

ChatHealth Integrated Digital Offer Webinar:

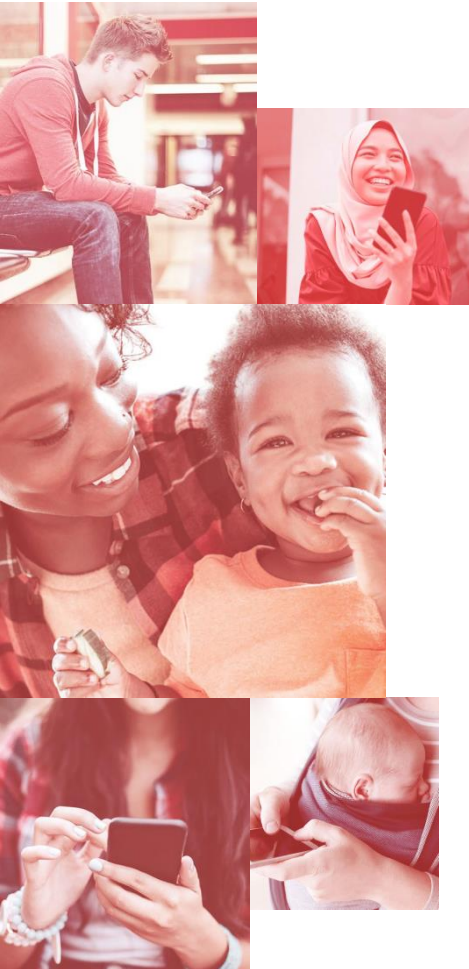
Spotlight on School Nursing

Caroline Palmer, Digital Development Clinical Lead

Julie Jones, Client Relationship Manager

With thanks to SAPHNA for hosting.

Ask your questions via 'Chat' in MS Teams and we'll answer as many as we can at the end of the presentation.



Impact of COVID-19 on mental health needs

- Rise in PTSD, depression and anxiety across all ages.
- Children and young people at greater risk.
- Impact felt across all NHS and non-NHS services (education and social care).

NHS response to COVID-19 is to support digital ways of working to promote better access and care.



Seeking health information and advice

HEALTH FOR TEENS



Health for Under 5s

Asking for help and support



Impact in Numbers: 2019/2020

ChatHealth is available to:

Over
2 million
young people



Parent/carers
of more than
1.6 million
children



New parent/
carers of
111,000
babies born
annually



171,753

messages received from service users.

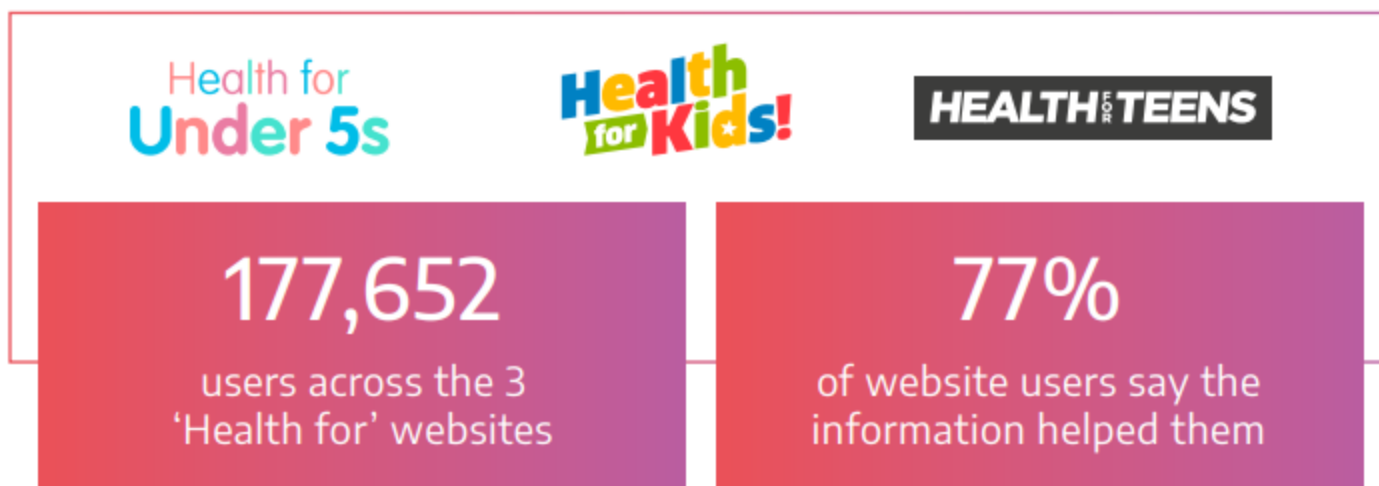
Implemented by

50

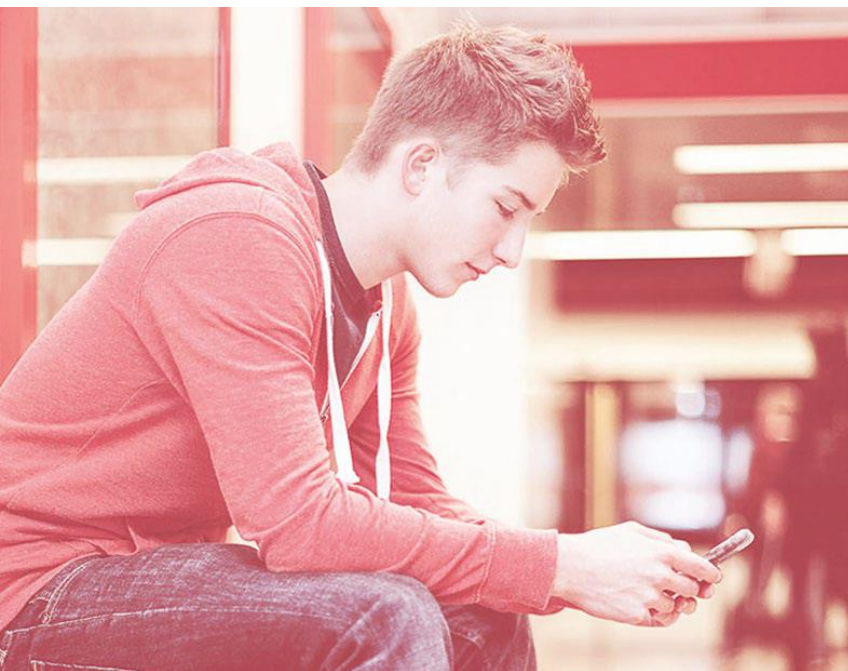
NHS and healthcare organisations.



