

## **ChatHealth: New text messaging advice service for young people**

### **Articles for pupils, parents and teachers**

Please share the following articles with your pupils, parents and teachers about the launch of ChatHealth **from Monday 13 July.**

#### **Article for pupils (aged 11 – 19 years)**

ChatHealth is a new NHS text messaging service available for you to get confidential health and wellbeing advice through your mobile phone. Text your worry or question to 07507 332 631 and a school nurse will reply with advice and support. They can help with a wide range of things, such as:

- Anxiety, emotions and anger
- Bullying
- Family issues and friendships
- Body image and identity
- Sexual health and contraception
- Smoking, alcohol and drugs
- Sleep
- Staying healthy

A school nurse will also be able to put you in touch with other local NHS or support services if they feel it would help.

All texts receive an automatic message explaining where to get help if your question or concern is urgent, and when you can expect a response.

During term time, a school nurse will be available 10am to 4pm, Monday to Friday (except bank holidays) and will respond to you within 24 hours. During the school holidays, they will be available 10am to 4pm, Monday, Wednesday and Friday (except bank holidays) and texts will be responded to within 48 hours.

If you need help before you hear back from us, contact your GP, visit an NHS walk-in centre or call 111, or dial 999 or visit A&E if it's an emergency.

You can find out more information at [www.royalwolverhampton.nhs.uk/chathealth](http://www.royalwolverhampton.nhs.uk/chathealth)

#### **Article for parents of 11-19 year olds**

ChatHealth is a new NHS text messaging service available for your son/ daughter to get safe, confidential health and wellbeing advice through their mobile phone. They can text a question or worry to 07507 332 631 and a school nurse will respond. School nurses can help with a wide range of issues, such as:

- Anxiety, emotions and anger
- Bullying
- Family issues and friendships

- Body image and identity
- Sexual health and contraception
- Smoking, alcohol and drugs
- Sleep
- Staying healthy

They can also signpost to other local NHS or support services if they feel it would help your son/ daughter.

All texts receive an automatic message explaining where to get help if their question or concern is urgent, and when they can expect a response.

During term time, a school nurse will be available 10am to 4pm, Monday to Friday (except bank holidays) and will respond to you within 24 hours. During the school holidays, they will be available 10am to 4pm, Monday, Wednesday and Friday (except bank holidays) and texts will be responded to within 48 hours.

If your son or daughter needs help before they hear back from us, contact your GP, visit an NHS walk-in centre or call 111, or dial 999 or visit A&E if it's an emergency.

ChatHealth is a secure text messaging service which has enabled thousands of young people to get trusted health and wellbeing advice. Originally set up by Leicestershire Partnership NHS Trust, ChatHealth been highly acclaimed by the Department of Health, which encourages the use of mobile and social media to improve access to healthcare, particularly for young people.

We are contacting your child to make them aware of this new service. You can find out more information, including terms and privacy, FAQs and links to local support services, at [www.royalwolverhampton.nhs.uk/chathealth](http://www.royalwolverhampton.nhs.uk/chathealth)

### **Article for teachers**

ChatHealth is a new NHS text messaging service available for 11-19 year olds to get safe, confidential health and wellbeing advice through their mobile phone. They can text a question or worry to 07507 332 631 and a school nurse will respond. School nurses can help with a wide range of issues, such as:

- Anxiety, emotions and anger
- Bullying
- Family issues and friendships
- Body image and identity
- Sexual health and contraception
- Smoking, alcohol and drugs
- Sleep
- Staying healthy

They can also signpost to other local NHS or support services if they feel it would help the young person.

All texts receive an automatic message explaining where to get help if their question or concern is urgent, and when they can expect a response.

During term time, a school nurse will be available 10am to 4pm, Monday to Friday (except bank holidays) and will respond to you within 24 hours. During the school

holidays, they will be available 10am to 4pm, Monday, Wednesday and Friday (except bank holidays) and texts will be responded to within 48 hours.

If the young person needs help before they hear back from us, they are advised to contact their GP, visit an NHS walk-in centre or call 111, or dial 999 or visit A&E if it's an emergency.

ChatHealth is a secure text messaging service which has enabled thousands of young people to get trusted health and wellbeing advice. Originally set up by Leicestershire Partnership NHS Trust, ChatHealth been highly acclaimed by the Department of Health, which encourages the use of mobile and social media to improve access to healthcare, particularly for young people.

Please promote ChatHealth to your pupils. More information, including posters, information cards and stickers will be available to give out to pupils in the autumn term.

You can find out more information, including terms and privacy, FAQs and links to local support services, at [www.royalwolverhampton.nhs.uk/chathealth](http://www.royalwolverhampton.nhs.uk/chathealth)