



ChatHealth

Text Messaging Service

OUR VALUES



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Teacher, 0-5 ChatHealth

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HIA 5 Childhood Illness and Accident Prevention Strategy April 2019 - March 2020

- Build a sustainable service in line with Hampshire, Isle of Wight (HIOW) STP and the 0-19yrs public health pathways.
- Improved information sharing with health and social care partners to enable collaboration between GPs, their teams and our community services, as ‘primary care networks’, to increase the services we can provide jointly. This will increase the focus on our NHS organisation working with our local partners, as ‘Integrated Care Systems’, to plan and deliver services which meet the needs of our communities. (NHS Long Term Plan, Jan 2019)
- To work in partnership with the people who use our services, their families and carers, in order to enhance their health and wellbeing in every interaction making every contact count with childhood illness and accident prevention.

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- This will enable people to have more control over their own health, their child's health and the care they receive.
- Improved risk assessment and analysis in partnership with families/service-users to enable appropriate care planning around childhood illness and accident prevention with a focus on our vulnerable population.
- To look at improving the planning and delivery of services / interventions based on the analysis of patient and population data through ChatHealth.
- Making better use of data and digital technology: we will promote more convenient access to services and health information for service users, through the use of Baby Buddy app, DadPad app and Healthier Together apps (NHS Long Term Plan 2019)

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Transforming 0-19 Service

What is Chat Health ?

- Award winning texting service for young people aged 11-19 yrs. & for parents of children 0-5 yrs.
- Enables young people & parents to access evidence-based advice and support directly from a health professional via text messaging.
- Timely and relevant.
- Text message are responded to by a trained Health Visitor or School Nurse.
- As well as texting advice and support, we signpost to other services such as Healthier Together, breastfeeding support, Hampshire Healthy Families and Quit4life.

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ChatHealth 11-19

- Commenced Aug 2016
- Pre – exam times are the busiest times.
- Feb 2019 – 88 conversations opened with 1021 messages into the service
- August is the quietest month each year

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Availability and busiest times

- Weekdays 8.30am - 4.30pm
- Busiest time is 3.30pm - 4.30pm
- Busiest day is Wednesday in term time

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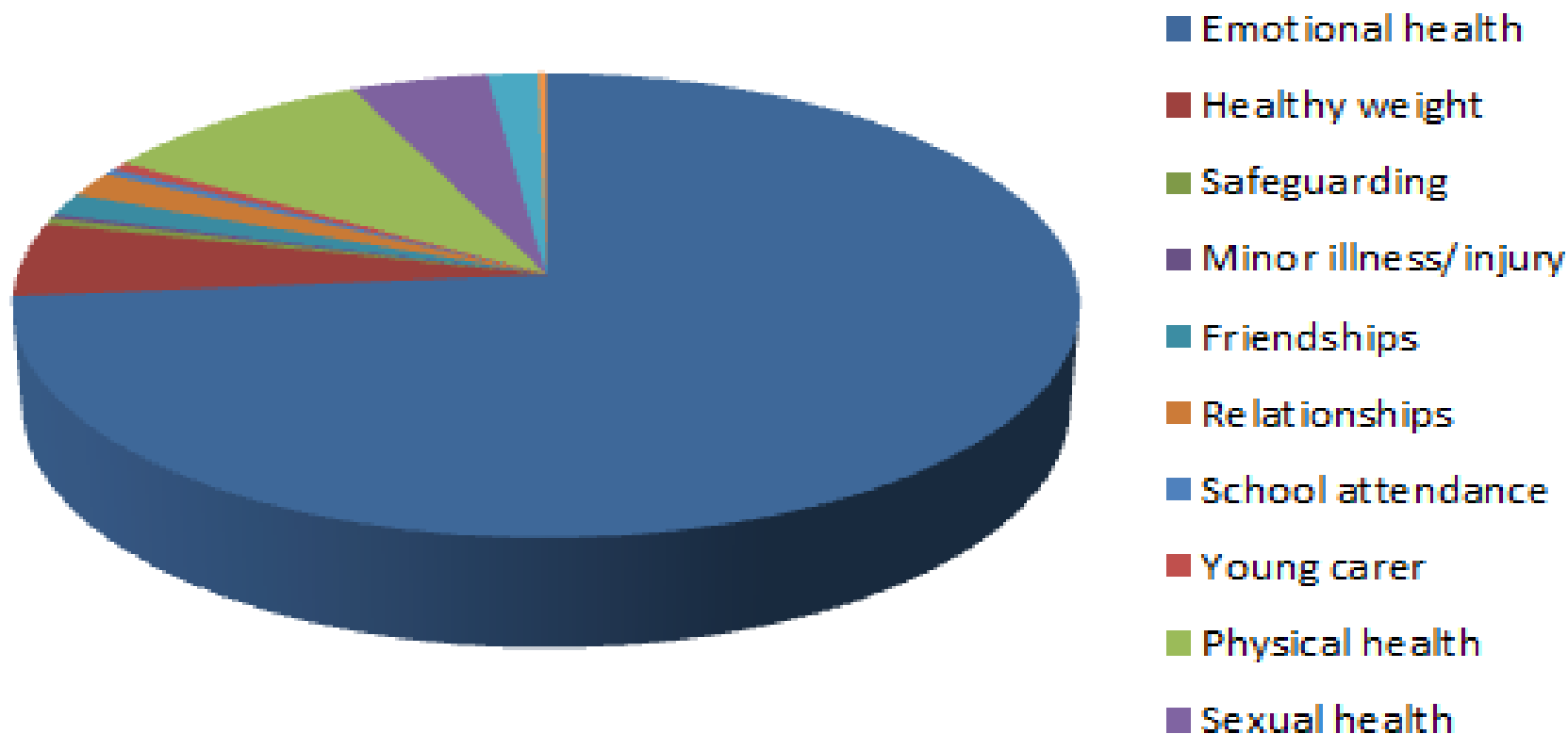


