

ChatHealth

Midlands Partnership NHS Foundation Trust (MPFT) is launching a new way for young people in Staffordshire to get advice and support about health related issues.

Launching on 21 September 2018 ChatHealth is an award-winning messaging service for young people aged 11-19 years, available Monday to Friday from 9am to 5pm (automatic bounce-backs respond to incoming messages out of hours).

Messages sent to the dedicated number are delivered to a secure website, and responded to by trained professionals from MPFT's Families' Health and Wellbeing Service (0-19), including School Nurses.

Young people messaging the service will be able to receive advice and signposting on a wide array of subjects including bullying, health, drugs, self-esteem, relationships and sexual health.

The aim is to further improve access to healthcare for young people and to continue improving the quality and safety of the service.

ChatHealth is also being utilised by the service to offer advice for parents, using a separate number, offering guidance and signposting on issues including weaning, behaviour, developmental concerns and concerns regarding their child's weight or emotional wellbeing.

From 21 September 2018 young people in Stoke-on-Trent can text **07520 615723** to use the service or **07520 615721** if they are elsewhere in Staffordshire.

For parents the number to text is **07520 615722**.