



01 March 2023

Dear Parent/Carer,

We would like to make you aware of a text messaging advice service provided by Parentline it is called Parentline 5-19.

ParentLine 5-19 launched in November 2022 and is aimed at parents and carers of children and young people aged 5-19 to seek advice and support from a member of the School Nursing team via text message. The School Nursing team can help Parents with Healthy eating, weight management, day/night time wetting, toileting, sleep, hearing, behaviour, emotional health and wellbeing and more.

Parents who have already used ParentLine 5-19 have fed back that they have found it a convenient and easy way to gain information, advice and signposting to further support without needing to wait for an appointment.

ParentLine 5-19 runs from Monday to Friday 9am-4pm during term times (excluding Weekends, Bank holidays and School Holidays).

Parents can text their query to **07312 263131** and will receive an immediate bounce-back message to let them know their message has been received. They aim to respond within 24 working hours. More information on ParentLine 5-19 can be found on the School Nursing Web page www.dorsethealthcare.nhs.uk/school-nursing/parentline

In addition to the text messaging service the School Nursing team now also has Social Media pages aimed at Providing Health and Wellbeing Information and Signposting for young people and their parents/carers as well as providing updates about what to expect from the School Nursing Team and how to access further advice and support.

Facebook – Dorset HealthCare School Nursing Team
www.facebook.com/profile.php?id=100089483889236

Instagram – dorsethealthcare_schoolnursing
www.instagram.com/dorsethealthcare_schoolnursing/

Kind regards,

The Bourne Academy

Principal: Mr Mark Avoth

The Bourne Academy, Hadow Road, Bournemouth, BH10 5HS

www.thebourneacademy.com | Tel: 01202528554 | admin@thebourneacademy.com

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