



Nursio Ysgol | School Nursing
BIP Caerdydd a'r Fro | Cardiff & Vale UHB

parent line

If you're a parent or carer of a 5-11 Year Old

Text your school nurse on

07312 263178

For confidential advice and support

This will be a text in service for parent to access their school nurse to help with a wide range of health problems. This won't be a diagnostic service but we can give advice on....



Launching
18th April 2023

Available Mon - Fri
8.30am - 4.30pm



emotional wellbeing
soiling day and
healthy night time
eating behaviour wetting
continence
relationships



Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

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 healthcare 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 received your text. Texts will not be seen outside normal working hours. If you need help before you hear back from us, contact your GP, nearest walk in centre or dial 111. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). To prevent the health professional from sending messages to you, text STOP to our number. Messages are charged at your usual rates.