BOWES
PRIMARY SCHOOL

Rebecca Moore - Headteacher
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Thursday 24th September 2026

Dear Parents,

I am writing to let you know about a change to the way we notify parents about medical incidents and first-aid administered in school.

From **Monday 28th September 2026**, we will be changing to an email-based system for sending medical incident notes. You will still be contacted by telephone for any serious incident or where we judge immediate contact is required, but routine first-aid notes and minor medical incident reports will be emailed to you instead of being sent home on paper slips.

We are making this change to ensure you receive medical information reliably and quickly. Paper slips can be lost or delayed, whereas emails give us a clear, recorded way of sharing the facts with you.

Each email will be brief and factual and will normally state:

- who was affected (pupil's first name and year group),
- what happened, when and where,
- what first-aid or care was provided.

All emails will be sent securely to the contact details we hold on our school records. We will not include more medical detail than is necessary. If you would like further information about an incident, we will be happy to discuss this by phone or in person.

Please ensure that the school office has your current and preferred email address. All incidents will continue to be recorded for our records. We will keep records in line with statutory guidance and our school policies.

We believe this change will improve communication with families and help us work together to keep pupils safe and well.

Thank you for your continued support.

Yours sincerely,

Rebecca Moore
Headteacher

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