



**Livewell Southwest**  
Public Health Nursing 0-19 Service  
Admin Building  
Mount Gould Hospital  
Mount Gould Road  
Plymouth PL4 7QD

T. 01752 434008  
[livewell.snhealthquestionnaires@nhs.net](mailto:livewell.snhealthquestionnaires@nhs.net)

Date: 09/11/2023

Dear Parent/ Carer,

**RE: Your Child's School Health Needs**

During the school year 2023/2024 all parents and carers of children in Year 1 in Plymouth are invited to complete a digital health and wellbeing questionnaire.

The purpose of this is to give you an opportunity to tell us about your child's health so that we can assess the health needs of your child and provide you and your child with any appropriate support, which may include online, telephone or face to face contact.

You can complete this simple online questionnaire by using the following link:-  
<https://forms.chathealth.nhs.uk/index.php/336721?lang=en>

or alternatively using the QR code provided below: -



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Registered Office Local Care Centre, 200 Mount Gould Road, Plymouth. PL4 7PY.



The questionnaire contains helpful advice, a personalised care plan and signposting to appropriate online resources.

For the best experience when completing the questionnaire, we recommend using a modern web browser, such as the latest versions of Edge, Chrome, Safari or Firefox. This website is not supported by Internet Explorer and may not work correctly if this is used.

Some of following topics will be covered within the questionnaire.

- Emotional health and wellbeing
- Behaviour
- Physical Health & Development
- Dental health
- Continence (toilet training and /or bladder and bowel difficulties)

It will help to have the following information before you begin completing the questionnaire but not essential:

- Your child's NHS number

On submission, the information your child's health questionnaire will be added to the Livewell Southwest electronic record which will inform the School Nursing Service. These records might also be shared with other organisations on a need-to-know basis for the direct care of your child. This is to improve the quality and safety of the service provided. All providers must meet the highest standards of information security and are required by law to maintain confidentiality. Organisations that Livewell Southwest might share with include:

- Other NHS organisations
- GP

The extent to which information about your child may be shared as part of normal clinical practice may vary dependent upon the clinical service you are in touch with. This will be explained to you by your clinician. Your consent is implied by reading this notice and accessing this service. However, if you wish to refuse your child's information to be shared, either entirely or in part, please let us know, so we can respect your wishes and ensure this happens. There are some exceptional circumstances, such as where there are safeguarding concerns, where Livewell Southwest have a legal duty to share your information. If this is the case. Your clinician will discuss this with you.

We use Leicestershire Partnership NHS Trust to process our webforms who comply with NHS Security standards and Data Protection legislation. More information in our [Privacy Notice](#)

Non identifiable information may also be used for service planning with our commissioners and statutory reporting.

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If you have any concerns about your data privacy and confidentiality, our Data Protection Officer is available at: [livewell.dataprotectionofficer@nhs.net](mailto:livewell.dataprotectionofficer@nhs.net)

If you are experiencing technical difficulties completing the questionnaire, please contact our administration team on 01752 434008.

Yours sincerely

## Public Health Nursing Service



# ChatHealth

## NEW Health Visiting and School Nursing TEXT SERVICE

### PARENTS. CARERS. YOUNG PEOPLE.

If you'd like some health advice or support, but are a bit worried about seeing or talking to a professional, our new ChatHealth is perfect for you!

Simply text one of the numbers below and one of our team will text you back



**0-5 years  
Parents Service  
07480 635188**



**5-10 years  
Parents Service  
07480 635189**



**11-19 years  
Young People's Service  
07480 635198**



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