

SEND Schools Nursing Team – Parent/carer newsletter

Spring/Summer 2026

Amwell View, Greenside, Lakeside and Lonsdale schools



East and North  
Hertfordshire Teaching  
NHS Trust



# ProudToBeENHT

# Welcome to the summer term everyone!

We hope you all had a lovely Easter break although we know the change in routine may have also been hard for a lot of our children and young people.

We truly hope that you were able to enjoy some family time together.

Please accept our apologies for the gap between newsletters, the spring term was a busy one for all with lots of exciting changes and projects to start.



## 2026 has kicked us off with a bit of a rebrand to bring us up to speed.

- We changed our name from the Special Schools Nursing team to the SEND Schools Nursing Team as we felt this was more inclusive of our pupil cohort.
- We changed our lanyards – they are now purple, they say our new team's name on them along with our job titles. The colours are hued darker for leadership to show this on shift. This helps service users and their parents or carers identify who to escalate issues to if they need.
- We changed our uniform tops to purple, we felt this was in keeping with the Hertfordshire purple learning disability folders which increases our visibility and helps our patients link us to another service they may use.
- We also now have clear team patches on our new uniforms, where they used to be blank, they now have our trust logo and our service name on them to help our CYP and families easily identify us.
- The changes were very kindly funded by the East and North Hertfordshire Hospital's Charity team and our very own Nurse Carol kindly sewed each patch on in her spare time.
- Please let us know if you need a picture of our new uniform for your child's communication devices, we will be happy to provide this.



## Staffing updates in the team

We have some new faces joining the team.

- Buddy has joined us at Amwell View school
- Emily will be moving from Greenside to Lonsdale school
- Carla is joining us in June at Greenside school

All with a wealth of knowledge and expertise to add to the team, we could not be more excited.



# The voice of the child or young person



Were you happy with how the nurses gave you medicine today?

YES ♥



NO ☹️ ×



It is incredibly important to us that we try to capture the voices of our children and young people every day, throughout the work that we do.

Since January 2026 all of us have been carrying a yes/no card on their lanyards and if we have seen a pupil for an intervention like medication, we have often asked them whether they were happy with the care they received from the nurses.

So far we have asked 131 children or young people whether they were happy with the care they received, 93% of them said yes which is incredible! Of the remaining 7%, half were a no and half were unsure or gave an unclear answer.

We are thrilled that 93% of our children are happy with the care the nurses gave them as they are at the heart of what we do.

**With thanks also to our Divisional Director of Nursing and Quality for Children and Young People Lizzie Franklin-Jones. The 'there and then' feedback was her vision for our patients, and it is her passion to capture the voices of our children and young people that inspired us to drive this forward.**

# Further family feedback

We also received two FFT forms completed by parents of our learners who gave positive feedback to the teams.

Thank you so much for this, we really appreciate your time and effort as we know you have busy lives!

If you have had an interaction with your nursing team and you wish to give feedback, the QR codes and links to do so are at the bottom of all our emails.

They will also be included on the last page of the newsletter for reference.

Thinking about your recent appointment ....  
Overall, how was your experience of our service?

How was your experience with the nurses?

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know

## Looking to the future

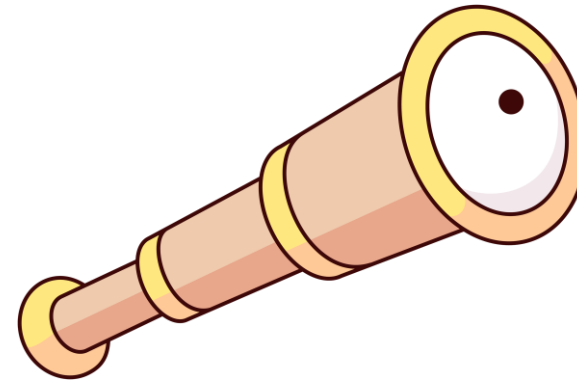
We want to hear from you!

As we are in an exciting period of growth and evolution we want to know what you would like to see our service look like moving forwards.

You and your children/young people are an essential part of our service and we would love you to be a part of the journey to shaping it.

Click [here](#) or below to complete the anonymous form.

[Parent carer views for the future of the SEND Schools Nursing Team – Fill in form](#)



Parent carer views for the future of  
the SEND Schools Nursing Team



# What are we working on?



- We are busy making lots of positive changes and improvements to our systems and practices behind the scenes some of which you might have noticed.
- We have started a different process for our new starter pupils. Instead of the previous lengthy nursing assessment we asked parents to complete, we now have a shorter and more succinct parent questionnaire instead. We have also then changed our nursing assessment document to reflect the new questions we are asking. This will mean that the information we are asking you is relevant and to the point for what your child needs and is easier to complete digitally.
- For those of you who have joined us since January you may have completed our first draft version of this as we trialled it (thank you!), we have since made it even simpler to use and we hope to roll it out to all new pupils moving forward. In time, we may also ask our existing families to complete these so that we can update your child's records we hold in school to make them more cohesive and relevant for care.
- We have now also published our first GDPR parent leaflet so that we can be more transparent with you about what information we hold, why we hold it, who it is shared with and how we protect it. This was sent to all families via the school systems, but we are happy to provide this again if you need it at any point. Please contact your school nursing teams using their email addresses.

