



Compass Messaging Service: Information for students





What does a School Nurse do?

We can support young people with ...

- Bullying
- Relationships
- Sleeping
- Anxiety
- Healthy Lifestyles
- Self-harm
- Friendships
- Smoking
- Nutrition & Diet
- Puberty
- Alcohol
- Anger Management
- Drugs
- Exam Stress
- Mental Health
- Stress
- Exercise
- Sexual Health
- Healthy Eating

Compass Messaging Service

We're introducing a messaging service as we want to provide you with quick and easy access to confidential health advice. Don't worry, you will still be able to see your school nurse or worker face-to-face and now you'll also have the option to contact by text message.

You can send text messages from any kind of mobile phone, and will soon be able to download the free ChatHealth smartphone app to send instant messages after logging-in securely with a password.



Confidentiality

You can give your name or text anonymously – it's completely up to you.

Unless you give permission, a School Nurse or worker will not pass on anything you say to anyone else, like parents, teachers, or other students - except in extreme circumstances like if the health, safety or welfare of you or someone else is at significant risk.



If we did need to tell someone about something you had told us, we would always try to speak with you first. For our safety and yours we hold information that you tell us on electronic records that can be seen by other healthcare professionals who all follow the same confidentiality rules - this can include your doctor. Records are kept for future use and your text messages will be held in USA for up to 7 years.



YOUR NEW TEXT NUMBER FOR YOUR SCHOOL NURSE

07507 331 525

WE HELP STUDENTS WITH ALL KINDS OF THINGS LIKE . . .

RELATIONSHIPS MENTAL BULLYING SELF HEALTH ALCOHOL HARM HEALTHY EATING DRUGS SMOKING

Text us for confidential advice & support

We do not usually inform your parents, teachers or anyone else if you contact the school nurse. We might inform someone if we were concerned about your safety, but we would usually speak to you first. Your messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate bounce-back to confirm we've received your text. Texts will not be seen outside of normal working hours. If you need help before you hear back from us, contact a member of school staff or your doctor. Our text number does not receive voice calls. Prevent Compass from sending messages to you by texting STOP to our number. Please respect your school's mobile phone policy. Messages are charged at your usual rate.

CityHQR

App coming soon

Zero Tolerance to Bullying

ChatHealth

NHS

How the service works...

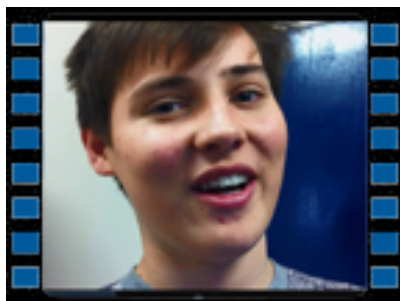
We aim to reply to you within one working day and you should get an immediate bounce-back to confirm we received your text. Texts will not be seen outside of normal working hours. If you need help before you hear back from us, contact a member of school staff or your doctor. Our text number does not receive voice calls or MMS picture messages. Prevent Compass from sending messages to you by texting STOP to our number. Please respect your schools mobile phone policy. Messages are charged at your usual rate





Feedback from young people

“Some things are so embarrassing that you can’t talk about them. If you send a message first, the nurse already knows what you’re going to talk about when you get there.”



Would you mind sparing a minute and telling us how satisfied you are with the service you have received from the school nurse messaging service? We really value your feedback and would appreciate you scoring our service from 1 – 5. 1 being very unsatisfied and 5 being very satisfied. Please text us with your feedback. Thanks.

- ‘I think I might talk to my tutor. Thank You for your help :-)’
- ‘Definitely at least a 4, you helped a lot. Thank you’
- ‘No thank you, the advice you have given is very useful, and I can recommend this to people who are in the same position as I am. Thank you,
- 5, would recommend to anyone in need of some guidance’
- ‘I don’t think so, thanks for your help as a group!’
- ‘Your advice helped. Thanks for assisting’.
- ‘Thank you for your help, I have made an appointment for next week but it was helpful to hear from you’.
- ‘I will have a word with my mum, thankyou!’
- ‘Thank you for your help, you have been great’



FAQs: School Nurse Messaging Service

“Our school 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 mainstream schools for young people aged 11-19. This will involve making the service available in some schools 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 2015/16. The smartphone app is currently piloting in a limited number of sites.

“Who provides the service?”

The school nurse messaging service is provided by Compass. ChatHealth is a registered trademark of Leicestershire Partnership NHS Trust which is the operating body.