

ChatHealth

Text messaging service for 11-19 year olds

Nottinghamshire Healthcare NHS Foundation Trust

IF YOU'RE 11-19 YEARS OLD, TEXT YOUR SCHOOL NURSE ON 01507 329952

WE HELP STUDENTS WITH ALL KINDS OF THINGS LIKE . . .

RELATIONSHIPS
MENTAL HEALTH BULLYING SELF HEALTHY DRUGS ALCOHOL HARM EATING SMOKING

Text us for confidential advice & support

We do not usually inform your parents, teachers or anyone else if you contact the school nurse. We might inform someone if we were concerned about your safety, but we would usually speak to you first. Your messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate bounce-back to confirm we've received your text. Texts will not be seen outside of normal working hours. 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 NHS picture messages. Prevent the school nurse from sending messages to you by texting STOP to our number. Please respect your school's mobile phone policy. Messages are charged at your usual rates.

NSR

App coming soon

Zero Tolerance to bullying

ChatHealth

ChatHealth Nottinghamshire

This promotional pack has been generated to support schools and health professionals in promoting ChatHealth, a text messaging service for young people aged 11-19 years across Nottinghamshire.

What is ChatHealth?

ChatHealth is a secure NHS approved text messaging service that is run by the Healthy Family Teams (School Health). The service is available between 9am-4.30pm, Monday to Friday.

Professionals are on hand to respond to questions, worries or concerns from young people. Text 07507 329952.

Messages that are sent outside of these hours receive an automated response informing the young person they will reply within working hours and signpost to other services for immediate responses.



Parentline for Nottinghamshire

Parentline

We now have a text messaging service for parents/carers of children aged 0-19.

Get confidential advice from our Healthy Family Teams on a range of issues.

Text Parentline:
07520 619919

- Feeding and Nutrition
- Child Development
- Parenting advice and support
- Emotional health and wellbeing
- Behaviour difficulties
- Family Health



We might inform someone if we were concerned about your safety but we would usually speak to you first. Your messages are stored and can be seen by other health care staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate message back to confirm we have received your text. Text will only be seen between 9am and 6.30pm. If you need help before you hear back from us contact your GP, nearest walk in centre or dial 111. Our text number does not receive voice calls or MMS pictures messages. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). To prevent the health professional from sending messages to you, text 1703 to our number. Messages are charged at your usual rates.

Parentline is similar to ChatHealth but is aimed at parents and carers in Nottinghamshire.

Trained healthcare professionals ranging from Health Visitors to School Nurses can give you advice and support as a first line of intervention via text messaging.

The service runs from 9am-4.30pm, Monday to Friday. Messages outside of these times receive a bounce back message advising on where to contact for urgent support and will be responded to the next working day. Text 07520 619919.

We have a supply of posters and cards you can utilise in schools should you wish to.

To reach as many parents as possible we ask you to share this on newsletters and promotional packs for the school.

We are the Healthy Family Teams and are here to support the community of Nottinghamshire with health and wellbeing for 0-19 year olds.

Websites

Health for Kids



This links parents and young people aged 5-11 to appropriate health and wellbeing services, supporting parents and young children to manage their health and wellbeing, as well as providing fun educational activities for young people.

Health for Teens



The website links young people aged 11 and over to appropriate local health and wellbeing services. It supports young people to manage their health and wellbeing with advice and information.

For more about the Healthy Family Teams visit:

www.nottinghamshirehealthcare.nhs.uk/healthy-family-teams

Healthy Family Teams Advice Line

A single point of access Advice Line for parents and carers.

Nottinghamshire Healthcare NHS Foundation Trust's Healthy Family Teams want parents, carers and health professionals to take advantage of the county-wide service, which offers advice and support over the telephone.

It is open to any parent or carer of children aged 0-19 in Nottinghamshire.

The Advice Line operates Monday to Friday, 9am to 4.30pm, and can be accessed by calling **0300 123 3387 (Option 4)**.

Healthy Family Teams social media:

Twitter: **@NottsHFT**

Instagram: **nottshealthyfamilyteams**