

## Launch of new Bedfordshire and Luton Children's Health Hub

### What is the new Health HUB?

- The new 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 email address to access services.

### Which services are included?

The HUB will bring together all calls and emails for the following Teams:

- 0-19 Team across Bedfordshire and Luton
- Bedfordshire and Luton Looked After Children's (LAC) Services
- Luton Community Paediatrics Service (Edwin Lobo)

### When does the Health HUB launch?

- The Health HUB will go live on Tuesday 1<sup>st</sup> June 2021
- The telephone number is : 0300 555 0606
- The email address is: [www.bedsandlutonchildrenshealthhub@nhs.net](mailto:www.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 new 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.

Beds & Luton Children's Health HUB Organisation Structure