Impact in Numbers: 2019/2020



School Nursing - Spotlight



"I love that it's anonymous and that it's a texting service. This means you can openly talk about your problems freely without feeling nervous."

COVID-19 Response

50%

increase in young people seeking mental health support via ChatHealth.

ChatHealth is used by over half of all school nursing teams to reach young people who feel more comfortable asking for help via messaging.



88%

of young people say their conversation helped



73%

of Health for Teens users say the information helped them



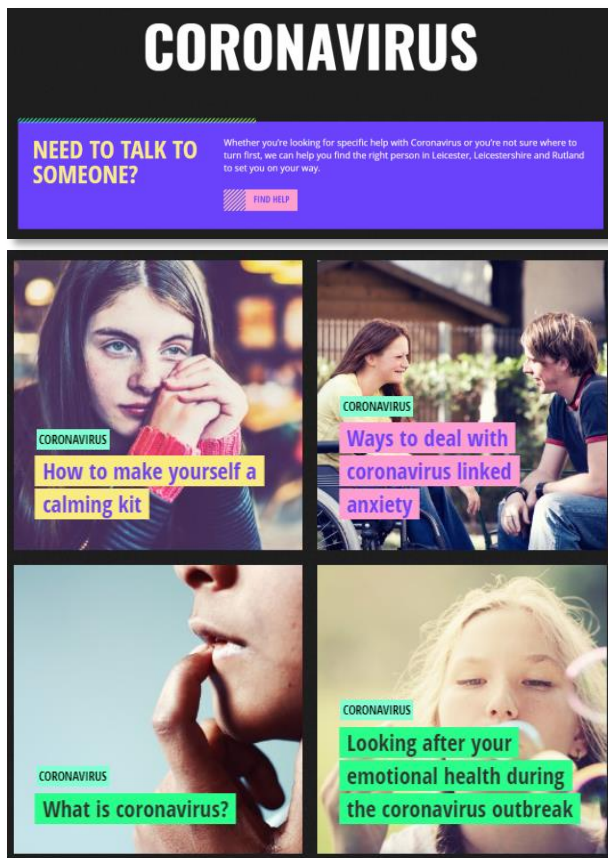
82%

of Health for Kids users say the information helped them

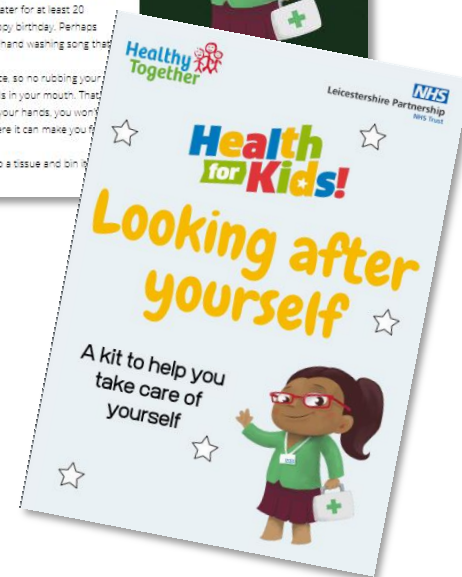
Lockdown support and advice

More than
2,000 views
in 1st month

Most
visited pages
at height of
pandemic



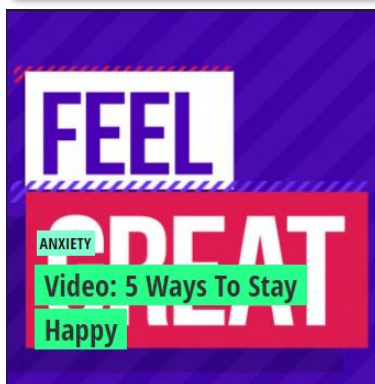
More than
1,000 views
within 48 hours
of going live



Interactive & engaging content for Teens

10,000
monthly
visitors

41% increase
in visitors
(Apr-Oct 2019 compared to
Apr-Oct 2020)



Brand new
audio snippets
from young
people



SLEEP: JUST THE FACTS

It's not as simple as going to bed early.

Young people need 8 ½ – 9 hours' sleep a night to keep them fit, healthy and emotionally well. However, the way a teenager's body works is very different to an adult's or a child's.



This means that going to bed early is not as easy as it sounds because young people's brains are awake and alert in the evening – just when adults are slowing down and heading towards sleep.

So, your inability to wake up in the morning might not just be down to laziness; your brain is still in the middle of its 'sleep phase'.

