



Supporting Pupils with Medical Conditions Policy

Our vision is to enable all to flourish

Status and review cycle:	Statutory and bi-annually
Responsible group:	The Trust Board with LGB amendments
Next Review Date:	September 2027

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Diocese of Gloucester Academies Trust

Supporting pupils with medical conditions

Policy Statement of intent

1. The Trust is an organisation with a Christian foundation. The ethos, values and relationships of the Trust, and its associated schools, are central to witnessing to the value of the foundation.
2. The Trust has a duty to ensure arrangements are in place to support pupils with medical conditions. The aim of this policy is to ensure that all pupils with medical conditions, in terms of both physical and mental health, receive appropriate support to allow them to play a full and active role in school life, remain healthy, have full access to education (including school trips and PE), and achieve their academic potential.
3. The Trust believes it is important that parents of pupils with medical conditions feel confident that the school provides effective support for their children's medical conditions, and that pupils feel safe in the school environment.
4. Some pupils with medical conditions may be classed as disabled under the definition set out in the Equality Act 2010. The school has a duty to comply with the Act in all such cases.
5. In addition, some pupils with medical conditions may also have SEND and have an EHCP collating their health, social and SEND provision. For these pupils, the school's compliance with the DfE's 'Special educational needs and disability code of practice: 0 to 25 years' and the school's Special Educational Needs and Disabilities (SEND) Policy will ensure compliance with legal duties.
6. To ensure that the needs of our pupils with medical conditions are fully understood and effectively supported, we consult with health and social care professionals, pupils and their parents.
7. Where school nurse is referred to this is the local community based school nursing team that operates across Gloucestershire.

1.0 Legal Framework

1.1 This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Children and Families Act 2014
- Education Act 2002
- Education Act 1996 (as amended)
- Children Act 1989
- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- Misuse of Drugs Act 1971
- Medicines Act 1968
- The Special Educational Needs and Disability Regulations 2014 (as amended)
- The Human Medicines (Amendment) Regulations 2017
- The Food Information (Amendment) (England) Regulations 2019 (Natasha's Law)
- DfE (2015) 'Special educational needs and disability code of practice: 0-25 years'
- DfE (2022) 'School Admissions Code'
- DfE (2017) 'Supporting pupils at school with medical conditions'
- DfE (2022) 'First aid in schools, early years and further education'
- Department of Health (2017) 'Guidance on the use of adrenaline auto-injectors in schools'

1.2 This policy operates in conjunction with the following school policies:

- First Aid Policy
- Special Educational Needs and Disabilities (SEND) Policy
- Intimate Care Policy
- Allergen and Anaphylaxis Policy
- Drug and Alcohol Policy

2.0 Roles and responsibilities

2.1 The Trust will be responsible for:

- Ensuring that policies, plans, procedures and systems are properly and effectively implemented.
- Ensuring that the school's policy clearly identifies the roles and responsibilities of all those involved in the arrangements they make to support pupils and sets out the procedures to be followed whenever a school is notified that a pupil has a medical condition.
- Ensuring that the school's policy covers the role of individual healthcare plans, and who is responsible for their development, in supporting pupils at school with medical conditions.

- Ensuring that there is appropriate insurance in place for all staff working across the Trust.

2.2 The headteacher will be responsible for:

- The overall implementation of this policy.
- Ensuring that this policy is effectively shared with stakeholders.
- Ensuring that all staff are aware of this policy and understand their role in its implementation.
- Ensuring that a sufficient number of staff are trained and available to implement this policy and deliver against all IHPs, including in emergency situations.
- Considering recruitment needs for the specific purpose of ensuring pupils with medical conditions are properly supported.
- Having overall responsibility for the development of IHPs.
- Fulfilling its statutory duties under legislation.
- Ensuring that arrangements are in place to support pupils with medical conditions.
- Ensuring that pupils with medical conditions can access and enjoy the same opportunities at school as any other child
- Working with the LA, health professionals, commissioners and support services to ensure that pupils with medical conditions receive a full education.
- Ensuring that, following long-term or frequent absence, pupils with medical conditions are reintegrated effectively.
- Ensuring that the focus is on the needs of each pupil and what support is required to support their individual needs.
- Instilling confidence in parents and pupils in the school's ability to provide effective support.
- Ensuring that all members of staff are properly trained to provide the necessary support and are able to access information and other teaching support materials as needed.
- Ensuring that no prospective pupils are denied admission to the school because arrangements for their medical conditions have not been made.
- Ensuring that pupils' health is not put at unnecessary risk. As a result, the board holds the right to not accept a pupil into school at times where it would be detrimental to the health of that pupil or others to do so, such as where the child has an infectious disease.
- Ensuring that plans are reviewed at least annually, or earlier if evidence is presented that the child's needs have changed.
- Contacting the school nurse where a pupil with a medical condition requires support that has not yet been identified.

