

**NHS**

**Dorset HealthCare  
University**

NHS Foundation Trust



**ChatHealth**



**The School Nursing text service  
for young people aged 11–19  
(year 7 and above): 07480 635511**

**Excellence  
Compassion  
Expertise**

## What is ChatHealth?

ChatHealth is a confidential text messaging service that enables children and young people aged 11-19 (in year 7 or above) in Dorset to send health related questions via text to the School Nursing Team.

The sender will be provided with advice, information or guidance, signposted to additional services or may be offered an appointment with a member of the School Nursing Team. Children and young people can text about a range of issues including:

**Relationships**

**Healthy eating**

**Anxiety**

**Depression**

**Drugs**

**Smoking**

**Stress**

**My body**

**Alcohol**

**Self-harm**

The ChatHealth service is available Monday to Friday between 8.30am-4.30pm, including school holidays but excluding bank holidays. If a child or young person sends a text message outside of these hours, they will receive an automated message on where to get help if their question is urgent and the ChatHealth nurses will reply to the message when the service reopens.

Our School Nursing Team will respond to texts within one working day.

ChatHealth runs alongside our normal School Nursing Service. Young people can still see their School Nurse face to face in School.

**The ChatHealth text number is: 07480 635511**

## **ChatHealth and confidentiality**

When a child or young person sends a text, the School Nursing Team will not inform their parents or teacher. They may contact someone if they have cause for concern about their safety, but they will always speak to the child or young person first. Their text messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules.

It is advised that a child or young person contacts a member of school staff or their doctor if they need help before the school nurse responds.

The text number does not receive voice calls or picture messages, and if a young person wishes to stop receiving messages from the ChatHealth School Nursing Team, they can text STOP to the number at any time. Texts are charged at the usual rate. We advise that all young people respect their school's mobile phone policy at all times.

## **Ensuring safety**

The ChatHealth service has been widely tested at various other Trusts across the country to ensure its safety. The approach to safeguarding young people and their personal information is robustly governed.

ChatHealth staff have liaised with school staff, parents, governors, clinical leads, school nurses and safeguarding colleagues to develop guidance for nurses using the text messaging service, particularly in relation to young people at risk of significant harm. The police, NSPCC, Royal College of Nursing (RCN) and some sexual health message-based helplines were also extensively consulted.

## What else do you need to know?

### Who provides the service?

The ChatHealth School Nursing Text Service is provided by Dorset HealthCare.

### Is the service free?

Yes, the service is provided free of charge. Any text messages sent while using the service will incur the usual network provider charges.

### Where is all the information stored?

All text messages are securely recorded and can be seen by other healthcare staff who follow NHS confidentiality guidelines.

### For more details...

If you would like any additional information about this service please contact your local School Nursing Team:

<b>Bournemouth and Poole:</b>	<b>01202 443035</b>
<b>East Dorset and Christchurch:</b>	<b>01425 891162</b>
<b>Purbeck:</b>	<b>01929 556422</b>
<b>Blandford, Sturminster Newton, Gillingham and Shaftesbury:</b>	<b>01258 473887</b>
<b>Bridport, Beaminster and Lyme Regis:</b>	<b>01308 428947</b>
<b>Dorchester:</b>	<b>01305 255215</b>
<b>Sherborne:</b>	<b>01305 361531</b>
<b>Weymouth and Portland:</b>	<b>01202 752395</b>

The information in this leaflet is available in additional languages and alternative formats. Please contact the Trust for further details.

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