Most popular pages:

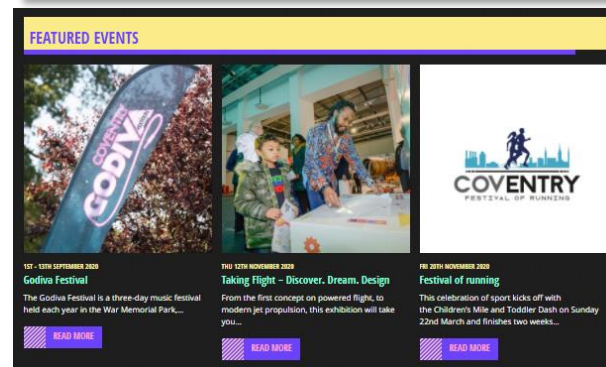
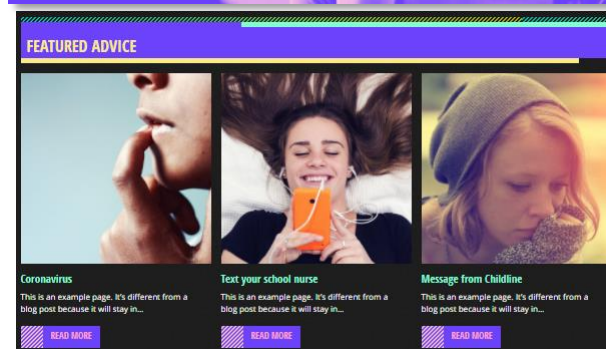
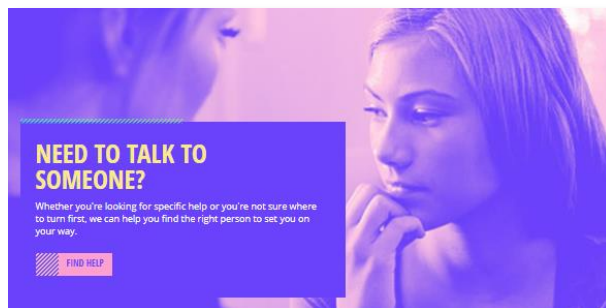
7 most common emergencies; About ChatHealth;

What kind of friend are you quiz

Finding local support easily

11 Local Areas

- Coventry
- Hampshire
- Hertfordshire
- Leicester, Leicestershire & Rutland
- Manchester
- Nottinghamshire
- Sandwell
- Shropshire
- Solihull
- Staffordshire & Stoke
- Walsall



FIND HELP: LEICESTER, LEICESTERSHIRE AND RUTLAND

Those first steps to seeking help are tough but you're in the right place. There are two main routes available to you – we can show you specialist services available in your area or we can put you in touch with your school nurse.

Public Health Nurses

If you're aged 11 – 19 and are worried about your health and wellbeing our School Nurses are here to help you with a wide range of issues such as Emotional health, Relationships, Self-harm, Bullying, Alcohol, Healthy eating, Drugs and Smoking and more.

Text your school nurse (Leicester City) Text your school nurse (Leicestershire & Rutland)

☎ 07520 615386

☎ 07520 615387

Services

Find out what services are available to you in your area.

WHAT WOULD YOU LIKE HELP WITH?

Select the type of service you require

Select the type of service you require

Feelings

Growing Up

Health

Lifestyle

FEELINGS GROWING UP HEALTH LIFESTYLE RELATIONSHIPS SEXUAL HEALTH

FIND YOUR SCHOOL NURSE SERVICE

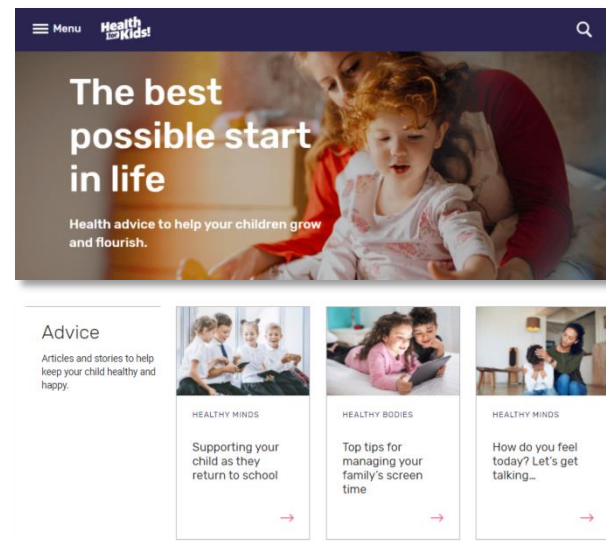
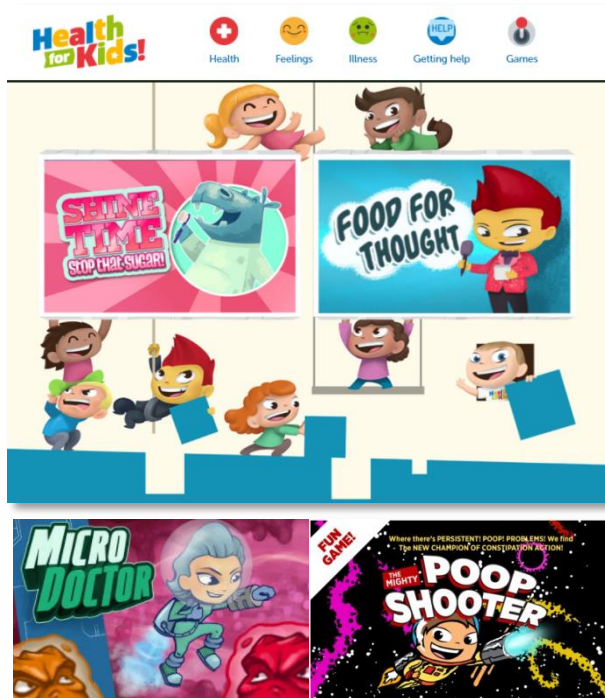
Select your school



A fun way for kids to learn about health

9,000
monthly
visitors to
Health for Kids

52% increase
in visitors
(Apr-Oct 2019 compared to
Apr-Oct 2020)



