



## ChatHealth Integrated Digital Offer Webinar: **Spotlight on School Nursing**

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**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.



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## 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).

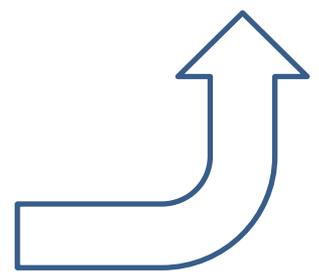
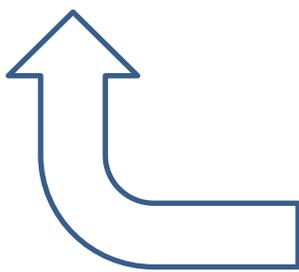
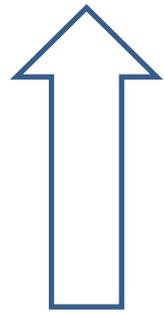
NHS response to COVID-19 is to support digital ways of working to promote better access and care.



Seeking health information and advice



Asking for help and support



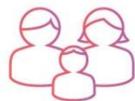
## Impact in Numbers: 2019/2020

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



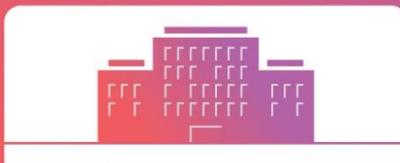
**171,753**

messages received from service users.

Implemented by

**50**

NHS and healthcare organisations.

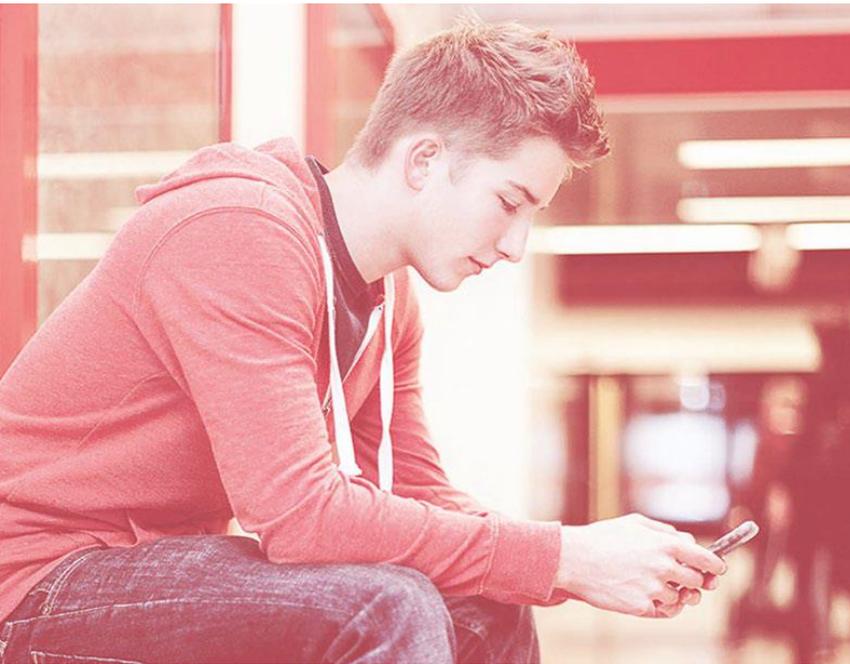


## Impact in Numbers: 2019/2020





# 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 1<sup>st</sup> 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

**NEED TO TALK TO SOMEONE?**

Whether you're looking for specific help or you're not sure where to turn first, we can help you find the right person to set you on your way.

[FIND HELP](#)

**FEATURED ADVICE**

**Coronavirus**

This is an example page. It's different from a blog post because it will stay in...

[READ MORE](#)

**Text your school nurse**

This is an example page. It's different from a blog post because it will stay in...

[READ MORE](#)

**Message from Childline**

This is an example page. It's different from a blog post because it will stay in...

[READ MORE](#)

**FEATURED EVENTS**

**Godiva Festival**

12<sup>th</sup> - 13<sup>th</sup> SEPTEMBER 2020

The Godiva Festival is a three-day music festival held each year in the War Memorial Park...