2.3 Parents will be responsible for:

- Notifying the school if their child has a medical condition.
- Providing the school with sufficient and up-to-date information about their child's medical needs.
- Being involved in the development and review of their child's IHP.
- Carrying out any agreed actions contained in the IHP.
- Ensuring that they, or another nominated adult, are contactable at all times.

2.4 Pupils will be responsible for:

- Being fully involved in discussions about their medical support needs, where appropriate.
- Contributing to the development of their IHP, if they have one, where appropriate.
- Being sensitive to the needs of pupils with medical conditions.

2.5 School staff will be responsible for:

- Providing support to pupils with medical conditions, where requested, including the administering of medicines, but are not required to do so.
- Taking into account the needs of pupils with medical conditions in their lessons when deciding whether or not to volunteer to administer medication.
- Receiving sufficient training and achieve the required level of competency before taking responsibility for supporting pupils with medical conditions.
- Knowing what to do and responding accordingly when they become aware that a pupil with a medical condition needs help.

2.6 The school nurse will be responsible for:

- Notifying the school at the earliest opportunity when a pupil has been identified as having a medical condition which requires support in school.
- Supporting staff to implement IHPs and providing advice and training.
- Liaising with lead clinicians locally on appropriate support for pupils with medical conditions.

2.7 Clinical commissioning groups (CCGs) will be responsible for:

- Ensuring that commissioning is responsive to pupils' needs, and that health services are able to cooperate with schools supporting pupils with medical conditions.
- Making joint commissioning arrangements for EHCP provision for pupils with SEND.
- Being responsive to LAs and schools looking to improve links between health services and schools.
- Providing clinical support for pupils who have long-term conditions and disabilities.

- Ensuring that commissioning arrangements provide the necessary ongoing support essential to ensuring the safety of vulnerable pupils.
- 2.8 Other healthcare professionals, including GPs and paediatricians, are responsible for:
- Notifying the school nurse when a child has been identified as having a medical condition that will require support at school.
 - Providing advice on developing IHPs.
 - Providing support in the school for children with particular conditions, e.g. asthma, diabetes and epilepsy, where required.
- 2.9 Providers of health services are responsible for cooperating with the school, including ensuring communication takes place, liaising with the school nurse and other healthcare professionals, and participating in local outreach training.
- 2.10 The LA will be responsible for:
- Commissioning school nurses for local schools.
 - Promoting cooperation between relevant partners.
 - Making joint commissioning arrangements for EHCP provision for pupils with SEND.
 - Providing support, advice, guidance, and suitable training for school staff, ensuring that IHPs can be effectively delivered.
 - Working with the school to ensure that pupils with medical conditions can attend school full-time.
- 2.11 Where a pupil is away from school for 15 days or more (whether consecutively or across a school year), the LA has a duty to make alternative arrangements, as the pupil is unlikely to receive a suitable education in a mainstream school.

3.0 Admissions

- 3.1 Admissions will be managed in line with the school's Admissions Policy.
- 3.2 No child will be denied admission to the school or prevented from taking up a school place because arrangements for their medical condition have not been made; a child may only be refused admission if it would be detrimental to the health of the child to admit them into the school setting.
- 3.3 The school will not ask, or use any supplementary forms that ask, for details about a child's medical condition during the admission process.

4.0 Notification procedure

- 4.1 When the school is notified that a pupil has a medical condition that requires support in school, parents or the school nurse will inform the headteacher. Following this, the school will arrange a meeting with parents, healthcare professionals and the pupil, with a view to discussing the necessity of an IHP, outlined in detail in the IHPs section (Section 7) of this policy.