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11-19 Data



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Most common contact types

- Low mood
- Anxiety
- Self-harm
- Stress
- Relationship issues
- Body image

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Queries from young people

"I am struggling with my mental health, and no one seems to care. I struggle with anxiety and I'm not sure but maybe depression but everyone just waves me off and says I'm being stupid. I feel so bad all the time."

"I feel depressed because I'm being bullied"

I'm insecure about practically everything. My face, my weight everything

"I think I am gay and I don't know how to tell my parents"

Hi I need advice on relationships

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Feedback from young people

- ‘This service has helped me feel like I have people looking out for me even when I am away for it. I love the anonymousness of it all and that it’s a texting service. This means you openly talk about your problems freely without feeling nervous.’
- ‘They give some great advice, very professional whilst staying friendly. I recommend to people feeling lonely or scared. It makes clear and simple to you what your problems are and the best ways to deal with them.’

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Feedback from staff

- We are reaching more boys
- We are reaching a different cohort of young people who are self referring
- Time & cost saving

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ChatHealth 0-5

Commenced October 2018

- In first 3 months alone, over 5,000 messages received.
- October 2018 - 198 messages received, July 2019 - 1017 messages received.
- Roughly 4 times more contacts than could be made by a single health visitor in a month.
- 64% of queries via text were dealt entirely as messaging conversations.
- 11% of queries led to face-to-face appointments with health visitors.
- Main type of contact has been regarding minor illness and feeding.
- 78% of service users rated us 5 and 93% rated us 4 or 5 out of 5.

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Availability and busiest times

- Monday-Thursday 9am - 4.30pm, Friday 9am - 4pm
- Busiest times are 9am, 12 - 1pm and 3pm
- Busiest day is Monday

