

NEWSLETTER

Secondary Edition. Spring 2017

ChatHealth celebrates its 1st Birthday

The Suffolk School Nursing service provide a text messaging service called **ChatHealth** for secondary school age pupils and for parents & carers to provide early accessible support for children and young people with health and wellbeing issues. The popular new way of accessing School Nurse support has just celebrated its first birthday. In the first year the team received 1410 messages. Most texts were asking for support about emotional health and wellbeing issues (39%) followed by physical health (32%) and sexual health (10%) conversations. The service was also used as a way of arranging an appointment to see the school nurse in 19% of texts.

Picture: Celebrating the 1st birthday of **ChatHealth** at Ormiston Academy in Ipswich with students and staff.



ChatHealth allows messages to be sent to a dedicated number which is delivered to a secure website. Once there, texts are responded to within one working day. The service is available Monday to Friday 9am – 4.30pm excluding bank holidays. Outside these hours anyone who texts the service receives an automated message with advice on where to get help if their question is urgent. The number to text is 07507 333356.

**One
Life
Suffolk**

Healthy Lifestyles – Need help with tackling your weight? One Life Suffolk offer free programmes designed to benefit the whole family and are tailored to specific age groups. This includes groups for 12 – 17 year olds which run throughout the county. Call 01473 718193 or visit www.onelifesuffolk.co.uk for further information.



NEWSLETTER

Have You Heard About Live 1-1 Chat?

Ask the 4YP expert

Live 1-1 chat

Confidential information and advice.

Monday to Friday 5-7pm.

Chat
with us!



www.thesource.me.uk/expert

Young people's workers at 4YP (Suffolk Young People's Health Project) are available online to offer support around emotional health and wellbeing issues. You can contact them via The Source website (www.thesource.me.uk/expert) where you can use their 1:1 live chat service. This is available Monday to Friday from 5pm - 7pm, complimenting the School Nurse ChatHealth texting service which runs until 4.30pm.

Bladders Behaving Badly

Bedwetting is very common and is nobody's fault. It affects about 1 in 75 teenagers in the UK and there are thousands of teenagers worldwide who wet the bed. Most cases of bedwetting are caused by over production of urine at night or a reduced capacity of the bladder to hold urine (wee). Constipation can also be a big factor. There are lots of treatments available to try, including medication and alarms.

Need help?

Support is available from your school nurse-check the link below on how to contact your local team. If you want to remain anonymous don't forget you can text via ChatHealth. Your GP can make a referral to an enuresis (bedwetting) clinic. There is also an excellent charity called ERIC that provides advice including specific advice for teenagers. It also has a forum for chatting to others going through the same thing.

Have a look at their website at www.eric.org.uk or call their helpline on **0845 3708008**

School Nursing Service

In Suffolk, our School Nurses are committed to improving outcomes for children and young people by keeping children safe, supporting children to go to school, and ensuring that children and young people maintain good physical health and emotional wellbeing. To find out more about local services please see our webpage where you will find contact details on the site for your local team www.suffolk.gov.uk/schoolnursing

