

## What should you do if you wish to comment on the service?

In the first instance, please contact the Looked after Children's nurses. They would be happy to discuss any queries or feedback with you. If you do wish to comment or complain, please do so as soon as possible. Complaints must be made within 12 months of the event. An advocate can help you through the process complaints process. If you would like to speak to an advocate please contact POHWER ICAS by telephoning 0845 337 3056.

If you are dissatisfied with the outcome of a complaint, please contact the Patient Experience team on 01926 495321 ext. 8020.

As a key provider of healthcare and as an employer, the Trust has a statutory obligation to promote and respect equality and human rights. This is set out in various pieces of legislation including: Race Relations (Amendment) Act 2000, Disability Discrimination Act (2005), Sex Discrimination Act (1975) and the Age Discrimination Act (2006)

Our information for patients can also be made available in other languages, Braille, audio tape, disc or in large print.

### PALS

We offer a Patient Advice Liaison Service (PALS). This is a confidential service for families to help with any questions or concerns about local health services.

You can contact the service by the direct telephone line on 01926 600 054 or using the phone links which are available or by calling in at the office located in the main entrance at Warwick Hospital.

## Useful Websites

### Leaving care website

[www.careleavers.com](http://www.careleavers.com) or otherwise  
[www.warwickshire.gov.uk/leavingcare](http://www.warwickshire.gov.uk/leavingcare)

### Sexual health

[www.respectyourself.info](http://www.respectyourself.info)

### Emotional health

[www.cwmind.org.uk](http://www.cwmind.org.uk) - This is Journeys

### Drugs and alcohol

[www.warwickshire.gov.uk/drugs](http://www.warwickshire.gov.uk/drugs)  
[www.warwickshire.gov.uk/alcohol](http://www.warwickshire.gov.uk/alcohol)

### Warwickshire against domestic abuse

[www.talk2somone.org.uk](http://www.talk2somone.org.uk) 0800 4081552

Riversley Park Centre

Clinic Drive

Nuneaton CV11 5TY

Telephone: 02476 378610

Fax: 02476 378615

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Information  
Group

South Warwickshire

NHS Foundation Trust



## Young People's Health Team

(for those who are looked after)



South Warwickshire  
NHS Foundation Trust



@swftcyp



Trusted to provide safe, effective, compassionate care

## Who are we?

We are a small team of nurses and doctors. We have a lot of training and experience working with young people. However, many children will see their health visitor or school nurse rather than the looked after children's nurse / doctor.

## Where can you find us?

The Looked after Children's Team work from Riversley Park Centre in Nuneaton. We can be contacted on **02476 378610**.

However, we also work across the whole county.

To contact us, please email us at **happy.pies@nhs.net**

This is a confidential email address.

## What is your health check and why is it important?

This check is offered:

- Every year until you reach 18
- It gives you the chance to speak with a doctor or nurse about your health and wellbeing.
- We will give you health information if you want it and let you know what other help is out there for you.



## Who do we share your information with?

Your information is only shared with other professionals if it is in your best interests. People we might share information with would include: -

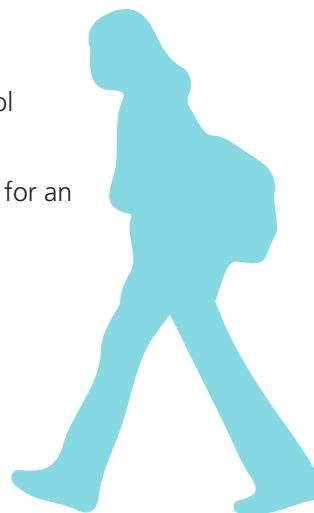
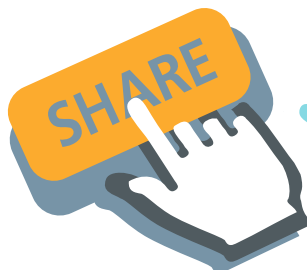
- Your social worker and their managers.
- GP (doctor)
- Health Visitor / School Nurse / Family Nurse
- Other health professionals e.g. hospital staff, CAMHS / Journeys / children's community nurses / disability services

However, this is not a complete list as it would depend on what health needs you have.

A full copy of your health assessment will be sent to: -

- Your GP
- Your Health Visitor / School Nurse / Family Nurse
- Your social worker - if it is for an adoption medical

And.....Kept on file



A copy of the health plan and summary of your health assessment (not the full copy) will go to: -

- Your social worker
- The Independent Reviewing Officer who chairs your meetings.

We will share information to make sure you are kept safe and that you receive the best care we can offer.



## What if you don't want your information shared?

By taking part in the health assessment, you or someone who has parental responsibility for you, is agreeing to allow the information to be shared with relevant professionals.

If there is something you particularly do not want to be shared, then you need to say this at the time of the assessment.



Scan this QR code to visit our page and find out more.