

Family Assist Closure

Frequently Asked Questions

Why is Family Assist in West Sussex closing?

The Family Assist information service in West Sussex will close towards the beginning of August due to changes in the way people are accessing their information. Originally set up to be a single point of information for families, parents and parents-to-be, we are keen to ensure everyone who has used Family Assist knows how to access the help and support they need (more information below).

Do I need to do anything?

No, Family Assist closing will not affect any of your clinical care whilst you are pregnant or after your baby is born. However, we want to make sure you know where to access information previously provided by Family Assist (more information below).

Will I still be able to access the information from or on Family Assist

The Family Assist web pages will be taken down in August 2022. Automated emails from Family Assist and the Enquiry function will also stop at this time. We provide information below on where to access information previously provided by Family Assist.

During pregnancy, where can I get information I would have been sent by Family Assist?

Your Midwifery Team will be able to provide you with information on staying healthy and things that can promote your baby's health. The changes with regards to Family Assist will not affect any of your Maternity clinical care. There are many sources of information online to support you before, during, and beyond pregnancy:

- More information on your Maternity care can be found on the [Maternity website for University Hospitals Sussex](#) covering Worthing and St Richards Hospitals.
- [My Choices for Pregnancy Birth and Beyond](#) is a place for you to keep a record of your thoughts and choices throughout your pregnancy, and it's now available on your smartphone, laptop or tablet.
- <https://www.nhs.uk/pregnancy/> includes a wealth of information on trying for a baby, pregnancy, labour and birth.
- [Ready for Pregnancy](#) is here to support you if you are thinking about a pregnancy and looking for information about how to prepare and be in the best shape possible for your health and your baby's health.

How can I contact my midwife?

To contact your midwife, please see your trust's Maternity service contact details:

- The [Maternity Triage and Advice Line](#) covering Western Sussex Hospitals
- More information on Maternity care can be found on the [Maternity website for University Hospitals Sussex](#) covering Worthing and St Richards Hospitals.
- Please note that Western Sussex and Brighton and Sussex University Hospitals are merging into a single trust, [University Hospitals Sussex](#). For other areas across Sussex see the [Brighton and Sussex University Hospitals](#) Maternity page.

After birth, where can I get information I would have been sent by Family Assist?

There are lots of sources of information and services to support you:

- Your Health Visitor, as part of the [Healthy Child Programme](#) will be able to provide you with information on staying healthy and looking after your child.
- The Health Visiting Service provides [ParentLine](#), a dedicated text service for patients/carers of children aged 0-5 years to get in touch about any parenting questions or concerns. Text 07312 277163. You can text at any time and your call will be returned within 24 hours, Monday to Friday, 9am-4.30pm, except for bank holidays and weekends.
- [Ready for Parenthood](#) aims to support new parents and carers, focussing on different topics.
- You can find advice and support for slightly older children on the [Health for Kids!](#) and [Health for Teens](#) websites. These award-winning websites are designed to teach children and young people about their physical and mental health in a fun and engaging way, helping them make choices that support their wellbeing.

How can I contact my health visitor?

To reach your health visitor, please see the contact details for your area [here](#).

Are there any Apps I can sign up to?

NHS share a range of apps to help you and your family stay healthy, including during pregnancy and for child health, which you can access using a single NHS login.

- A [range of websites and Apps](#) commissioned by the NHS.
- Information on your [NHS App and Account](#)

What will happen to the data I entered when I signed up for Family Assist?

If you registered for Family Assist, you will have received an email from Family Assist detailing what will happen with your personal data.

Where can I find my nearest Family Hub?

You can find [your nearest Family Hub](#) via the West Sussex County Council website. The page for your nearest hub will show contact details to get in touch by phone or email, and opening times for you to drop in for a range of activities and support.

The [Family Information Service](#) provided by West Sussex County Council offers free, impartial, up-to-date information on family activities and services, and childcare in West Sussex.

How do I find out more about my local Maternity Voices Partnership?

The University Hospitals Sussex Maternity Voices Partnership (MVP) champions the voices of pregnant women and people and their families. It creates an opportunity for anyone who has used Maternity services in Brighton & Hove, Mid Sussex, Worthing and Chichester to work with local NHS teams in helping to develop and implement change. [More information on your MVP in Sussex](#)