"ChatHealth" Launched Monday 1st February 2021

Briefing for partners and stakeholders

Bridgewater Community Healthcare NHS Foundation Trust's 0-19 Service (Health Visiting and School Nursing) is introducing a new way for young people, parents and carers to receive confidential information, advice and support via an award winning text messaging service.

Halton 0 - 5 Parents Service: 07507 327025

Halton 5 - 19 Parents Service: 07480 635988

Halton 11 - 19 Young People's Service: 07507 330521

ChatHealth is an anonymous messaging service that provides a safe and easy way for service users to send a message to a healthcare professional and receve confidential help and advice.

The aim of implementing ChatHealth into Bridgewater is to further improve service user access to health and well-being support particularly in light of COVID19 pandemic.

Bridgewater's 0-19 Services aim to provide the best start for our children, young people and families. Their role is key to improving the health and wellbeing outcomes of our children and young people and to reduce inequalities. All staff provide evidenced based advice and support to local parents, carers, children and young people from pregnancy up to the age of 19 or up to the age of 24 for children and young people with a disability or complex need. Care is provided at a range of universal contacts alongside additional more targeted contacts, which are undertaken according to need. Our 0-19 Services utilise a whole system approach by working together with other professionals and services to deliver high quality care.

About ChatHealth

ChatHealth is a safe and secure messaging tool for receiving and responding to text messages from mobile phones. Incoming messages are delivered to a centrally managed inbox in a secure web-based application, where staff can respond to service users. It's a well-evidenced model that is being widely implemented across many NHS services.

Leicestershire Partnership NHS Trust (LPT) developed and piloted ChatHealth in 2013 to provide a school nursing messaging service for young people aged 11-19 years old and have since then expanded to also serve the parents and carers of 0-19 year olds.

ChatHealth has been now adopted by more than 50 NHS Trusts. It is used across a variety of services, including public health (school nursing and health visiting), sexual health as well as in mental health nursing services (young people and perinatal services).

Remote access to services via ChatHealth has shown to be invaluable to service users during the COVID-19 pandemic. Evidence has shown that young people in particular like the fact that ChatHealth enables them to make discreet contact with health professionals, which they found to be less embarrassing, quick and easy, anonymous and non-judgemental while busy parents value its convenience. 96% of parents and carers scored ChatHealth as 4/5 or 5/5 and 90% of young people scored ChatHealth as 4/5 or 5/5

For more information, visit chathealth.nhs.uk