

# Parentline for Nottinghamshire

## Parentline

We now have a text messaging service for parents/carers of children aged 0-19.

Get confidential advice from our Healthy Family Teams on a range of issues.

Text Parentline:

**07520 619919**

- Feeding and Nutrition
- Child Development
- Parenting advice and support
- Emotional health and wellbeing
- Behaviour difficulties
- Family Health



We might inform someone if we were concerned about your safety but we would usually speak to you first. Your messages are stored and can be seen by other health care staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate message back to confirm we have received your text. Text will only be seen between 9am and 6.30pm. If you need help before you hear back from us contact your GP, mental health or other 111. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (text does not include messages sent from landline, international mobile numbers and some 'number reading' mobile apps). To prevent the health professional from sending messages to you, text STOP to our number. Messages are charged at your usual rates.



Making a  
**Difference**

Trust **Honesty** **Respect** **Compassion** **Teamwork**

**Parentline is aimed at parents and carers in Nottinghamshire.**

**Trained healthcare professionals ranging from Health Visitors to School Nurses can give you advice and support as a first line of intervention via text messaging.**

**The service runs from 9am-4.30pm Monday to Friday. Messages outside of these times receive a bounce back message advising on where to contact for urgent support and will be responded to the next working day.**

**To reach as many parents as possible we ask you to share this on newsletters and promotional packs for your school, nursery or childcare environment.**

**We are the Healthy Family Teams and are here to support the community of Nottinghamshire with health and wellbeing for 0-19 year olds.**

**Healthy Family Teams social media:**

**Twitter: @NottsHFT**

**Instagram: [nottshealthyfamilyteams](https://www.instagram.com/nottshealthyfamilyteams)**

## Websites

We also offer a website which provides advice, support and information for parents and carers.

### Health for U5s



For healthy happy early years, this website offers support from trusted NHS professionals and covers the 0-5 age range. It includes a dedicated Nottinghamshire local service and advice section.

For more about the Healthy Family Teams visit:

[www.nottinghamshirehealthcare.nhs.uk/healthy-family-teams](http://www.nottinghamshirehealthcare.nhs.uk/healthy-family-teams)

## Healthy Family Teams Advice Line

A single point of access Advice Line for parents and carers.

Nottinghamshire Healthcare NHS Foundation Trust's Healthy Family Teams want parents, carers and health professionals to take advantage of the county-wide service, which offers advice and support over the telephone.

It is open to any parent or carer of children aged 0-19 and healthcare professionals in Nottinghamshire.

The Advice Line operates Monday to Friday, 9am to 4.30pm, and can be accessed by calling **0300 123 5436**.

## Family Nurse Partnership

An evidence-based home visiting service which provides ongoing, intensive support to first-time teenage mothers and their babies (plus fathers and other family members, with mother's permission).

Call 01623 484829 for more information.