

Are you aware of these two text messaging services for parents and young people across Bedfordshire?

Parentline: for parents and carers of those aged 0-19

Bedfordshire: TEXT 07507 331456

www.cambscommunityservices.nhs.uk/Bedfordshire/services/health-visiting/parentline

Parentline offers advice and support on a range of issues such as weaning, sleep and emotional health. You can also find out how to access other local services. Watch our short animation: <https://vimeo.com/333146030>

ChatHealth: for young people aged 11-19

ChatHealth is a similar service for young people to confidentially ask for help about a range of issues or make an appointment with a school nurse. Young people can also find out how to access other local services including emotional support or sexual health services.

Bedfordshire: TEXT 07502 616070

www.cambscommunityservices.nhs.uk/Bedfordshire/services/school-nursing/chathealth-bedfordshire

Parentline and ChatHealth are available Monday to Friday from 9am to 4.30pm. Parents, carers and young people can send a text anonymously to a dedicated number from any type of mobile phone.

Watch our short animation: <https://vimeo.com/507047916/7266be3f14>

Please share this information with parents/carers and young people.

Supplementary Information

Texts are delivered to a secure website and responded to by our 0 – 19 team. Out of hours, anyone who texts the service receives a bounce back message explaining where to get help if their question is urgent, and when they can expect a response. Texts are usually replied to within one working day. We provide the service free of charge. Any SMS messages sent whilst using the service may incur the usual network provider charge.

We do not usually inform anyone else when you/ your child contacts us. If we are concerned about safety we might escalate our concerns and would attempt to consult with you/them before doing so.

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

The award-winning messaging service platforms were created by Leicestershire Partnership NHS Trust, who liaised with school staff, parents, governors, clinical leads, nurses and safeguarding leads to develop guidance and test to ensure safety. The approach to safeguarding and personal information is robustly governed. Other organisations such as the police, NSPCC and the Royal College of Nursing were also extensively consulted.

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NHS Communications Team