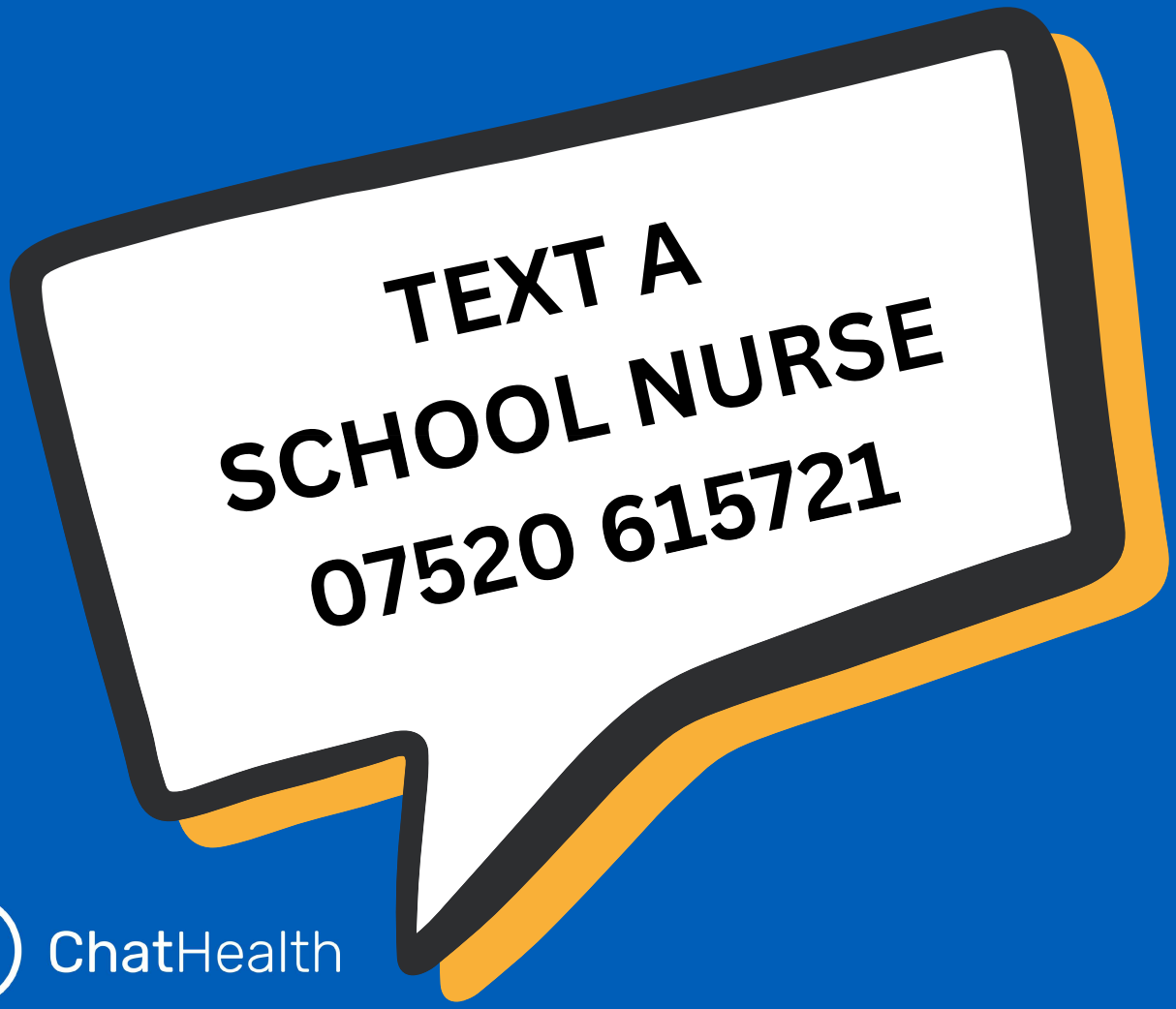
Families Health and Wellbeing Service (0-19)

NHS
Midlands Partnership University
NHS Foundation Trust



ChatHealth

Alcohol, vaping, smoking and drugs

Bed wetting

School worries and exams

Realtionships advice

Emotional wellbeing

Healthy Eating

Bullying

and lots more

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 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. 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). 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.

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