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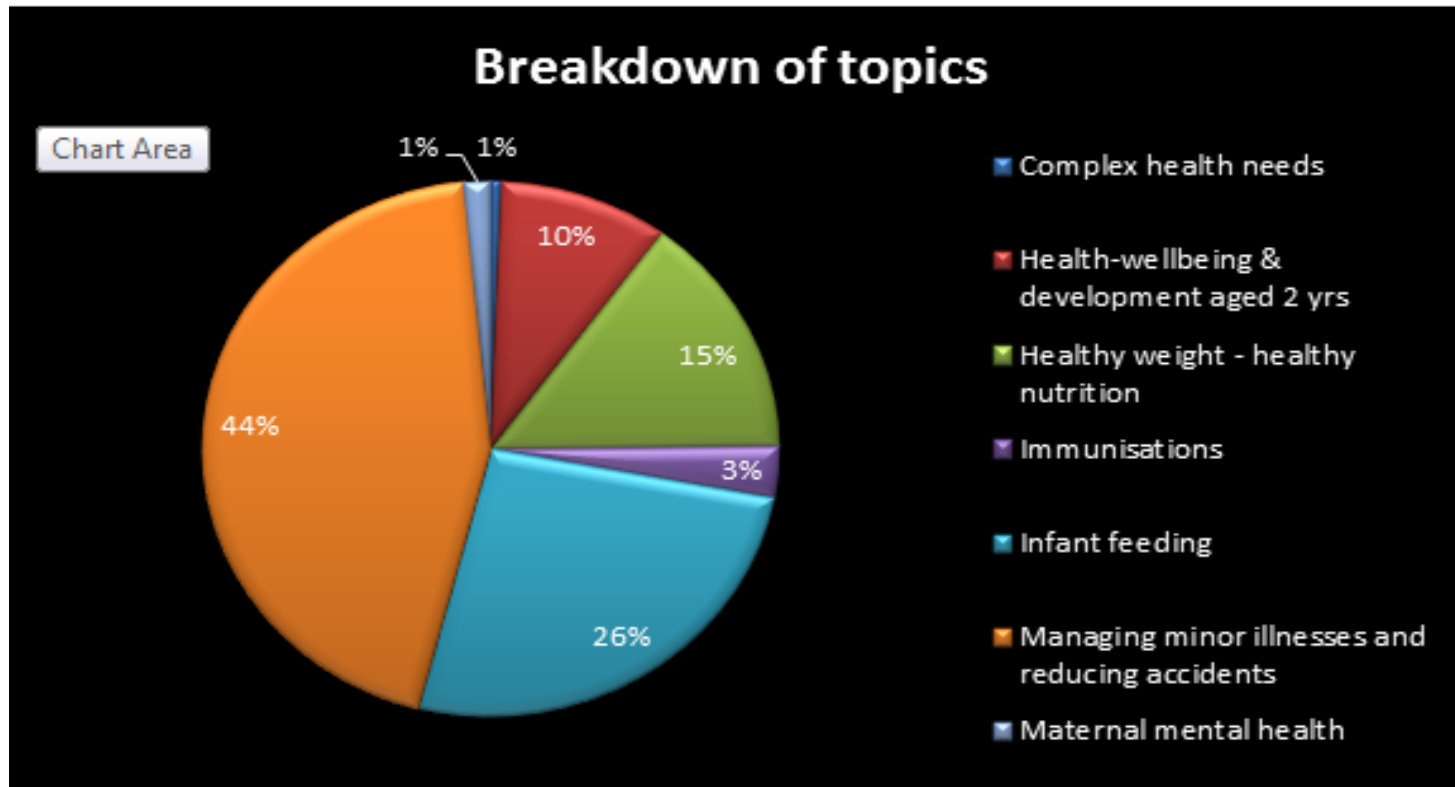


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Healthier Together

Improving the health of children and young people
in Dorset, Hampshire and the Isle of Wight



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Filter by: All

Search this website...

Pregnant Women

Parents/Carers

Health for Young People

Professionals

Popular Topics...



Fever / High Temperature



Tummy ache



Diarrhoea and vomiting



Mental Health

Healthier Together - a community initiative

Healthier Together relies upon patients and healthcare staff working together to improve how local healthcare is delivered.



Show accessibility tools



Queries from parents

'I wanted to check with someone about some red spots around my daughter's chin/ neck area? She is 6 weeks old'

'I'm looking for some advice about my toddler's sleeping pattern'

'My son is 3 weeks old and his feet are constantly purple and cold. I am concerned he may have poor circulation'

'My son is 3 and will be 4 in December. I'm trying everything to get him potty trained but he just doesn't get it'

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Feedback from parents

- ‘Excellent and convenient service for when you don’t need to visit the Dr but have some concerns’
- ‘Thank you very much for all your advice.’
- ‘Love the service, thanks for your time.’
- ‘Thank you for your quick response and information. I am very satisfied so rate the service a 5.’

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Feedback from staff

- ‘It means I keep myself up-to-date using evidence based advice’
- ‘I love the fact that this service really can support first time parents to receive reassurance when they are unsure if they are meeting their babies needs or if baby is ok i.e. feeding, poo, sleep - its just great to support them in the early days and let them know they are doing a great job and all is OK. ’
- ‘Its lovely when we get positive feedback and the parent thanks you for your help - knowing that you have made a difference, be it just one line of reassurance makes it all worth while.’

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Possibilities for the future

- Expanding to parents of children/young people aged 5-19
- Possibly perinatal mental health
- Possible out of hours service

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Any questions?



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