

Children's Community Nursing Team

What is the Children's Community Nursing Team?

The CCN Team works in partnership with parents and other health care professionals to ensure that the health care needs of children are met. We work and liaise within a larger team which includes paediatric consultants, nurse specialists, GPs, health visitors, social workers, physiotherapists, occupational therapists and dieticians.

The CCN Team provides support, guidance and education for a variety of medical conditions and needs, including some of the following: wound care, respiratory conditions, eczema, cardiac conditions, gastrostomy care, nasogastric tube care, oncology and intravenous antibiotics.

The Team

The team consists of one band 7 team leader and five band 6 nurses. You will be allocated a lead nurse in the team but will meet the whole team whilst under our caseload.

Working Hours

Monday to Friday	8am to 6pm
Saturday and Sunday	9am to 3pm
Bank Holidays	9am to 3pm

Contact Details

Tel. 020 8725 2272

Home Visit Information and Requests

For all home visits, we will allocate a two hour window. This is due to the team covering a large geographical area and allows for travelling in traffic.

During your home visit nurses will need to have access to hand washing facilities, so please ensure that you have available pump dispenser soap and either a clean towel or paper towels. This helps us to protect your child from infections.

We ask that all pets are put away for the duration of the visit please.

To enable the nurses to carry out some of their clinical tasks, some supplies may have to be ordered from your GP. We ask that parents collect these supplies from the GP to ensure that there is no delay in performing these tasks. If supplies have not been collected an alternative option will be discussed. (See next page.)

We ask that when ringing for supplies you give 24 hours' notice. Requests for supplies should only be made on Mondays, Tuesdays and Thursdays. Supplies can be collected from Monday to Friday 9am to 4pm only.

Other Useful Information

When leaving a message for the CCN team on the answering machine, please ensure you leave your child's name and your contact number. Please note that at the weekends the nurses do not necessarily work from their hospital base.

Wherever possible please give us 24 hours' notice if you need to change or cancel an appointment.

As we are a teaching hospital we will often have student nurses with us.

The CCN team is not an emergency service. We will endeavour to see your child but may not always be able to send someone out on the day you call. If we feel your child needs a medical review by a doctor then we may direct you to the GP or A&E.

St George's University Hospitals NHS Foundation Trust has zero tolerance to any violence or aggression towards our staff. Any violence or aggression shown will be dealt with in accordance with the Violence and Aggression Policy.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer).

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

AccessAble

You can download accessibility guides for all of our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



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