

Due to the current situation with Coronavirus (COVID-19), we have had to make some changes to the way we work in the community. We want ensure that the families, children and young people that really need our support can still access help.

As of Monday 23 March 2020, we will only be providing services that all the NHS have agreed are essential for families. In Norfolk these are:

## Just one Number

The Just One Number team can help you by providing health advice and information about your baby, child or young person. Just call **0300 300 0123** with any health questions or concerns you may have.

Mon – Fri 8am to 6pm (9am to 1pm on Sat)

**0300 300 0123**

## JustOneNorfolk.nhs.uk

Our digital platform which provides all sorts of advice, information and support for you, your baby, child and young person. It has advice on how to manage during the current coronavirus pandemic as well as links through to other services.

All this information is free, clinically approved by the NHS and available 24/7.

## Parentline

Text messaging advice service for Norfolk parents/carers of 0 - 19 year olds.

If you need advice about your child or young person's health or wellbeing, simply send a text and one of our team will text you back with advice.

**07520 631590**

Mon – Fri 8am to 6pm (9am to 1pm on Sat)

## Antenatal Visit

A health visitor will arrange a phone call with you after you are 28 weeks pregnant.

They will ask you about your feelings about the pregnancy, your health, and your unborn baby's health. It is also a chance for you to ask any questions you may have or to discuss any concerns.



## online Antenatal Programme

A digital antenatal programme for parents to be.

It helps you think about the development of your unborn baby and the first few weeks after birth. It includes how things may change and some of the practical skills to care for your baby.



Search for 'P2P' on [JustOneNorfolk.nhs.uk](http://JustOneNorfolk.nhs.uk)

## New Birth Visit

A Health Visitor will arrange to make a phone contact with you between 10 and 14 days after your baby has been born.

This is to find out how you are feeling and to discuss the health and wellbeing of your new baby and your family. The Health Visitor can support you with advice about caring for your baby, feeding, safe sleeping, crying, immunisations, and any other health issues.

## Health Unlocked

[HealthUnlocked.com/one-norfolk-parents](http://HealthUnlocked.com/one-norfolk-parents)

Our online parent support forum, where families can talk and support each other by sharing their individual experiences.



## ChatHealth

Text messaging service for 11- 19 year olds.

From 9am to 5pm Monday to Friday ChatHealth has experienced clinicians online waiting to answer and deal with any messages from young people.

**07480 635060**

## 16 - 19 Health Passport

The Just1Norfolk Health Passport has been developed to support Norfolk 16-19 year olds make the transition into adulthood and to help young people become more independent with their own health needs. The app provides general health information and advice on a variety of topics!



**All other services will pause until the NHS tells us we can start them again.**