- 4.2 The school will not wait for a formal diagnosis before providing support to pupils. Where a pupil's medical condition is unclear, or where there is a difference of opinion concerning what support is required, a judgement will be made by the headteacher based on all available evidence, including medical evidence and consultation with parents.
- 4.3 For a pupil starting at the school in a September uptake, arrangements will be put in place prior to their introduction and informed by their previous institution. Where a pupil joins the school mid-term or a new diagnosis is received, arrangements will be put in place within two weeks or as soon as is practically possible.

5.0 Staff training and support

- 5.1 Any staff member providing support to a pupil with medical conditions will receive suitable training. Staff will not undertake healthcare procedures or administer medication without appropriate training. Training needs will be assessed by the school nurse through the development and review of IHPs, on a regular basis for all school staff, and when a new staff member arrives. The school nurse will confirm the proficiency of staff in performing medical procedures or providing medication.
- 5.2 A first-aid certificate will not constitute appropriate training for supporting pupils with medical conditions.
- 5.3 Through training, staff will have the requisite competency and confidence to support pupils with medical conditions and fulfil the requirements set out in IHPs. Staff will understand the medical conditions they are asked to support, their implications, and any preventative measures that must be taken.
- 5.4 Whole-school awareness training will be carried out on a regular basis for all staff and included in the induction of new staff members.
- 5.5 The school nurse will identify suitable training opportunities that ensure all medical conditions affecting pupils in the school are fully understood, and that staff can recognise difficulties and act quickly in emergency situations.
- 5.6 Training will be commissioned by the school and provided by the following bodies:
- Commercial training provider
 - The school nurse
 - GP consultant
 - The parents of pupils with medical conditions
- 5.7 The parents of pupils with medical conditions will be consulted for specific advice and their views are sought where necessary, but they will not be used as a sole trainer.
- 5.8 The headteacher will provide details of further CPD opportunities for staff regarding supporting pupils with medical conditions.
- 5.9 Supply teachers will be:
- Provided with access to this policy.

- Informed of all relevant medical conditions of pupils in the class they are providing cover for.
- Covered under the school's insurance arrangements

6.0 Self-management

- 6.1 Following discussion with parents, pupils who are competent to manage their own health needs and medicines will be encouraged to take responsibility for self-managing their medicines and procedures. This will be reflected in their IHP.
- 6.2 Where possible, pupils will be allowed to carry their own medicines and relevant devices. Where it is not possible for pupils to carry their own medicines or devices, they will be held in suitable locations determined by the school that can be accessed quickly and easily. If a pupil refuses to take medicine or carry out a necessary procedure, staff will not force them to do so. Instead, the procedure agreed in the pupil's IHP will be followed. Following such an event, parents will be informed so that alternative options can be considered.
- 6.3 If a pupil carries their own medicines they will not share these with other children. This is an offence and appropriate disciplinary action will be taken in accordance with our school's behaviour policy.

7.0 Individual Health Plans

- 7.1 The school, healthcare professionals and parents agree, based on evidence, whether an IHP will be required for a pupil, or whether it would be inappropriate or disproportionate to their level of need. If no consensus can be reached, the headteacher will make the final decision.
- 7.2 The school, parents and a relevant healthcare professional will work in partnership to create and review IHPs. Where it is appropriate, the pupil will also be involved in the process.
- 7.3 IHPs will include the following information:
 - The medical condition, along with its triggers, symptoms, signs and treatments
 - The pupil's needs, including medication (dosages, side effects and storage), other treatments, facilities, equipment, access to food and drink (where this is used to manage a condition), dietary requirements, and environmental issues
 - The support needed for the pupil's educational, social and emotional needs
 - The level of support needed, including in emergencies
 - Whether a child can self-manage their medication
 - Who will provide the necessary support, including details of the expectations of the role and the training needs required, as well as who will confirm the supporting staff member's proficiency to carry out the role effectively

- Cover arrangements for when the named supporting staff member is unavailable
- Who needs to be made aware of the pupil's condition and the support required
- Arrangements for obtaining written permission from parents and the headteacher for medicine to be administered by school staff or self-administered by the pupil
- Separate arrangements or procedures required during school trips and activities
- Where confidentiality issues are raised by the parents or pupil, the designated individual to be entrusted with information about the pupil's medical condition
- What to do in an emergency, including contact details and contingency arrangements

