

The Lighthouse Child Development Centre – September 2022 update

Parent and Carer User Network

The Lighthouse team looks forward to holding the first meeting for parents and carers to share their views.

Two sessions are taking place in October. To take part, please [register your interest using this form](#). Please note, the sessions are at different times to suit different schedules – participants are only asked to join one.

Details for the sessions are:

- Monday 3 October, 10am to 12noon, Microsoft Teams. [Join with this link](#), or use meeting ID 324 819 164 179 and passcode rUwkZR
- Tuesday 4 October, 4pm to 7pm, Microsoft Teams. [Join with this link](#), or use meeting ID 344 243 836 640 and passcode Nqebqp

If you have any queries about the event, or need any support to take part, please email epunft.PET@nhs.net.

Call and query waiting times

We have recruited additional administrative staff so that we can answer phones and queries more quickly. You can now expect to hear back within 24 to 48 hours of contacting The Lighthouse.

We recommend that you submit a prescription request within two weeks of it running out. If you have an urgent request for medication, please email epunft.lighthouse.prescriptions@nhs.net for a repeat prescription.

Help us to improve

We are using a new website for families to provide feedback. Please share your views through the **I Want Great Care** website using [this link](#). You can also visit <http://eput.iwgc.net/> and search the service code 5082.

We also work with local parent carer forums you can get in touch with:

- Essex Family Forum essexfamilyforum.org
- Southend SEND Independent Forum southendsendindependentforum.co.uk

Contacting The Lighthouse

Please call 0344 257 3952 or email epunft.lighthouse.reception@nhs.net.