

March 2019



Dear Stakeholder

RE: **Virgin Care Announcement**

You will be aware that Virgin Care is now working in partnership with Lancashire County Council and will be taking on responsibility for the Public Health Nursing service providing Health Visiting and School Nursing services on behalf of the Council from 1st April 2019. The 'safe transfer' process is nearly complete and we are working closely with Lancashire County Council and with the incumbent providers to ensure that all the services and colleagues transfer safely, smoothly and that children, young people and families continue to receive an effective service from 1<sup>st</sup> April 2019.

### **Contacting Us**

From 1<sup>st</sup> April 2019 teams will be moving to new bases and taking up agile working with state of the art technology to support them. For the convenience of children, young people and families using the service and for professionals there will be one number to call for all contact with the services;

**0300 247 0040**

**(Please note:** this is charged at a standard local rate)

The caller will be asked whether they wish to contact the North, East or South and Central team and the will be redirected to the appropriate team.

We have set up email addresses for each team but, after Friday, 12<sup>th</sup> April 2019 there will also be one email address for referrals and enquiries into the service and we will move towards this becoming our Single Point of Access over the next six months:

**[VCL.019.SinglePointofAccess@nhs.net](mailto:VCL.019.SinglePointofAccess@nhs.net)**

We are excited about our plans for the future of the service. We are already developing the delivery of a thoroughly modern responsive Public Health Nursing service that will meet local needs but provide a service of equal quality and opportunity across the geography of our practice. We would welcome the opportunity to share our plans with you. Please let me know if you would like to take up this invitation and I would be pleased to make the necessary arrangements. Please contact: **[AskUs.Lancs019@virgincare.co.uk](mailto:AskUs.Lancs019@virgincare.co.uk)**

Yours sincerely

A handwritten signature in black ink, appearing to read "Dawn Matthews-Smith".

Dawn Matthews-Smith

Managing Director – Lancashire 0-19 Safe Transfer

Virgin Care