[READ MORE](#)

**Talking Flight - Discover, Dream, Design**

11<sup>th</sup> - 12<sup>th</sup> NOVEMBER 2020

From the first concepts on powered flight, to modern jet propulsion, this exhibition will take you...

[READ MORE](#)

**Festival of running**

21<sup>st</sup> NOVEMBER 2020

This celebration of sport kicks off with the Children's Mile and Toddler Dash on Sunday 22nd March and finishes two weeks...

[READ MORE](#)

### 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

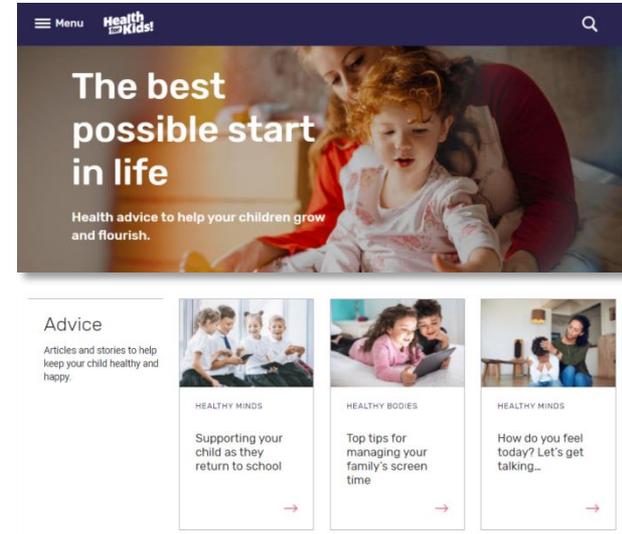
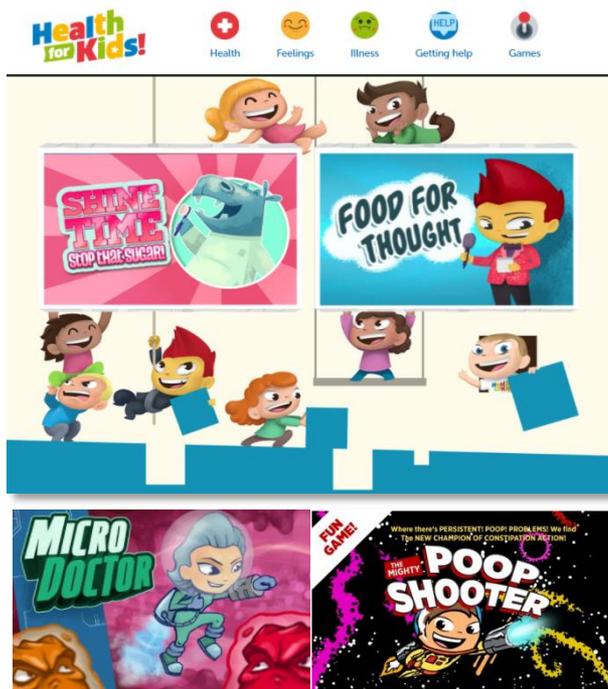
### FIND YOUR SCHOOL NURSE SERVICE

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

The screenshot shows the Health for Kids website interface. At the top, there's a navigation menu and a search icon. The main header features a large image of a woman holding a child, with the text "The best possible start in life" and "Health advice to help your children grow and flourish." Below this is an "Advice" section with three small images and a "41 stories" button. The "News" section is visible below, with a date "Sep 28" and a headline "Healthy eating week - 28th September - 4th October 2020". Below the news are three date-based cards: "Aug 17 Healthy Lifestyles Healthy weight", "Aug 10 ChatHealth Parent Text Service (5-19)", and "Jul 02 School Readiness".

**Getting help**  
Finding the right professionals for your family

Look up details for your local public health (school) nurses.

