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## School Nurse Messaging Service: Information for students



## School Nurse Messaging Service

We're introducing a school nurse messaging service as we want to provide you with quick and easy access to confidential health advice. Don't worry, you will still be able to see your NHS school nurse face-to-face in clinic and now you'll also have the option to contact a nurse by text message.

You can send text messages from any kind of mobile phone, and will soon be able to download the free ChatHealth smartphone app to send instant messages after logging-in securely with a password.



## Confidentiality

You can give your name or text a Public Health School Nurse anonymously – it's completely up to you.

Unless you give permission, your Public Health School Nurse will not pass on anything you say to anyone else, like parents, teachers, or other students - except in extreme circumstances like if the health, safety or welfare of you or someone else is at significant risk.



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 who all follow the same confidentiality rules - this can include your doctor. Records are kept for future use.

Northumberland  
Northumberland County Council

HEALTHY EATING  
RELATIONSHIPS  
MENTAL HEALTH  
SELF HARM  
BULLYING  
SMOKING  
ALCOHOL  
DRUGS

IT'S GOOD TO TALK...

Northumbria Healthcare **NHS**  
NHS Foundation Trust

BUT SOMETIMES IT'S EASIER TO TEXT...  
WE HELP STUDENTS AGED 11-19 WITH ALL KINDS OF ISSUES

TEXT YOUR SCHOOL NURSE ON  
**07507 332 258**  
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. Our messages are aimed at and can be used 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 response 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 number does not receive voice calls or MMS 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 rate.

## Disclaimer

We aim to reply to you within one working day and you should get an immediate bounce-back to confirm we 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 MMS picture messages. Prevent the school nurse from sending messages to you by texting STOP to our number. Please respect your schools mobile phone policy. Messages are charged at your usual rate



## Feedback from young people

Some things are so embarrassing that you can't talk about them. If you send a message first, the nurse already knows what you're going to talk about when you get there."



Would you mind sparing a minute and telling us how satisfied you are with the service you have received from the school nurse messaging service? We really value your feedback and would appreciate you scoring our service from 1 – 5. 1 being very unsatisfied and 5 being very satisfied. Please text us with your feedback. Thanks.

- 'I think I might talk to my tutor. Thank You for your help :-)'
- 'Definitely at least a 4, you helped a lot. Thank you'
- 'No thank you, 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,
- 5, would recommend to anyone in need of some guidance'
- 'I don't think so, thanks for your help as a group!'
- 'Your advice helped. Thanks for assisting'.
- 'Thank you for your help, I have made an appointment for next week but it was helpful to hear from you'.
- 'I will have a word with my mum, thank you!'
- 'Thank you for your help, you have been great'

## FAQs: School Nurse Messaging Service

**Our school has a ‘no phones’ policy. Can we still use the service?”**

Yes, our marketing materials encourage you to respect school phone use policies and many students use the service outside of school hours and lesson times.

**“What ages does the service cater for?”**

We are currently making the service available to all secondary schools for young people aged 11-19.

**“Is information stored?”**

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

**Is the service free?”**

Yes, we provide the service free of charge. Any SMS messages sent whilst using the service may incur the usual network provider charges.

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

SMS text messages can be sent to the service from any kind of mobile phone which has sufficient credit and network signal.

**“Who provides the service?”**

The school nurse messaging service is provided Northumbria Healthcare NHS Trust.

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