield Drive Aldridge 01922 605685

Beechdale Team Edison Road Beechdale 01922 603074

Brace Street Team Brace Street Caldmore 01922 605900

Darlaston Team Walsall Road Darlaston 0121 568 4275 WS10 9JS

Harden Health Centre Harden Road Walsall WS3 1ET 01922 423312

Parkview Team Chester Road Brownhills WS8 7JB 01922 604535

Rushall Team Lichfield Road Walsall WS4 1HB 01922 616466

Sai Team Forester Street Walsall WS2 9PL 01922 605655

Willenhall Team Field Street Willenhall WV13 2NY 01922 604873

Additionally, health visitors hold a variety of drop in child health clinics where you can bring your child up to the age of five without a pre-arranged appointment for advice, support, and growth reviews.

Details of the local clinics across the borough from Monday to Thursday to choose from are detailed in the table in Appendix A below.

Eligibility criteria – can everyone do everything?

All children who reside both permanently or temporarily in Walsall under 5 years of age.

What we charge for our activities

The health visiting service is part of standard NHS provision and is free to access.

How service users are involved in developing the service

Service user feedback through verbal comments, compliments, complaints, and survey results are used to help develop the service in order to support the needs of families in Walsall. A recent survey has led to the development of a health visitor service web page that can be accessed through www.walsallhealthcare.nhs.uk.

How service users are involved in deciding what they do

All new babies and their parent/carer receive within 10-14 days of the birth a “new birth visit”, and all families with children under the age of 5 who move into Walsall are contacted by their local health visiting team. During these initial contacts the health visitor will consult you regarding your child’s plan of care. The minimum nationally governed programme of care is that all children routinely receive a new birth visit by 14 days old, a 6 week health visitor review, a developmental review before 1 year of age, a review at 2 years old, and prior to commencing full time school the health visitor will review your child’s records and may contact you to ensure all is up to date before transferring care to the school health service.

How to tell us what you think and what you want

You can make suggestions to our team members individually either verbally or in writing.

What to do if you want or need more services

If you feel you need anything more than the service provides with your approval the health visitor will sign post you or liaise with other services who together will help you to meet your child's needs.

How we work with other services

Health Visiting teams work in partnership with local midwives, GPs, children centres, education and social care in order to provide a comprehensive service to address both the needs of children and their families. Health Visitors are accessible either via the telephone or through drop in community child health clinics held at various venues across the borough. Additionally, health visitors work closely with a wide range of other children's services such as physiotherapy, occupational therapy, speech therapy, orthoptics and dieticians.

Help with getting there and back (assisted travel)

Unfortunately there is no assisted travel to health centres but health visitors can travel to your home depending on your needs.

What to do if you are not happy with our service (how to complain)

First of all please contact your local health visiting team who will direct you to the team's clinical lead who will assist you with your complaint. If you are unhappy with the response you can ask to speak to the Care Group Manager who will try to agree a suitable way forward with you. Additionally, you can contact **Walsall Healthcare NHS Trusts Customer Care** service based at the Walsall Manor Hospital who are contactable through calling the Manor Hospital **switch board on 01922 721172** or emailing

patientrelations@walsallhealthcare.nhs.uk.

Updated June 2014



Health Visitor Led Drop in NHS Child Health Clinics

Day	Time	Frequency	Location	Details
Monday	9.30 - 12.00	Weekly	Willenhall Health Centre Field Street Willenhall WV13 2NY	Child Health Clinic Drop in
	9.30 - 11.00	2nd and 4th Monday in the month	Hatherton Childrens Centre Bloxwich Lane, Walsall WS2 7JT	Child Health Clinic Drop in
	1.30 - 3.30	Weekly	Rushall Medical Centre 107 Lichfield Road, Rushall WS4 1HW	Child Health Clinic Drop in
	2.00 - 4.00	Weekly	Harden Health Centre Harden Road, Walsall WS3 1ET	Child Health Clinic Drop in
Tuesday	9.30 - 11.30	Weekly	Anchor Meadow Health Centre Aldridge WS9 8AJ	Child Health Clinic Drop in
	9.30 - 11.30	1st and 3rd Tuesday Term Time Only	Busill Jones Centre Ashley Road, Walsall WS3 2QF	Child Health Clinic Drop in
	10.00 - 12.00	1st and 3rd Tuesday in the month	Birchills Children's Centre Sure Start Birchills, North Walsall	Child Health Clinic Drop in
	10.00 - 11.30	Weekly	Pelsall Village Childrens Centre	Child Health Clinic Drop in
	1.30 - 4.00	1st Tuesday in the month	St Johns Medical Centre	Child Health Clinic Drop in
	1.30 - 3.30	Weekly	Pinfold Health Centre Field Road, Bloxwich WS3 3JJ	Child Health Clinic Drop in
Wednesday	9.30 - 12.30	Weekly	Parkview Medical Centre Chester Road North, Brownhills WS8 7JG	Child Health Clinic Drop in
	9.30 - 11.30	Weekly	Darlaston Health Centre Pinfold Street, Walsall WS1 3PS	Well baby clinic Dop in
	9.30 - 11.30	weekly - Wednesday	Alumwell/ Pleck Children's Centre Brineton Street, Pleck, Walsall WS2 9EP	Child Health Clinic Drop in
	10.00 - 12.00	Weekly	Collingwood Medical Centre Collingwood Drive, Great Barr B43 7NF	Child Health Clinic Drop in
Thursday	9.15 - 11.15	Weekly	Lighthouse Children's Centre Health road, New Invention Willenhall WV12 5EF	Child Health Clinic Drop in
	10.00 - 12.00	1st and 3rd Thursday in the month	The Streetly Children's Centre Foley Road East, Sutton Coldfield B74 3HR	Child Health Clinic Drop in
	1.00 - 3.00	Weekly	SurestartPalfrey Children's Centre South Street, Walsall WS1 8NF	Child Health Clinic Drop in
	1.00 - 3.00	Weekly	Bentley Health Centre Churchill Road, Bentley WS2 0BA	Child Health Clinic Drop in
Friday	10.00 - 11.30	Weekly	Dr Nambisan 1 Chapel Street, Pelsall WS3 4LN	Child Health Clinic Drop in

NORTH

NORTH EAST

NORTH WEST

SOUTH

SOUTHEAST

SOUTHWEST

Appendix A