

***Dear Parents***

***Please see below and attachments regarding the new Parentline service from the School Nursing Team.***

***Kind regards***

***The School Office***

## **New messaging service launched for Parents of 5-19 year olds in Lancashire**

HCRG Care Group has introduced a quick and easy way for parents/guardians to get in touch with the School Nursing service.

**From 18<sup>th</sup> September 2023** parents and carers of children aged 5-19 in our area can send a message, anonymously if they wish, to the School Nursing Team to get confidential help and advice about a range of health concerns, including health, sexual health, relationships, alcohol and drugs and bullying. This joins our ChatHealth text messaging service which is for young people aged 11-19 years.

Further information about the service can be found at <https://lancsyounpeoplefamilyservice.co.uk/school-nursing/> or go to [www.chathealth.nhs.uk](http://www.chathealth.nhs.uk) to start a chat with the local messaging service.

The messaging service will be available Monday to Friday (excluding bank holidays from 9am to 5pm). When a message is sent to the dedicated number (**07312263554**) an automated reply confirms the message has been received. A trained healthcare professional will reply to the message during office hours within 24 working hours at most. This is not an emergency service. Urgent help should be sought from an NHS walk-in centre or by calling NHS 111. In an emergency, dial 999 or go to A&E.

The Lancashire ParentLine messaging service will be run by HCRG Care Group and powered by the award-winning messaging platform, ChatHealth, which has been widely implemented at several NHS Trusts and healthcare organisations across the UK. It was developed by 2013 by an NHS Trust to offer more choice in how people can get help from local trained health staff in their area. In other areas where it is used young people say they feel more comfortable talking about their issues in a discreet message, whilst parents and carers say messaging is more convenient way to ask quick questions.

Please find attached our digital Leaflets for Chat Health for young people aged 11-19 years old and Lancashire ParentLine for parents of 5-19 years