Dedicated
grown-ups area
for advice and
local support

2,000
monthly
visitors to
Grown-ups

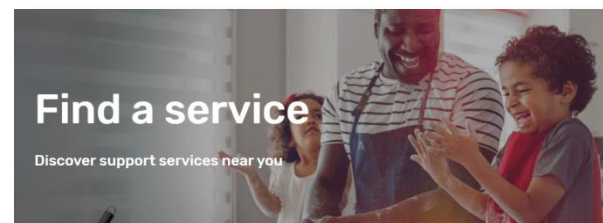
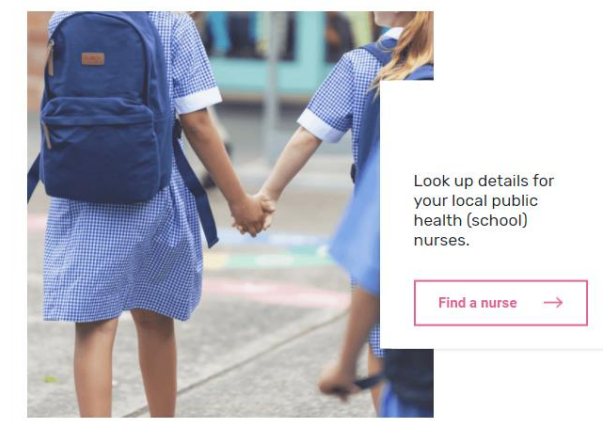
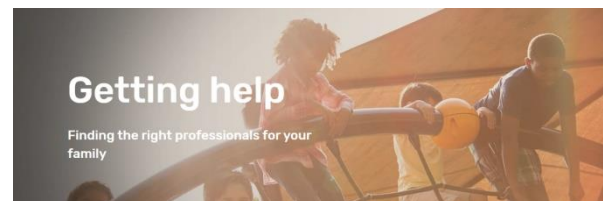
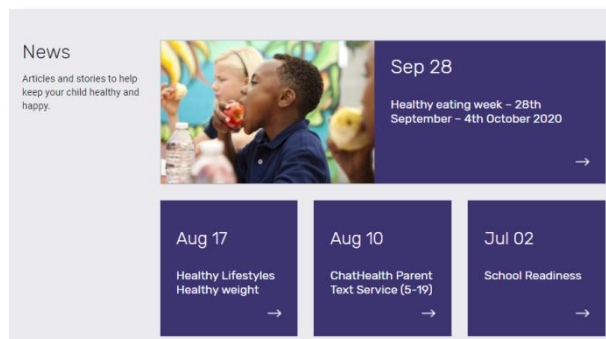
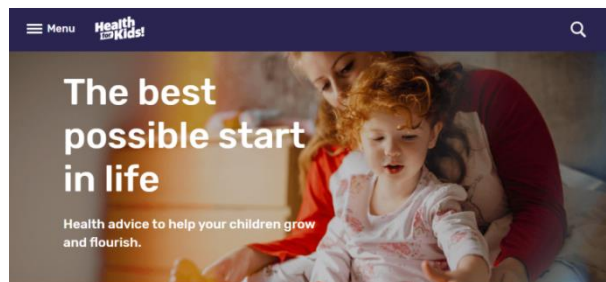
Most popular pages:

Poop Shooter, Micro Doctor & Shine Time games
and Eating Healthily article

Finding local support on the Grown-ups section of Health for Kids

9 Local Areas

- Coventry
- Hampshire
- Hertfordshire
- Leicester, Leicestershire & Rutland
- Nottinghamshire
- Sandwell
- Shropshire
- Solihull
- Walsall



Service stats: Young people

Live since May 2015

Population of 90,000 11-19 year olds

55

conversations
per month

Top contact types:

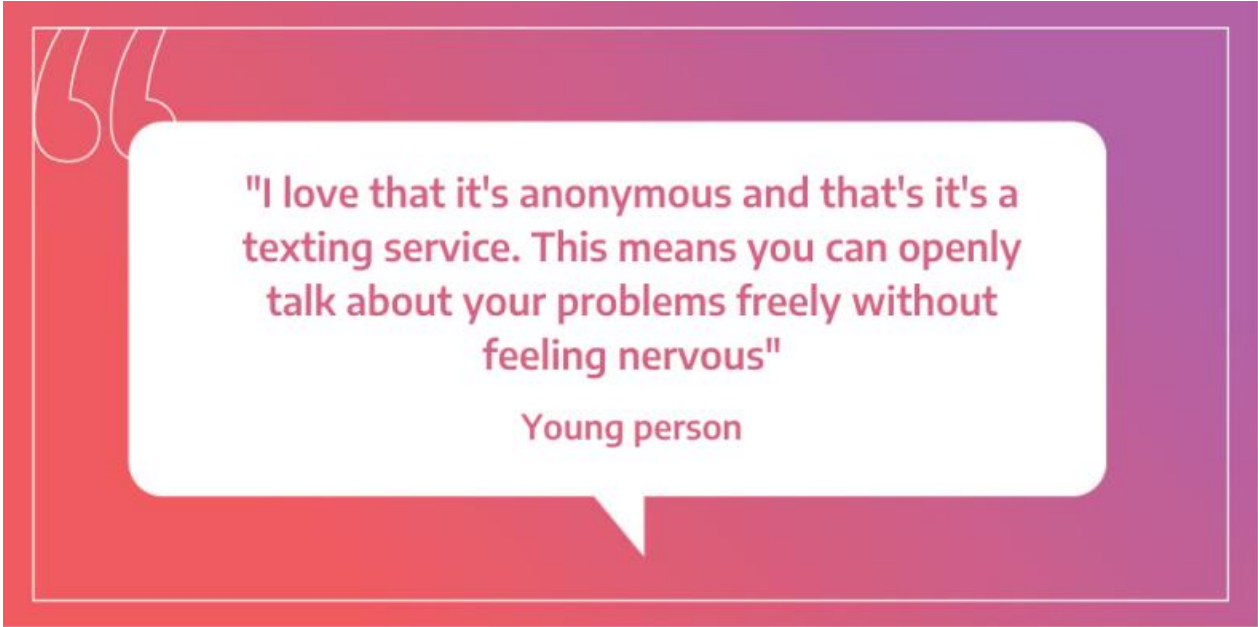
Emotional health;
Sexual health

Busiest day
for contact:
Tuesday

Busiest time of day
for contact:
3:30pm



What young people say...



