



HAZLEGROVE

MEDICAL ARRANGEMENTS POLICY

School Doctor: Dr Helen Huins who is based at Queen Camel Medical Centre.

Doctors Surgery time is as follows:

Thursdays 11.30am (this time may vary from week to week)

Appointments are made through the school nurse for boarding pupils only.

If a boarding pupil needs to see a doctor at any other time it can be arranged for the child to attend QCMC for an appointment, they will be accompanied by a Matron, parents are able to take their own children to an appointment if they would prefer and are able.

The school Nurse is on duty Monday to Friday:

Monday	08.30am – 6pm	Thursday	08.30am – 6pm
Tuesday	08.30am – 6pm	Friday	08.30am – 6pm
Wednesday	08.30am – 6pm		

The Matrons cover the hours the school Nurse is not on site.

See **Appendix A** for information re contacting school nurse or matron.

Drop into the surgery is encouraged as follows:

- Morning break
- Lunch break
- Afternoon break

Outside these times, if a pupil needs to see the nurse, they must ask their teacher for permission to attend the surgery and then attend with a friend or teacher. If the nurse is not in the surgery, the

receptionist/secretary can make contact via mobile phone. There is a notice on the surgery door giving this instruction.

OUT OF HOURS

When the school nurse or matron is off duty, the procedure is as follows:

Most House staff will be first aid trained and will decide as to whether the situation can be managed by themselves or if the pupil requires advice, care, or treatment from a health professional. If they decide the situation requires further advice or treatment from a health professional, they will then do the following:

1. In the event of a life threatening or serious incident that requires immediate professional treatment Dial 999 and follow instruction on the 'Emergency Planning Check List'.
If you think the pupil should be seen in an Accident and Emergency unit at a hospital, but does not require an ambulance then they can be taken to Yeovil District Hospital.
2. If the situation is not life threatening and you require advice on how to proceed ring QCMC on 01935 850225 and you will be given a number to ring. You will then speak to a call handler and a doctor will contact you and advise by phone, ask you to attend a local hospital treatment centre or arrange a home visit. For general advice call NHS 111 For a life-threatening emergency, you should ring 999.
3. Have the following information ready: Pupils full name, date of birth, address (Hazlegrove) nature of the injury or illness, and the name and address of the pupils GP. For most boarding pupil's this is:

Dr Helen HUINS
Queen Camel Medical Centre
Queen Camel
Yeovil BA22 7LT

The houseparents on duty will then:

- Ring the pupil's parent/guardian as soon as able, informing them of the situation and explain the arrangements that have been made.
- Organise for the pupil to be escorted to the hospital or primary care centre.
- Pupils will be escorted by the house parents, matron or other duty members of staff living on site.
- The houseparents will liaise with the school nurse on the next available working day to inform her of the incident. All incidents are recorded on isams.
- Duty members of staff in the boarding house must always inform the house parents even if they are off duty.

All attempts will be made to contact the pupil's parents to obtain permission for an anaesthetic, operation, or treatment to be carried out. In the event of being unable to contact parents the houseparents with the advice from hospital medical staff will act in the best interest of the pupil to ensure their safety and wellbeing.

Care Plans:

There are individual care plans in place for children with specific medical needs.

Appointments and access to all relevant counselling and support services – Boarders Only

Parents are responsible for making and taking their children to routine dental or ophthalmic appointments during the school holidays. The school nurse or matron will make emergency appointments for these during term time should it be necessary. The school nurse is responsible for making routine check-up or review appointments with the school doctor, in their absence, a matron can make an appointment with the local GP surgery. The nurse or matron, in the nurse's absence, will consult with parents and staff as necessary following any appointments. The school doctor will also consult with parents when appropriate. Matrons are responsible for accompanying children to and from appointments. Advice is sought from the school doctor with regards referral to specialists/support services/physiotherapy.

Appointments for day pupils, routine and emergency will be made by parents. In the event of a child needing to attend hospital with an injury, when parents cannot be contacted, a matron can accompany them and await a handover.

Requests for 'in house' counselling are channelled through the Pastoral Leadership Team, where appropriate families can be referred to external services.

Contacting Matrons and School Nurse

WEEKDAYS

DUTY MATRON PHONE - 08.30am – 6pm **07771 648295**

NURSES DUTY PHONE - 08.30am – 6pm **07876 598706**

When the nurse is not on duty the matron will carry **both** phones. If it is a medical issue ring the 'NURSES DUTY PHONE.' Matron matters ring the 'DUTY MATRON PHONE'

WEEKENDS

SATURDAY

DUTY MATRON PHONE - 08.00am - 6pm

NURSES DUTY PHONE - 08.00am - 6pm

SUNDAY

DUTY MATRON PHONE/NURSES DUTY PHONE (Held by Matron) - From 08.00am - 6.00pm

IN WEEKENDS – Matrons hold both phones

Saturday of In weekend – 08.00am – 6pm

Sunday of In weekend – 08.00am – 6pm

If the nurse or matron (carrying the duty phone) goes off site, they will hand over their phone to the person on site.

These phones should always be switched on and charged. The person responsible for the phone must always carry it with them.

Please be aware that there are some 'black spots' around school that do not pick up a signal.