- 7.4 Where a pupil has an emergency healthcare plan prepared by their lead clinician, this will be used to inform the IHP.
- 7.5 IHPs will be easily accessible to those who need to refer to them, but confidentiality will be preserved. IHPs will be reviewed on at least an annual basis, or when a child's medical circumstances change, whichever is sooner.
- 7.6 Where a pupil has an EHCP, the IHP will be linked to it or become part of it. Where a child has SEND but does not have a statement or EHCP, their SEND will be mentioned in their IHP.
- 7.7 Where a child is returning from a period of hospital education, alternative provision or home tuition, the school will work with the LA and education provider to ensure that their IHP identifies the support the child will need to reintegrate.
- 7.8 All IHPs will be reviewed at least annually, or earlier if evidence is presented that the child's needs have changed.

8.0 Managing medicines

- 8.1 In accordance with the school's First Aid Policy, medicines will only be administered at school when it would be detrimental to a pupil's health or school attendance not to do so.
- 8.2 The school will only accept medicines that are in-date, labelled, in their original container, and contain instructions for administration, dosage and storage. The only exception to this is insulin, which must still be in-date, but is available in an insulin pen or pump, rather than its original container.
- 8.3 All medicines will be stored safely. Pupils will be informed where their medicines are at all times and will be able to access them immediately, whether in school or attending a school trip or residential visit. When medicines are no longer required, they will be returned to parents for safe disposal.
- 8.4 Sharps boxes will be used for the disposal of needles and other sharps.

- 8.5 Controlled drugs will be stored in a non-portable container and only named staff members will have access; however, these drugs can be easily accessed in an emergency. A record will be kept of the amount of controlled drugs held and any doses administered. Staff may administer a controlled drug to a pupil for whom it has been prescribed, in accordance with the prescriber's instructions.
- 8.6 Records will be kept of all medicines administered to individual pupils, stating what, how and how much medicine was administered, when, and by whom. A record of side effects presented will also be held.

9.0 Non-prescription medicines

- 9.1 The school is aware that pupils may, at some point, suffer from minor illnesses and ailments of a short-term nature, and that in these circumstances, health professionals are likely to advise parents to purchase over the counter medicines, for example, paracetamol and antihistamines.
- 9.2 Parents have the prime responsibility for their child's health and should provide schools and settings with detailed information about their child's medical condition as and when any illness or ailment arises.
- 9.3 To support full attendance the school will consider making arrangements to facilitate the administration of non-prescription medicines following parental request and consent.
- 9.4 Pupils and parents will not be expected to obtain a prescription for over-the-counter medicines as this could impact on their attendance and adversely affect the availability of appointments with local health services due to the imposition of non-urgent appointments being made.
- 9.5 If a pupil is deemed too unwell to be in school, they will be advised to stay at home or parents will be contacted and asked to take them home.
- 9.6 When making arrangements for the administration of non-prescription medicines the school will exercise the same level of care and caution, following the same processes, protocols and procedures as those in place for the administration of prescription medicines.
- 9.7 The school will also ensure that the following requirements are met when agreeing to administer non-prescription medicines:
- Non-prescription medicines will not be administered for longer than is recommended. For example, most pain relief medicines, such as ibuprofen and paracetamol, will be recommended for three days use before medical advice should be sought. Aspirin will not be administered unless prescribed.
 - Parents will be asked to bring the medicine in, on at least the first occasion, to enable the appropriate paperwork to be signed by the parent and for a check to be made of the medication details.
 - Non-prescription medicines must be supplied in their original container, have instructions for administration, dosage and storage, and be in date.

The name of the child can be written on the container by an adult if this helps with identification.

- Only authorised staff who are sufficiently trained will be able to administer non-prescription medicines.

