

Director of Public Health Office

Cheshire West and Chester Council
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Date: 24 August 2026

Dear Families,

RE: School nursing service from September 2026

I am writing to let you know about some changes to the way the School Nurse Service (Starting Well) will be delivered across Cheshire West and Chester from the start of the new school year.

Following a review of service demand and levels of need across the borough, monthly face-to-face school nurse drop-in sessions will be focused on eight schools where the greatest levels of need and vulnerability have been identified. As a result, your child's school will no longer receive monthly on-site drop-in sessions from September 2026.

We understand that school nurses play an important role in supporting the health and wellbeing of children and young people, and we recognise that some families may be disappointed by these changes.

We want to reassure you that all children and young people will continue to have access to support, advice and guidance from the School Nurse Service in a range of ways, including:

ChatHealth confidential text messaging service

Young people can text **07312 263260** at any time. A school nurse will respond between **8.30am and 4.30pm, Monday to Friday**.

Messages received outside these hours will be answered on the next working day.

Direct contact with a School Nurse

All pupils and families can contact their local School Nurse Team using the details below:

- **Chester and Rural Duty Team**
01244 397412
cwp.chesterandruralduty@nhs.net
- **Ellesmere Port and Neston Duty Team**
0151 488 8036
cwp.ellesmereportandnestonduty@nhs.net
- **Northwich and Winsford Duty Team**
01606 555285
cwp.northwichandwinsfordduty@nhs.net

Community drop-in sessions

Young people can attend after-school drop-in sessions with a school nurse at Best Start Family Hubs in Victoria Road, Blacon, Stanlaw Abbey and Winsford Over. These sessions will be held quarterly and details can be found on the Starting Well website –

www.startingwell.org.uk

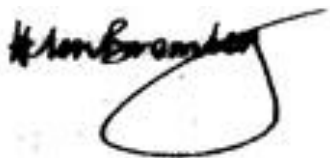
Online information and support

Further information about drop-in sessions and the wider School Nurse Service is available on the Starting Well website – www.startingwell.org.uk

Importantly, there will be no change to the safeguarding support provided by the School Nurse Service, and children and young people who need help will continue to receive appropriate support.

We remain committed to ensuring that all children and young people can access school nursing support when they need it, and we thank you for your understanding as these changes are introduced.

Kind regards,



Professor Helen Bromley
Director of Public Health