FAQs: ChatHealth Messaging Service

"Our school/college has a '*no phones*' policy. Can we still use the service?"
Yes, our marketing materials encourage you to respect school phone use policies and many students use the service outside of school hours and lesson times.

"What ages does the service cater for?"
We are currently making the service available to all young people aged 11-19. This will involve making the service available in some areas where secondary education starts at Year 6.

"In what languages is the service available?"
The service is available in English and work plans are in place to examine what needs to be done to improve access to school nursing by messaging for young people who don't speak English as a first language.

"Is information stored?"
All messages are securely recorded and can be seen by other healthcare staff who follow NHS confidentiality rules.

"Is the service free?"
Yes, we provide the service free of charge. Any SMS messages sent whilst using the service may incur the usual network provider charges. Young people who download the ChatHealth smartphone app will be able to send instant messages within their existing data-plan at no additional cost.

"Is the service compatible with all mobile phones?"
SMS text messages can be sent to the service from any kind of mobile phone which has sufficient credit and network signal. The ChatHealth smartphone app will soon be available to users of Apple iPhones and an equivalent app for Android devices is planned for delivery in 2018-19.

"Who provides the service?"
The ChatHealth messaging service is provided by [INSERT NAME OF ORGANISATION] and is a registered trademark of Leicestershire Partnership NHS Trust which is the operating body.