******Launch of Bedfordshire and Luton Children’s Health Hub – updated August 2022**

**What is the Health HUB?**

* The Bedfordshire and Luton Children’s Health HUB has been created to make contacting our services by telephone and email easier and more convenient.
* There will be one shared telephone number, and an email address to access some services.

**Which services are included?**

The Health HUB will bring together calls and emails for the following teams (as indicated):

* Bedfordshire and Luton 0-19 Teams: Health Visiting and School Nursing (calls and emails)
* Bedfordshire and Luton Children in Care Services (calls only)
* Luton Community Paediatrics Service (calls only)
* Beds Community Paediatrics Service (calls only)
* Beds and Luton Speech and Language Services (calls only)
* EHCP Coordination Services (calls only)

Services that are calls only will continue to use their existing email addresses until further notice.

**When does the Health HUB launch?**

* The Health HUB went live on Tuesday 1st June 2021
* The telephone number is : 0300 555 0606
* The email address is: ccs.bedsandlutonchildrenshealthhub@nhs.net
* The opening hours are 9-5 Monday to Friday. The Health HUB is closed at weekends and Bank Holidays.

**Reasons for contacting the Health HUB**

The Health HUB will be the first point of contact for each of the services it covers. Calls will include:

* Enquiries about appointments and support from School Nurses and Health Visitors
* Calls from professional partners such as GP Surgeries and Social Care Teams
* Help with accessing clinics

**Meet the team**

* The Clinical Programme Lead for the team is Lorraine Foster
* Team members are based in both Luton (The Poynt) and Bedford (Woburn Court)
* The Team will consist of Health HUB Administrators, Co-ordinators and an Operational Support Manager based across Bedfordshire and Luton

**Expanding the Health HUB**

* The Health HUB will grow over time to include all CCS Children’s Services across Bedfordshire and Luton
* We will contact you at each stage as services move over to join the Health HUB contact point.