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**FAQs: ChatHealth Messaging Service**

**“Our school/college has a ‘*no phones’* policy. Can our students use the service?”**  
Yes, our marketing materials encourage young people 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.

**“Can young people use the service if they aren’t in mainstream school?”**

We plan to examine how messaging can help improve access to care for young people who aren’t in education, who are home educated, or who are in non-mainstream educational settings such as PRUs and free schools.

**“In what languages is the service available?”**

Nationally work plans are in place to examine what needs to be done to improve access to this service for young people who don’t speak English as a first language.

**“How quickly are messages responded to?”**

Messages are responded to within one working day at most, although much more quickly than this in most cases. Young people who start a new conversation with the messaging service get an immediate bounce-back to confirm their message is received, it explains when to expect a reply. Alternative sources of help are provided by bounce-back message to all users who send messages out of office hours.

**“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 2019.

**“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 when it becomes available will be able to send instant messages within their existing data-plan at no additional cost.

**“Is the service confidential?”**

We do not usually inform parents, teachers or anyone else if a young person contacts the 0-19 Specialist Public Health Nurse. If we are concerned about safety we might escalate our concerns and would attempt to consult with the young person first before doing so. Under these circumstances, we might also reveal the text messenger’s hidden identity. The confidentiality terms of the service are explained on promotional materials.

**“Is information stored?”**

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

**“Who provides the service?”**

The ChatHealth messaging service is provided by Leeds Community Healthcare NHS Trust and is a registered trademark of Leicestershire Partnership NHS Trust which is the operating body.