10.0 Paracetamol

- 10.1 The school is aware that paracetamol is a common painkiller that is often used by adults and children to treat headaches, stomach-ache, earache, cold symptoms, and to bring down a high temperature; however, it also understands that it can be dangerous if appropriate guidelines are not followed and recommended dosages are exceeded.
- 10.2 The school is aware that paracetamol for children is available as a syrup from the age of 2 months; and tablets (including soluble tablets) from the age of 6 years, both of which come in a range of strengths.
- 10.3 The school understands that children need to take a lower dose than adults, depending on their age and sometimes, weight. The school will ensure that authorised staff are fully trained and aware of the [NHS](#) advice on how and when to give paracetamol to children, as well as the recommended dosages and strength.
- 10.4 Staff will always check instructions carefully every time they administer any medicine, whether prescribed or not, including paracetamol.
- 10.5 The school will ensure that they have sufficient members of staff who are appropriately trained to manage medicines and health needs as part of their duties.
- 10.6 The written consent of parents will be required in order to administer paracetamol to pupils.
- 10.7 Pupils will not be given prescription or non-prescription medicines without their parents' written consent.
- 10.8 Parents will be informed any time medication is administered that is not agreed in an IHP.
- 10.9 Records will be kept of all medicines administered to individual pupils, stating what, how and how much medicine was administered, when, and by whom. A record of side effects presented will also be held.

11.0 Allergens, anaphylaxis and adrenaline auto-injectors (AAIs)

- 11.1 AAI devices will be stored in a suitably safe and central location. In this school they are stored in the school office (within box seat).
- 11.2 The school's Allergen and Anaphylaxis Policy must be implemented and followed consistently to ensure the safety of those with allergies.

12.0 Record keeping

- 12.1 Written records will be kept of all medicines administered to pupils. Proper record keeping will protect both staff and pupils and provide evidence that agreed

procedures have been followed. Appropriate forms for record keeping can be found in [Appendix D](#) and [Appendix E](#).

13.0 Emergency procedures

13.1 Medical emergencies will be dealt with under the school's emergency procedures.

13.2 Where an IHP is in place, it will detail:

- What constitutes an emergency.
- What to do in an emergency.

13.3 Pupils will be informed in general terms of what to do in an emergency, e.g. telling a teacher.

13.4 If a pupil needs to be taken to hospital, a member of staff will remain with the pupil until their parents arrive. When transporting pupils with medical conditions to medical facilities, staff members will be informed of the correct postcode and address for use in navigation systems.

14.0 Day trips, residential visits and sporting activities

14.1 Pupils with medical conditions will be supported to participate in school trips, sporting activities and residential visits.

14.2 Prior to an activity taking place, the school will conduct a risk assessment to identify what reasonable adjustments should be taken to enable pupils with medical conditions to participate. In addition to a risk assessment, advice will be sought from pupils, parents and relevant medical professionals. The school will arrange for adjustments to be made for all pupils to participate, except where evidence from a clinician, e.g. a GP, indicates that this is not possible.

15.0 Unacceptable practice

15.1 The school will not:

- Assume that pupils with the same condition require the same treatment.
- Prevent pupils from easily accessing their inhalers and medication.
- Ignore the views of the pupil or their parents.
- Ignore medical evidence or opinion.
- Send pupils home frequently for reasons associated with their medical condition or prevent them from taking part in activities at school, including lunch times, unless this is specified in their IHP.
- Send an unwell pupil to the medical room or school office alone or with an unsuitable escort.
- Penalise pupils with medical conditions for their attendance record, where the absences relate to their condition.
- Make parents feel obliged or forced to visit the school to administer medication or provide medical support, including for toilet issues. The school will ensure that no parent is made to feel that they have to give up working because the school is unable to support their child's needs.

- Create barriers to pupils participating in school life, including school trips.
- Refuse to allow pupils to eat, drink or use the toilet when they need to in order to manage their condition.

16.0 Liability and indemnity

- 16.1 The Trust will ensure that appropriate insurance is in place to cover staff providing support to pupils with medical conditions.
- 16.2 The school holds an insurance policy with Risk Protection Agency covering liability relating to the administration of medication.
- 16.3 All staff providing such support will be provided with access to the insurance policies.
- 16.4 In the event of a claim alleging negligence by a member of staff, civil actions are most likely to be brought against the school, not the individual.

17.0 Home-to-school transport

- 17.1 Arranging home-to-school transport for pupils with medical conditions is the responsibility of the LA. Where appropriate, the school will share relevant information to allow the LA to develop appropriate transport plans for pupils with life-threatening conditions.