"I love that it's anonymous and that's it's a texting service. This means you can openly talk about your problems freely without feeling nervous"

Young person

School Nursing case study: Young people

Seeking advice for: their mental and emotional health. Had self-harmed in the past and expressed anxiety and panic attacks.

Care provided by ChatHealth: supported young person to discuss how they felt and provided useful strategies and resources.

Outcome: young person found resources and strategies useful.

Impact of ChatHealth: a supportive contact with a positive impact.



Service stats: 5-19 Parents & carers

Live since April 2020

Population of 167,500 5-19 year olds

45

conversations
per month

Top contact types:

Anxiety;
Continence;
Healthy eating

Busiest day
for contact:


Monday

Busiest time of day
for contact:

9:30am



What parents and carers say...



"Being able to text in a busy day makes it really accessible. We are incredibly lucky to have this as a service"

Busy mum

ChatHealth survey with user organisations

250 staff users responded:

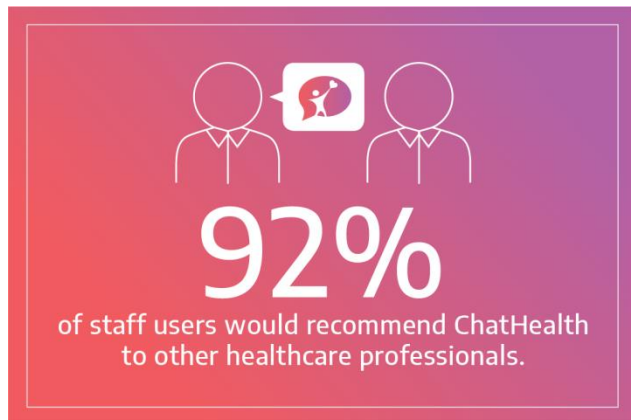
93% said they actively promote ChatHealth to service users.

74% said they think service users know about ChatHealth.

Change leads that had recently implemented ChatHealth responded:

All said it had met their key drivers for achieving service transformation.

Their biggest challenge is promotion.



What clinicians say...

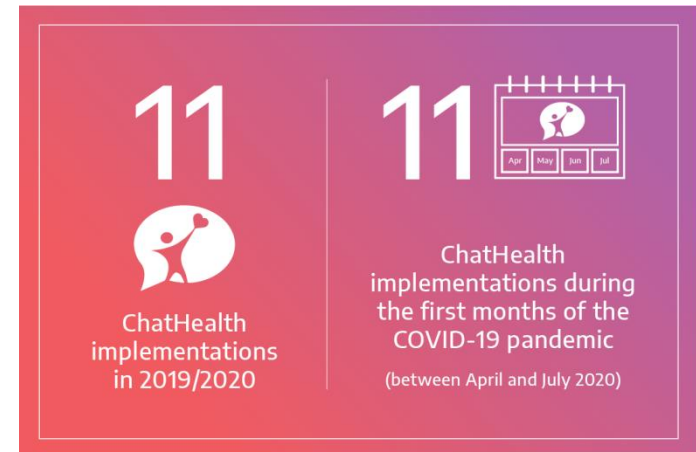
"We love ChatHealth as it gives us meaningful contact with young people. It makes our role more interesting and we feel like we're making a difference."

Staff user

Supported implementations

High levels of support were offered to our clients during COVID-19.

- New implementations fast-tracked in 5 weeks (usually 8-12 weeks) without compromising safety or security.
- Three key workstreams: Clinical, IT & Marketing, consisting of:
 - Video conference calls at start of each workstream
 - Fortnightly catch up calls thereafter
 - Virtual engagement event
 - E-learning training programme
 - Follow-up training webinar
 - Post-implementation call
 - Ongoing post-implementation support



A record amount of implementations went live during the first months of the COVID-19 pandemic – as many as the entire previous year!

NHS Trusts we work with...

- | | | |
|--|--|---|
| <ul style="list-style-type: none">• Birmingham Community Healthcare NHS Trust• Bolton NHS Foundation Trust• Cambridgeshire Community Services• Cardiff and Vale University Health Board• Central and North West London NHS Foundation Trust• Compass Buzz• Compass Lewisham• Compass Safe East• Compass Warwickshire• Croydon Health Services• Derbyshire Community Health Services NHS Trust• Derbyshire Healthcare NHS Trust• Devon County Council• Dorset Healthcare University NHS Foundation Trust• First Community CIC Surrey• Gloucestershire Care Services NHS Trust• Guys & St Thomas NHS Trust | <ul style="list-style-type: none">• Hertfordshire Community NHS Trust• Hounslow and Richmond Community Healthcare NHS Trust• Humber Teaching NHS Foundation Trust• Kent Community Health NHS Trust• Leeds Community Healthcare NHS Trust• Leicestershire Partnership NHS Trust• Lincolnshire County Council• Locala• Manchester University Hospitals NHS Trust• Midlands Partnership NHS Trust• North East Lincolnshire Council• North Tyneside Council• Northamptonshire Healthcare NHS Trust• Northern Care Alliance NHS Group• Northumbria Healthcare NHS Trust | <ul style="list-style-type: none">• Nottingham City Care Partnership• Nottinghamshire Healthcare NHS Trust• Sandwell and West Birmingham NHS Trust• Shropshire Community Health NHS Trust• Somerset County Council• South Warwickshire NHS Foundation Trust• Southend-on-Sea Borough Council• Southern Health NHS Foundation Trust• Suffolk County Council• Sussex Community NHS Trust• The Royal Wolverhampton NHS Trust• Tower Hamlets GP Care Group• Virgin Care (Essex)• Virgin Care (Lancashire)• Virgin Care (Wiltshire and Bath)• Walsall Healthcare NHS Trust• Worcestershire Health and Care NHS Trust |
|--|--|---|

Health Visiting



"Being able to text in a busy day makes it really accessible.
We are incredibly lucky to have this as a service."

