

SCHOOL NURSE MESSAGING SERVICE NEW NUMBER - 0750 733 3356

The number is changing for Suffolk's ChatHealth school nurse text messaging service.

The new number is 0750 733 3356.

Young people aged 11-19 can use the number to text a school nurse confidentially. School nurses can help with a range of health and wellbeing issues in relation to things like relationships, mental and emotional health, bullying, alcohol, self-harm, healthy eating, drugs and smoking.

The ChatHealth service is provided to Suffolk County Council school nurses by Leicestershire Partnership NHS Trust. The change is being effected by Leicestershire Partnership NHS Trust in order to prevent unnecessary messaging costs for young people. Messages sent by young people will be charged at their usual network provider rates. Please encourage young people to use the new number to receive the best possible network provider rates and avoid incurring additional costs.

Safety is important to us. Texts sent to the old number will be automatically re-directed to the new number and young people will receive an automatic message informing them of the new number. Old promotional materials, such as posters in schools, will soon be replaced with new ones.

Enquiries about the number change can be directed to Jimmy Endicott, Mobile Media Development Manager, Leicestershire Partnership NHS Trust, jimmy.endicott@leicspart.nhs.uk, 0116 295 7937.

Enquiries about Suffolk's school nursing service can be directed to Bethan Stott, Clinical Health Manager, Children and Young Peoples Service, Suffolk County Council, bethan.stott@suffolk.gov.uk, 01449 776057.

Suffolk school nurses do not usually inform parents, teachers or anyone else if a young person contacts the school nurse. Someone might be informed if there is concern about a person's safety. Messages are stored and can be seen by healthcare professionals who all follow the same confidentiality rules. Messages are usually responded to within one working day and all users receive an immediate bounce-back confirming that their message has been received. Messages are not seen outside of normal working hours although users receive an automatic response suggesting alternative sources of help. Our text number does not receive voice-calls or MMS picture messages. Young people can prevent the school nurse from sending messages by texting STOP to our number. We request that young people using the service respect their school's mobile phone policy.