18.0 Automated External Defibrillators (AEDs)

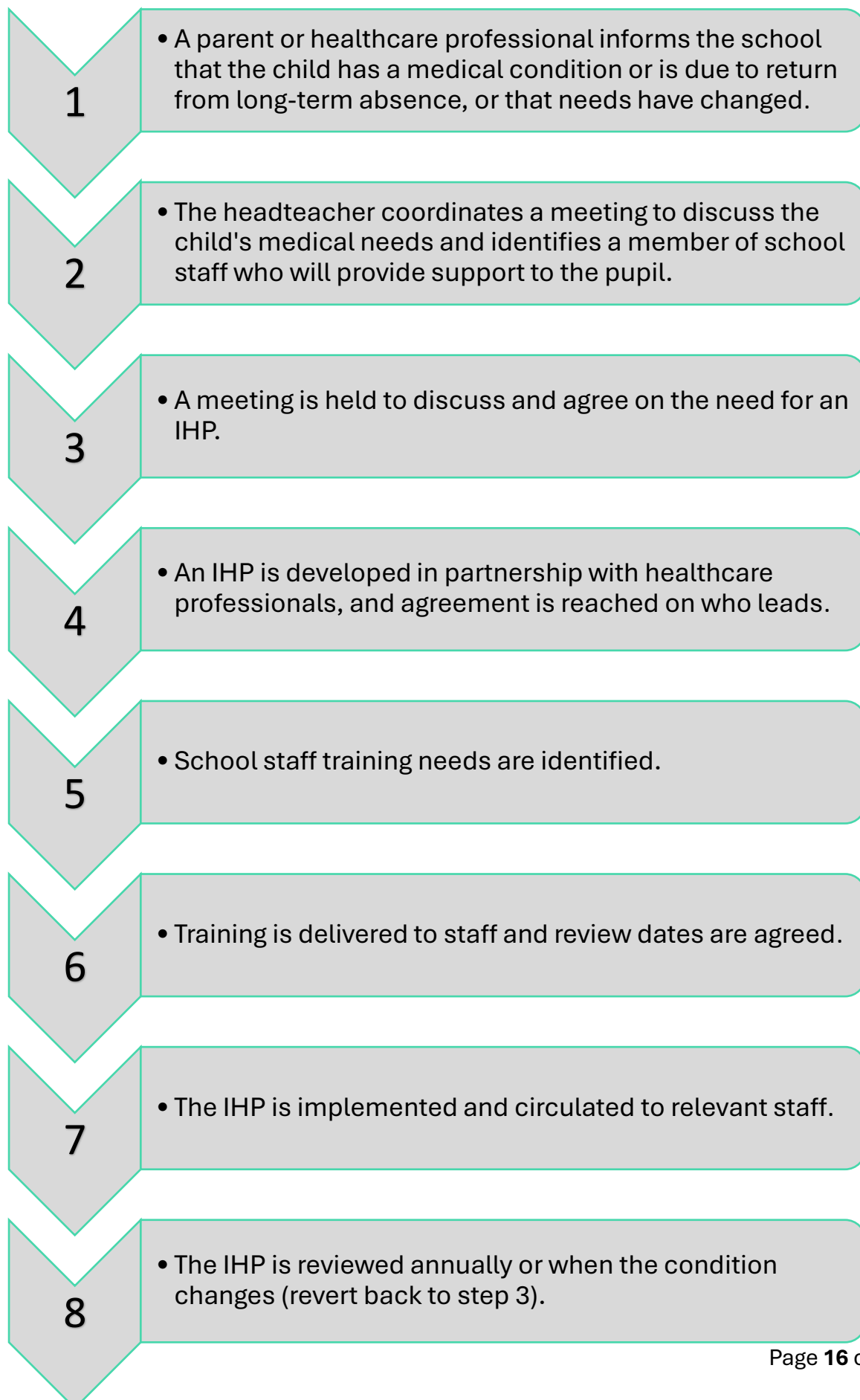
- 18.1 The school has a Median automated external defibrillator (AED). The AED will be stored in the school office in an unlocked, alarmed cabinet.
- 18.2 All staff members and pupils will be made aware of the AED's location and what to do in an emergency. A risk assessment regarding the storage and use of AEDs at the school will be carried out and reviewed **annually**.
- 18.3 No training will be needed to use the AED, as voice and/or visual prompts guide the rescuer through the entire process from when the device is first switched on or opened; however, staff members will be trained in cardiopulmonary resuscitation (CPR), as this is an essential part of first-aid and AED use.
- 18.4 The emergency services will always be called where an AED is used or requires using.
- 18.5 Where possible, AEDs will be used in paediatric mode or with paediatric pads for pupils under the age of eight.
- 18.6 Maintenance checks will be undertaken on AEDs on a weekly basis by the appointed person, who will also keep an up-to-date record of all checks and maintenance work.