COVID-19 Response

30%

increase in infant
feeding enquiries
via ChatHealth.

Uptake of ChatHealth in
health visiting services is
significantly increasing,
helping new parents feel
reassured by convenient
access to support
whenever they need it.



94%

of parent/carers say their
conversation helped (across
0-19 services)



20%

of health visiting services
use ChatHealth

Health for
Under 5s

88%

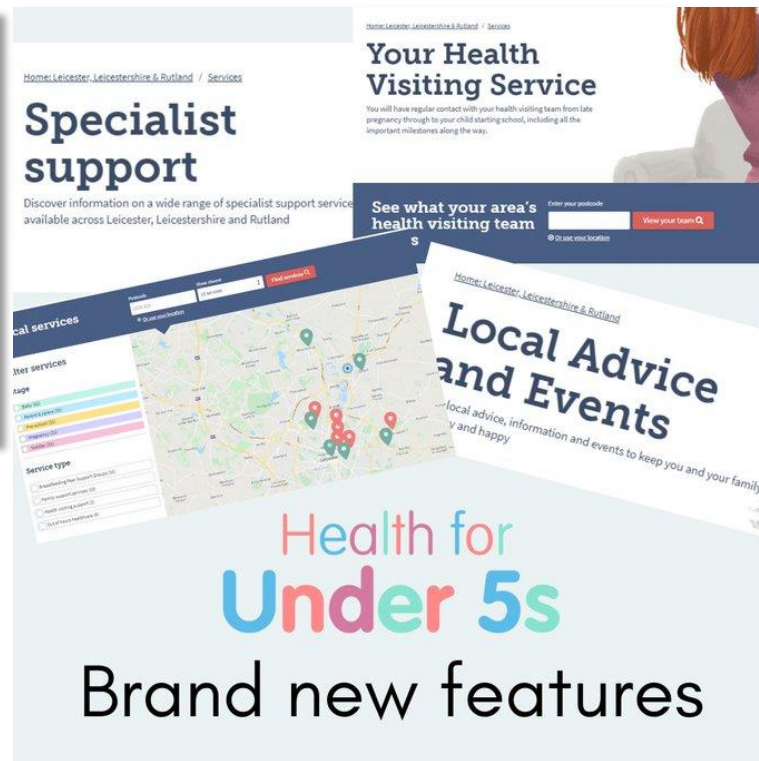
of Health for Under 5s users say
the information helped them

For healthy happy early years

More than
7,500
monthly
visitors

Over 200%
increase in
visitors

(Jan-Jun 2019 compared to
Jan-Jun 2020)



Brand new features

Most popular pages:

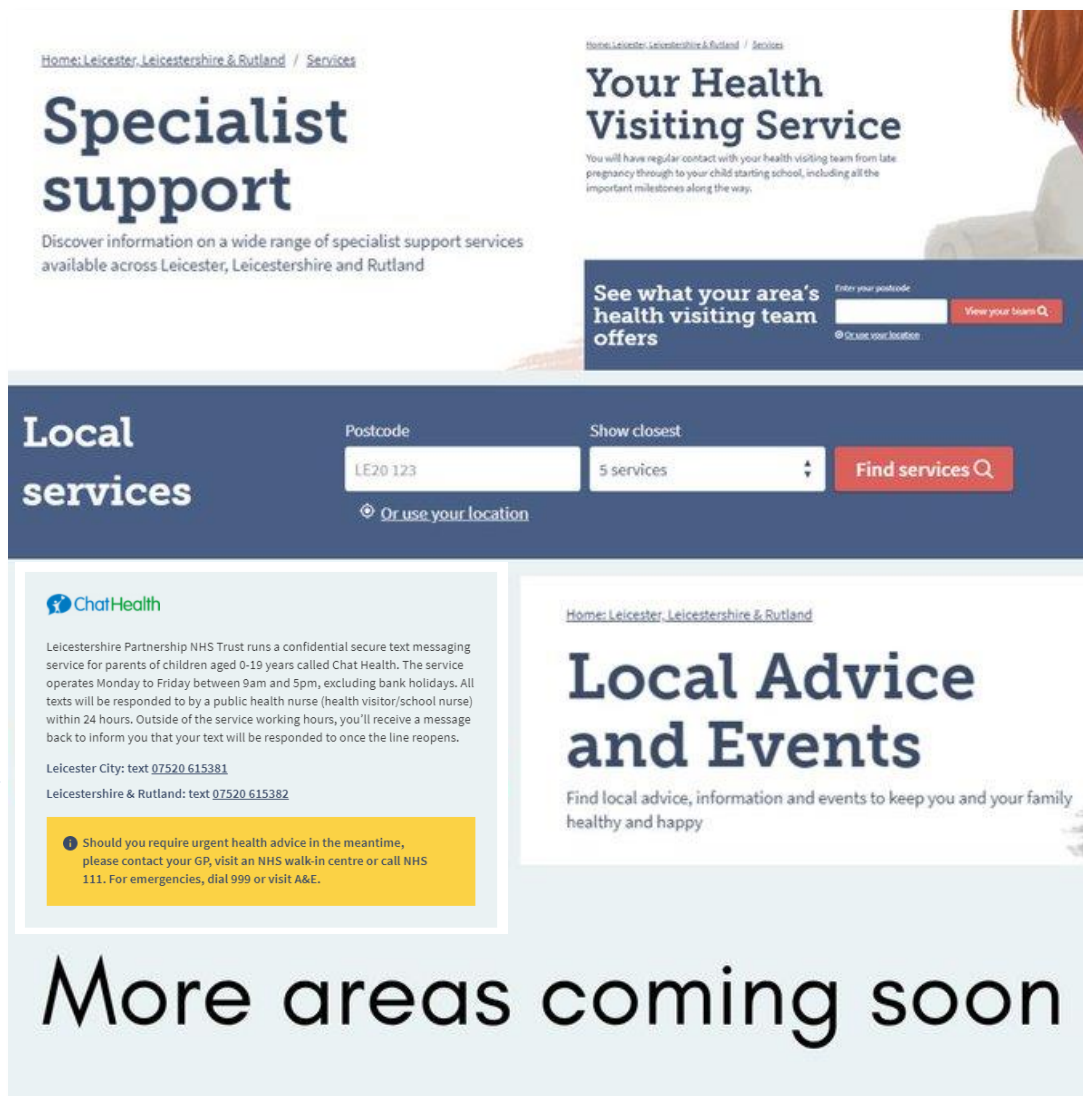
Top tips for ditching the dummy, Health visitors during the coronavirus outbreak, It's potty time

