Confidentiality
All our staff are required to abide by a strict code of conduct on confidentiality. We only share information with those who need to know. We will discuss this with you beforehand.

Your opinion matters
Oxleas NHS Foundation Trust is committed to providing the highest standards of care, so we welcome your views on the services we provide. If you would like to comment, make a suggestion or a complaint, please speak to the person you normally see or ask to speak to the manager.

You may also like to speak to our Patient Advice and Liaison Service (PALS) by ringing the freephone number on 0800 917 7159.

Contact details
To contact your health visitor please call one of the following numbers:

Central Booking Desk
Monday to Friday:
9am-12pm and 1pm-5pm
Tel: 020 8319 7077
Fax: 020 8319 7157
Email: centralbookingdesk@nhs.net

www.oxleas.nhs.uk
What is a health visitor?
A health visitor is a qualified nurse who has taken additional training to become a health visitor. Many health visitors are also qualified midwives and have specialist qualifications. The health visiting team also includes staff nurses, nursery nurses and health care assistants who will also be involved in your care.

What we do
The health visiting team, working in partnership with families, delivers the Healthy Child Programme to all children registered with a GP in the borough of Bexley.

Health visitors initially visit the homes of families with newborns to do a hearing test on the baby, provide feeding advice, undertake a family health needs assessment and provide support. Ongoing advice and support is provided until your child is five years old.

The health visiting team provide advice on issues such as immunisations, minor ailments, sleep, parenting, behaviour, special needs, postnatal depression and your child’s general development. There will be a chance for you to ask questions and you may like to write them down before your visit and keep them handy.

How to contact your health visitor
Health visitors work in a variety of settings, such as children’s centres, clinics and GP surgeries. The health visiting team will meet with you at set points in your child’s development. The level of additional contact is based on the individual families needs. You can contact your health visitor via your GP or call the Central Booking Office on 020 8319 7077.

How can you help the team?
- Please ensure that animals are shut away safely when one of the health visiting team visit
- Please consider the health of staff by not smoking prior to or during visits
- If you are unable to attend an appointment or not available for your home visit, please inform the health visiting team as soon as possible so that the appointment can be offered to someone else
- Ensure you have your red book to hand either at your home visit or clinic.

Important dates for your diary
Contact your GP or health visitor to make an appointment for:
- 6 weeks after birth - postnatal checks for mother (GP)
- 8 weeks - development assessment (GP)
- 8 weeks - 1st immunisation (GP)
- 12 weeks - 2nd immunisation (GP)
- 16 weeks - 3rd immunisation (GP)
- 8 months development assessment (health visiting team)
- 1 year - haemophilus influenzae type B (Hib), meningococcal C infection (MenC) (GP)
- 13 months - measles, mumps and rubella (MMR) immunisation (GP)
- 2½ years - development assessment (health visiting team)
- 3½ years - development assessment (health visiting team). If needed
- Pre-school booster (GP).

If you need extra support please contact your health visitor.