# What else are we working on?



- Multiple formal policies and guidance for clarity on our processes. This includes diarrhoea and vomiting and the pathway we follow for this
- Strengthening our handover processes for new pupils transferring into us from other areas
- Strengthening our multi-disciplinary links around each family and ensuring that care needs are escalated and championed for, with minimal delay
- Education and training, when the complex needs of our patients have changed
- More structured working systems that underpin our day-to-day duties to minimise errors
- Increased support to our off-site satellite provisions. Thanks to the staffing increase, we have been able to start providing more staff training at our off-site provisions and we have created new pathways for safe medication delivery at these.
- Many other projects are also underway; we cannot wait to show you.

# The Children's Big Build

- Fundraising by the hospital's charity has begun for a state of the art, 2 storey children's unit at the Lister Hospital
- They need to raise £2Million to make this happen, if you would like to get involved - read more about it [here](#):
- We are also looking for charity champions within our parent and CYP community to develop a charity champion committee.
- Please contact the charity if you are interested in this on 01438 285182 or click [here](#).



# Wider community news

Read the Governmental proposal for the Schools White paper [here](#)

Read Hertfordshire County Council's response to the proposed changes [here](#):

Have your say on the Hertfordshire SEND local provision plan from Hertfordshire County Council [here](#).

This is separate to the White Paper proposal by the government and is a great opportunity to steer change in your local area

**GOV.UK**

Home > Education, training and skills

Policy paper  
**Every child achieving and thriving**

Reforms to the schools and SEND systems in England to ensure that every child can achieve and thrive.

From: [Department for Education](#)  
Published 23 February 2026

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31 March 2026

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**SEND News**  
Keeping you up-to-date with Hertfordshire's SEND information (including HAND)

Front page Who's Who in SEND services SEND Local Offer

**Welcome**

In this issue:

- [SEND provision plan - have your say \(all ages\)](#)
- [Exciting Easter Holiday activities for young people \(ages 13-19\)](#)
- [Changes to the Young Carers' offer \(under 18s\)](#)
- [Herts Secure: a new system for sharing sensitive information and files \(all ages\)](#)
- [Don't forget to share your views in the Supported Travel consultation \(all ages\)](#)
- [Free inclusive cricket sessions - starting April 1 \(ages 10-25\)](#)
- [Events](#)

**Tweets by CDC\_tweets**

**Tweets by 026together**

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# Wider public health

The UK has seen a recent increase in the number of [measles](#) cases; vaccination remains the current safest way to protect your child or young person from this illness.

- If you are unsure if your child has been vaccinated against this, please contact your GP surgery who can access their historical record for you.

You can also access a [symptom checker](#) from East and North Hertfordshire Teaching NHS Trust for many different issues

[Healthier together](#) is also a fantastic resource for fact checking illnesses and injuries at home for all ages.



Examples of measles rash from NHS England 2026

# Dates for your diary

## School closure dates -

- 4 May – Public holiday (all four schools)
- Amwell View – 13 April and 26 June
- Greenside – 6 July
- Lakeside – 16 April and the 22 May

## Awareness dates 2026

- 4 May – Deaf awareness week
- 5 May – World hand hygiene day
- 12 May – International Nurses Day
- 21 May – Global accessibility awareness day
- 8 June – National Carers Week
- 15 June – MenCap Learning Disability week: The theme for 2026 is “Do you see me?” which is all about people with a learning disability being seen and heard
- 5 July – The NHS' 78th Birthday



# Condolences

It would be remiss not to mention, that since the start of the academic year, many of our different school communities have been rocked by grief and loss.

As a team we would like to extend our heartfelt condolences to all of you

- If you or someone you know needs some support, please encourage them to reach out to one of the following services or their local GP.

[Stand by me](#), [Child Bereavement UK](#), and [Mind](#) all offer help and resources.



# Thankyou for reading

A reminder of our contact details below:

Amwell View School nursing team - Lisa, Sara, Katie & Buddy

[amwellnurses.enh-tr@nhs.net](mailto:amwellnurses.enh-tr@nhs.net) 01920 870027

Greenside School nursing team – Rose, Lydia, Stacey, Emily currently but will change to Carla

[Greensidenurses.enh-tr@nhs.net](mailto:Greensidenurses.enh-tr@nhs.net) 01438315356

Lakeside School nursing team – Melissa, Montana & Stacey

[Lakesidenurses.enh-tr@nhs.net](mailto:Lakesidenurses.enh-tr@nhs.net) 01707327410

Lonsdale School nursing team – Carol, Mel, Kerryann, Amie, Sammie, Katie and will be Emily later in the year

[Lonsdalenurses.enh-tr@nhs.net](mailto:Lonsdalenurses.enh-tr@nhs.net) 01438 726999

Nurse team leader for all four schools – Zoe Skinner

**Nurse team manager – Becca Marsh**

# Links to the friends and family (FFT) forms for each school

Amwell View school

[FFT form](#)



Greenside school

[FFT form](#)



Lakeside school

[FFT form](#)



Lonsdale school

[FFT form](#)