Local Areas **Now Available**

Finding local support to keep families healthy and happy

1 Local Area

- Leicester, Leicestershire & Rutland
- More areas coming soon



The screenshot displays the ChatHealth website interface. At the top, there's a navigation bar with links for 'Home: Leicester, Leicestershire & Rutland' and 'Services'. The main content area is divided into two columns. The left column features a large heading 'Specialist support' with a subheading 'Discover information on a wide range of specialist support services available across Leicester, Leicestershire and Rutland'. The right column has a heading 'Your Health Visiting Service' with a subheading 'You will have regular contact with your health visiting team from late pregnancy through to your child starting school, including all the important milestones along the way.' Below these, there's a section titled 'See what your area's health visiting team offers' with a search bar for 'Enter your postcode' and a 'View your team' button. A 'Local services' section follows, with a search bar for 'Postcode' (showing 'LE20 123') and a 'Show closest' dropdown (showing '5 services'). A 'Find services' button is also present. Below this, there's a 'Local Advice and Events' section with a subheading 'Find local advice, information and events to keep you and your family healthy and happy'. A blue icon of a person with a heart is shown on the left, with an arrow pointing to the 'Local Advice and Events' section. At the bottom, a large text box says 'More areas coming soon'.

Home: Leicester, Leicestershire & Rutland / Services

Specialist support

Discover information on a wide range of specialist support services available across Leicester, Leicestershire and Rutland

Your Health Visiting Service

You will have regular contact with your health visiting team from late pregnancy through to your child starting school, including all the important milestones along the way.

See what your area's health visiting team offers

Enter your postcode

View your team

Or use your location

Local services

Postcode

LE20 123

Show closest

5 services

Find services

Or use your location

ChatHealth

Leicestershire Partnership NHS Trust runs a confidential secure text messaging service for parents of children aged 0-19 years called Chat Health. The service operates Monday to Friday between 9am and 5pm, excluding bank holidays. All texts will be responded to by a public health nurse (health visitor/school nurse) within 24 hours. Outside of the service working hours, you'll receive a message back to inform you that your text will be responded to once the line reopens.

Leicester City: text 07520 615381

Leicestershire & Rutland: text 07520 615382

Should you require urgent health advice in the meantime, please contact your GP, visit an NHS walk-in centre or call NHS 111. For emergencies, dial 999 or visit A&E.

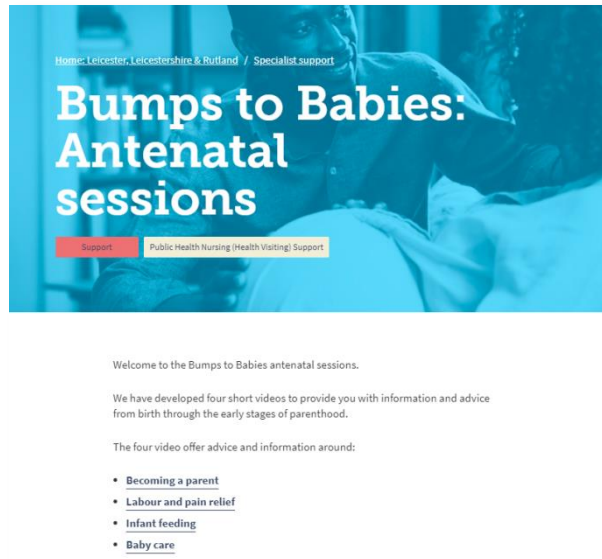
Local Advice and Events

Find local advice, information and events to keep you and your family healthy and happy

