



**ChatHealth  
Messaging  
Service:  
Easy access to  
health information  
for young people**

---

**School nurses understand that young people have worries, thoughts and questions about all these things...**

**Puberty**

**Friendships & relationships**

**Sexual Health**

**Mental Health**

**Anxiety & stress**

**Healthy Lifestyle, nutrition & diet**

**Alcohol & Drugs**

**Smoking**

**Anger Management**

**Exam Stress**

**Self-harm**

**Bullying**

**Exercise**

**Sleeping**

**and we can answer these queries through an anonymous text messaging service, direct to your school nurse.**

## ChatHealth Messaging Service

**ChatHealth provides you with quick & easy access to confidential health advice.  
You can still see your school nurse in the usual way,  
but now you'll have the option to text them too.  
You can send text messages from any kind of mobile phone.**

**(Soon you'll be able to download the free ChatHealth smartphone app to send instant messages after logging-in securely with a password. )**



## Confidentiality

You can choose to give your name or text a school nurse anonymously – it's completely up to you.

We won't pass on anything you say to anyone else, like parents, teachers, or other students unless you say or, in extreme circumstances, like if the health, safety or welfare of you or someone else is at significant risk.



CONFIDENTIALITY



If we did need to tell someone about something you had told us, we would always try to speak with you first.

For our safety and yours we hold information that you tell us on electronic records that can be seen by other healthcare professionals, like your Doctor, who all follow the same confidentiality rules.

# How it works

You have a question and text  
07480 635050

You can ask as many  
questions as you like

At any point you can stop  
the healthcare professional  
from sending messages to  
you by texting STOP to our  
number

You'll receive an immediate message,  
confirming we've received your text.  
We aim to reply to you within one  
working day but we won't see your  
text outside of normal working hours.  
We will respond as soon as we can

If you need help before you hear  
back from us, contact a member of  
school staff or your doctor. (Our text  
number does not receive voice calls  
or MMS picture messages)

How helpful you've found the  
conversation is important to us. So,  
you'll be asked to briefly rate how  
useful it's been at the end

Please respect your school's mobile phone policy.  
Messages are charged at your usual rate

## We ask for honest feedback from young people who use ChatHealth. These are some of the things they've said...



The advice you have given is very useful, and I can recommend this to people who are in the same position as I am. Thank you

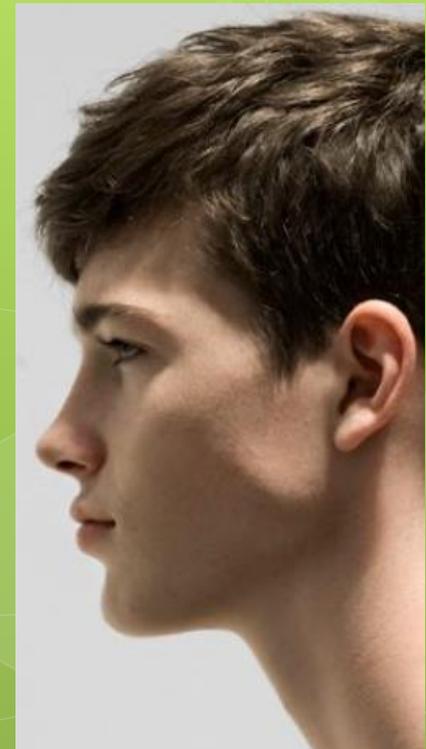
You helped a lot. Thank you

Thank you for your help, I have made an appointment for next week but it was helpful to hear from you

I think I might talk to my tutor. Thank You for your help :-)

Thank you for your help, you have been great

I would recommend to anyone in need of some guidance



**“Is the service free?”**

Yes. There are no charges, only the usual cost to send a message based on your network charges/plan. Young people who download the ChatHealth smartphone app, when it becomes available, will be able to send messages within their data-plan, at no additional cost.

**“How old do you have to be to use ChatHealth?”**

ChatHealth is available for all young people aged 11-19.

**“Our school/college has a ‘no phones’ policy. Can we still use ChatHealth?”**

Yes, so long as you respect school phone use policies you can use the ChatHealth outside school hours and lesson times.

**“Is the service compatible with all mobile phones?”**

Yes, you can send messages to ChatHealth using any kind of mobile phone with credit and signal. The ChatHealth smartphone app will soon be available to users of Apple iPhones and an equivalent app for Android devices

**“Is information stored?”**

All ChatHealth messages are securely stored and may be seen by other healthcare staff who follow NHS confidentiality rules.

# Want to see how it works?

Any one have a question to  
send to the ChatHealth Number now?

**07480 635050**

---

Finally, people like you who use this service tell us its really helpful.  
So, we want to let as many people know about it as possible.

## 3 THINGS YOU CAN DO TO HELP



1. Tell people about this
2. Use this service whenever you have a health & wellbeing question
3. Let us know how we can spread the word about ChatHealth