19.0 Monitoring and review

- 19.1 This policy is reviewed on a bi-annual basis. Any changes to this policy will be communicated to all staff, parents and relevant stakeholders.
- 19.2 The next scheduled review date for this policy is September 2027.

Appendix A

Individual Healthcare Plan Implementation Procedure



Appendix B

Individual Healthcare Plan

Pupil's details:

Pupil's name	
Group/class/form	
Date of birth	
Pupil's address	
Medical diagnosis of condition	
Date	
Review date	

Family contact information

Name	
Relationship to pupil	
Phone number	
Name	
Relationship to pupil	
Phone number	
Relationship to pupil	

Hospital contact

Name	
Phone number	

Pupil's GP

Name	
Phone number	

Who is responsible for providing support in school?

--

Pupil's medical needs and details of symptoms, signs, triggers, treatments, facilities, equipment or devices and environmental issues

--

Name of medication, dose and method of administration

--

Daily care requirements

--

Arrangements for school visits and trips

--

Other information
Describe what constitutes an emergency, and the action to take if this occurs
Responsible person in an emergency, state if different for off-site activities
Plan developed with
Staff training needed or undertaken – who, what, when:

Appendix C

Parental Agreement for the School to Administer Medicine

The school will not give your child medicine unless you complete and sign this form.

Administration of medication form

Date for review to be initiated by	
Name of pupil	
Date of birth	
Group/class/form	
Medical condition or illness	

Medicine

Name of medicine	
Expiry date	
Dosage and method	
Timing	
Special precautions and instructions	
Side effects	
Self-administration yes/no	
Procedures for an emergency	

Please note medicines must be in the original container as dispensed by the pharmacy – the only exception to this is insulin, which may be available in an insulin pen or pump rather than its original container.

Contact details

Name	
Telephone number	
Relationship to pupil	
Address	
I will personally deliver the medicine to	<u>Name and position of staff member</u>

The above information is, to the best of my knowledge, accurate at the time of writing and I give consent for school staff to administer medicine in accordance with the relevant policies. I will inform the school immediately, in writing, if there is any change in dosage or frequency of the medication, or if the medicine is stopped.

Signature_____

Date_____

Appendix D

Record of Medicine Administered to an Individual Pupil

Name of pupil	
Group/class/form	
Date medicine provided by parents	
Quantity received	
Name and strength of medicine	
Expiry date	
Quantity returned	
Dose and frequency of medicine	
Staff signature	
Parent signature	

Date				
Time given				
Dose given				
Name of staff member				
Staff signature				

Date				
Time given				
Dose given				
Name of staff member				
Staff signature				

[Add more tables as necessary.]

Appendix E

Record of All Medicine Administered to Pupils

Date	Pupil's name	Time	Name of medicine	Dose given	Reactions, if any	Staff signature	Print name

Appendix F

Staff Training Record – Administration of Medication

Name of school	
Name of staff member	
Type of training received	
Date of training completed	
Training provided by	
Profession and title	

I confirm that the staff member has received the training detailed above and is competent to carry out any necessary treatment pertaining to this treatment type. I recommend that the training is updated by the school nurse.

Trainer's signature: _____

Print name: _____

Date: _____

I confirm that I have received the training detailed above.

Staff signature: _____

Print name: _____

Date: _____

Suggested review date: _____

Appendix G

Contacting Emergency Services

To be stored by the phone in the school office

Request an ambulance – dial 999, ask for an ambulance and be ready with the information below.

Speak clearly and slowly and be ready to repeat information if asked.

- The telephone number: **school phone number**.
- Your name.
- Your location as follows: **full address of school**.
- The postcode: **school postcode**.
- The exact location of the individual within the school.
- The name of the individual and a brief description of their symptoms.
- The best entrance to use and where the crew will be met and taken to the individual.