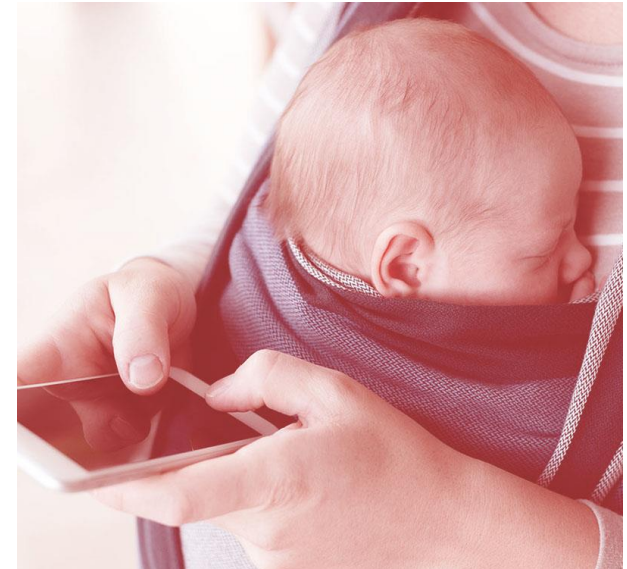
More areas coming soon

Supporting new parents during lockdown

Nearly
3,000 views
between March
and July

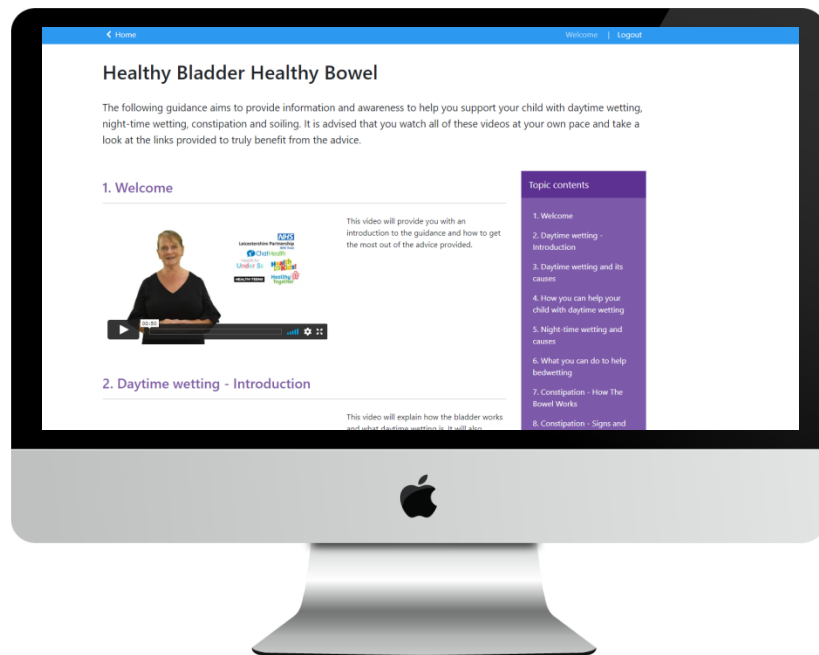


Supported prospective parents to access important information about pregnancy, labour and looking after their newborn at a time when popular group sessions had to be suspended.

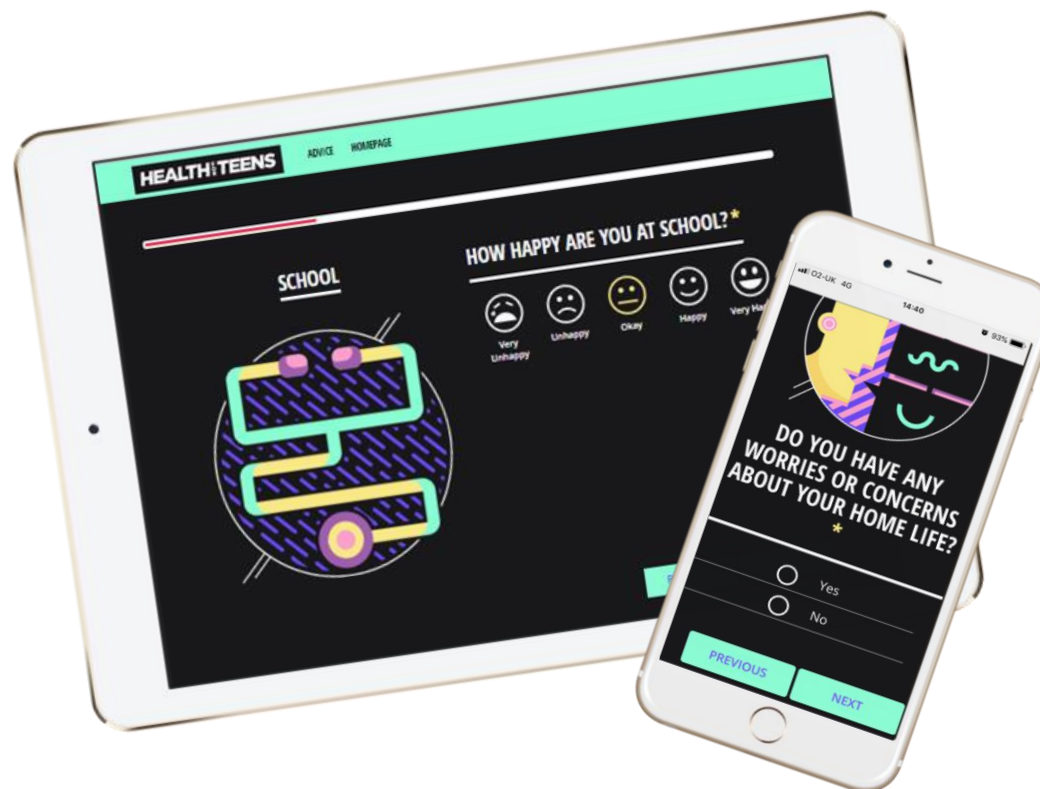


60%
increase in enquiries to the UK's
first perinatal mental health
messaging line during COVID-19

What's coming...



Online Portal for Guidance Videos



Digital Health & Wellbeing Forms

Accreditation



ChatHealth reached finals in the IT & Digital Innovation category



LPT's Healthy Together Digital Offer (comprising of Health for Teens, Health for Kids & Health for Under 5s) named Overall Winners



ChatHealth shortlisted in 'Nursing in Mental Health' category

Nursing Times Awards to be announced on 18th November 2020



ChatHealth shortlisted for 'Health Tech Project of the Year' & 'Health Tech to Shout About'

Health for Under 5s shortlisted for 'Digital at the Point of Care'

Find more at chathealth.nhs.uk/evidence



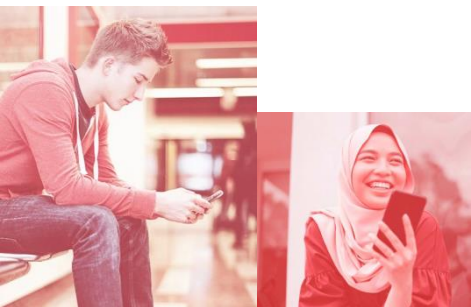
chathealth.nhs.uk



healthforteens.co.uk

healthforkids.co.uk

healthforunder5s.co.uk



Thank you for your time.

Now it's time for your questions.

