

# E-School Nurse Video Clinic

## Information for service users

### What is this about?

The Public Health 5-19 Service in conjunction with Cumbria Health on Call (CHOC) is working with families, schools and other agencies to get a better understanding of how to improve health services using technology. Several health services around the world have used video clinics successfully and we want to continue to learn and develop how best to use them in Cumbria.

### Why are we doing this?

E-School Nurse video clinics, will allow us to support parents, carers, head teachers, school staff and other professionals by providing health information, support and advice via a fair and easily accessible digital service across the county.

### What is a video clinic?

A video clinic is the same as any other clinic where a patient may see a doctor or a nurse, but instead of face to face, the consultation will take place over a live video link that is private, secure and confidential. The video consultation is not recorded but the service-user will receive a written copy of the consultation summary, usually by email.

A consultation about an identified child or young person can only take place with a parent or carer if they have parental responsibility

[www.gov.uk/parental-rights-responsibilities](http://www.gov.uk/parental-rights-responsibilities)

If a teacher or professional is seeking support on behalf of an identified parent, child or young person this can only take place if the parent or young person has given consent and has been provided with this information leaflet.

[www.nhs.uk/conditions/consent-to-treatment/children/](http://www.nhs.uk/conditions/consent-to-treatment/children/)

Please be aware that in order to provide the best care and support for a child the E-School Nurse may contact a child's specialist nurse, paediatrician or other health practitioner.

A copy of the consultation summary will be recorded on the North Cumbria Integrated Care (NCIC) child health record and also sent to the child or young person's GP.

Anonymous cases can be discussed and this contact will be recorded on the NCIC database against the school or organisation. A copy of the consultation summary will be sent to the school or organisation for their own records. If safeguarding concerns are raised the school or agency will be directed by the E-school nurse to contact the [Cumbria Safeguarding Children Partnership](#)  
[Cumbria County Council](#)

To ensure that the consultations run to time it is important that each appointment slot is about one child and one health problem.

A health problem is defined as a physical or mental health difficulty which is affecting a child or young person's ability to access school or everyday activities. Examples could be problems or concerns about:

- General health & development
- Continence –night or daytime wetting, constipation or soiling
- Weight management –under/overweight or diet/eating problems
- Substance misuse –cigarettes, alcohol and drugs
- Sexual health –puberty, contraception, sexually transmitted infections, sexuality
- Emotional health and wellbeing.
- Existing health conditions – support with accessing services and care planning
- Allergies
- Asthma
- Immunisations

### **Is there anything different when seeing the E-School Nurse using a video clinic?**

The only difference when using live video messaging is that you are not in the same room.

As a way of communicating with people, it is no different from the millions of people that use video messaging on their computers and smart phones every day. When you see a nurse through the video clinic everything else is the same, you will talk about the same things, make the same plans, get the same advice and come to an agreement on treatment and care planning, and everyone that needs to be informed will be.

### **Will anything else happen afterwards?**

Your time with the E-School Nurse will end with a clear plan that aims to support the health needs of the child or young person. You will be asked to complete a short questionnaire about your experience before closing the website browser. These questionnaires are anonymous.

We will keep information about the age, gender and types of problems that service-users need help with but we can assure you that no patient will be personally identifiable from our data. The information from the consultations and questionnaires is vital to ensure the video clinics work well in Cumbria.

Thank you for reading this information, and we hope it explains the E-School Nurse video clinics. If you have any concerns or questions about seeing a nurse using the video clinic please do discuss this with a member of the South 5-19 Public Health Service.

To book an E-School Nurse appointment - Telephone 0300 30 34 365

The link for the video clinic is [www.chocltd.co.uk/video](http://www.chocltd.co.uk/video)

Contact us

This factsheet has been produced by the Public Health 5-19 service.  
[www.cumbria.gov.uk/ph5to19](http://www.cumbria.gov.uk/ph5to19)

Your E-School Nurse team is based at Flat 17, Flaxman's Court, Westmorland General Hospital, Burton Rd, Kendal, LA9 7RJ. Email: [E-schoolnurse@ncic.nhs.uk](mailto:E-schoolnurse@ncic.nhs.uk)

**happierhealthiercommunities.**

## Confidentiality

'The Trust's vision is to keep your information safe in our hands.'

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information on confidentiality contact the Information Governance Team  
**01228 608998** | [Information.Governance@ncic.nhs.uk](mailto:Information.Governance@ncic.nhs.uk)

## Feedback

We appreciate and encourage feedback, which helps us to improve our services.

If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

[complaints@ncic.nhs.uk](mailto:complaints@ncic.nhs.uk) **01228 602128** | Freephone: **0800 633 5547**

## Large print, other languages and formats

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call: **01228 603890** or email: [communications.helpdesk@ncic.nhs.uk](mailto:communications.helpdesk@ncic.nhs.uk) or write to: Communications, Voreda House, Portland Place, Penrith, CA11 7QQ.