

## **Gloucestershire Care Services NHS Trust launches school nurse text service for young people**

Hello,

A new text messaging service offering the county's 11-19 year olds confidential advice about their health and wellbeing will be launching on Monday 4 September.

ChatHealth is a service offered by Gloucestershire Care Services (GCS) NHS Trust School Nursing Team. Messages sent to the dedicated number (07507 333351) are delivered to a secure website, and responded to by a GCS School Nurse. The service is available Monday to Friday from 9am to 4.30pm, excluding bank holidays. Automatic bounce-backs will respond to incoming messages out of hours.

The aim is to further improve access to healthcare for young people, and will offer support to young people with questions relating to a wide range of health and wellbeing issues. Examples include - relationships, bullying, healthy lifestyle, anxiety, drugs, smoking, stress, body worries, alcohol, self-harm and sexual health.

As well as giving advice, the School Nursing Team can help direct young people to additional services and other support.

Although the service is confidential and young people do not need to disclose their name, if there is a concern for an individual's safety, there are safeguarding procedures in place.

Young people will still be able to see a School Nurse face to face in a school / college drop in or other settings.

If you are able to update your school intranet with some information on the new service that would be greatly appreciated. Further communications will follow, as well as opportunities for presentations at school assemblies.

The School Nursing Team is happy to answer any questions and welcome you to contact us.

Sarah Birmingham  
Head of Children and Young People's Services