[Find a nurse →](#)

**Find a service**  
Discover support services near you

## Service stats: Young people

Live since May 2015

Population of 90,000 11-19 year olds

**55**

conversations  
per month

Top contact types:

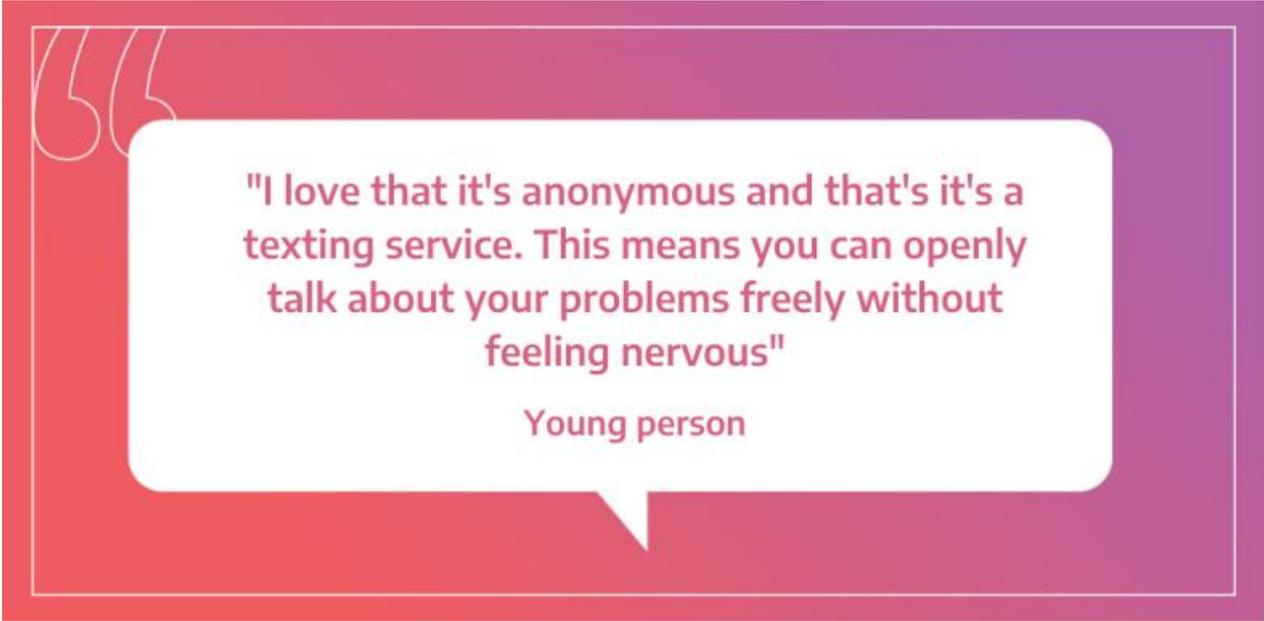
Emotional health;  
Sexual health

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:

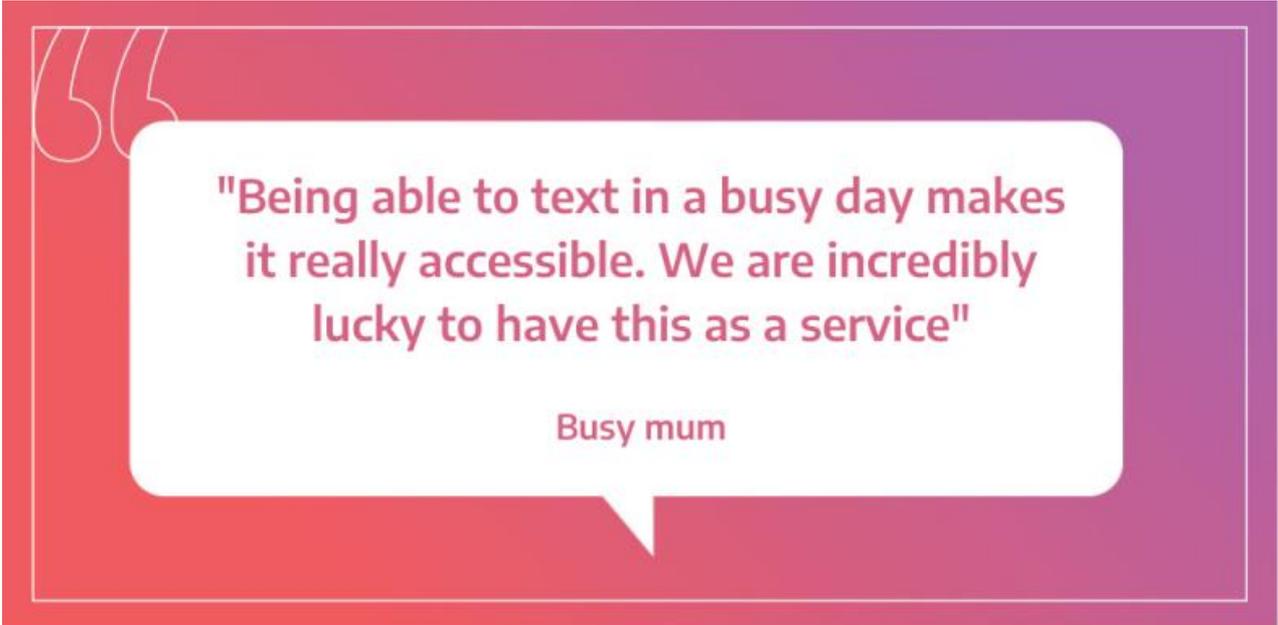
**Monday**

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...

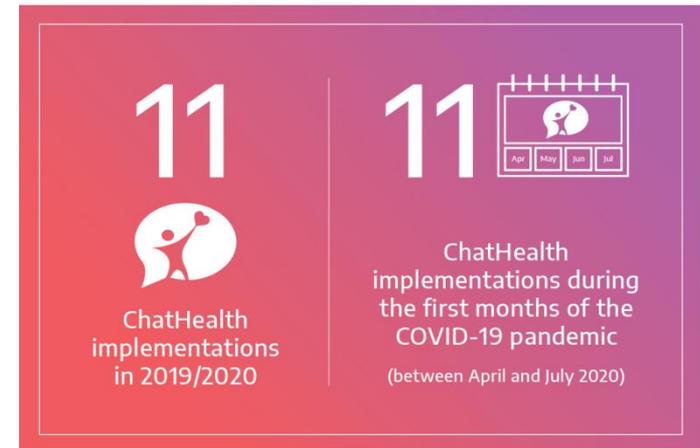
"We love ChatHealth as it gives us meaningful contact with young people. It makes our role more interesting and we feel like we're making a difference."

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...

- 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
- 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
- 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%

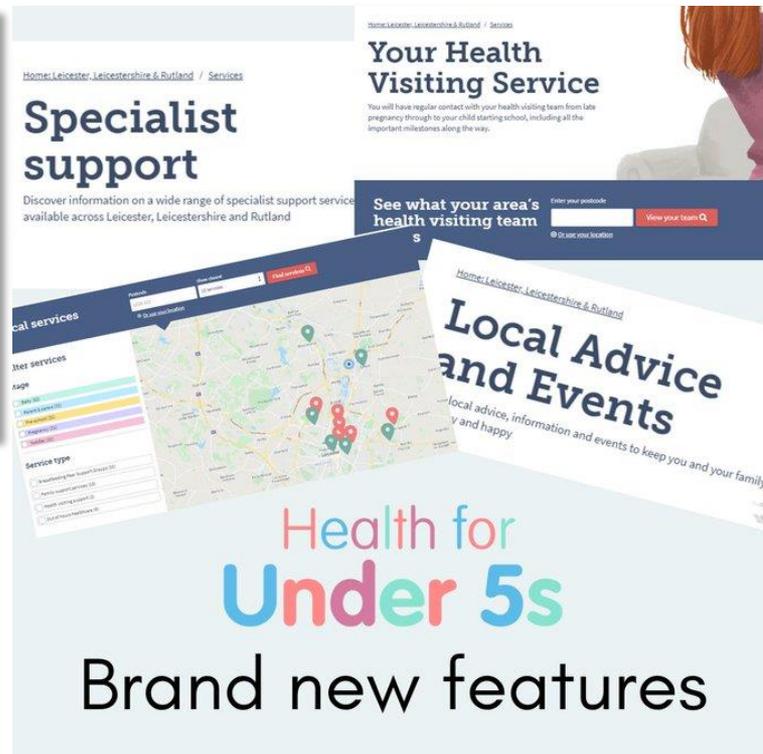
of Health for Under 5s users say the information helped them

For healthy happy early years

More than  
**7,500**  
monthly  
visitors

**Over 200%**  
increase in  
visitors

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



Most popular pages:

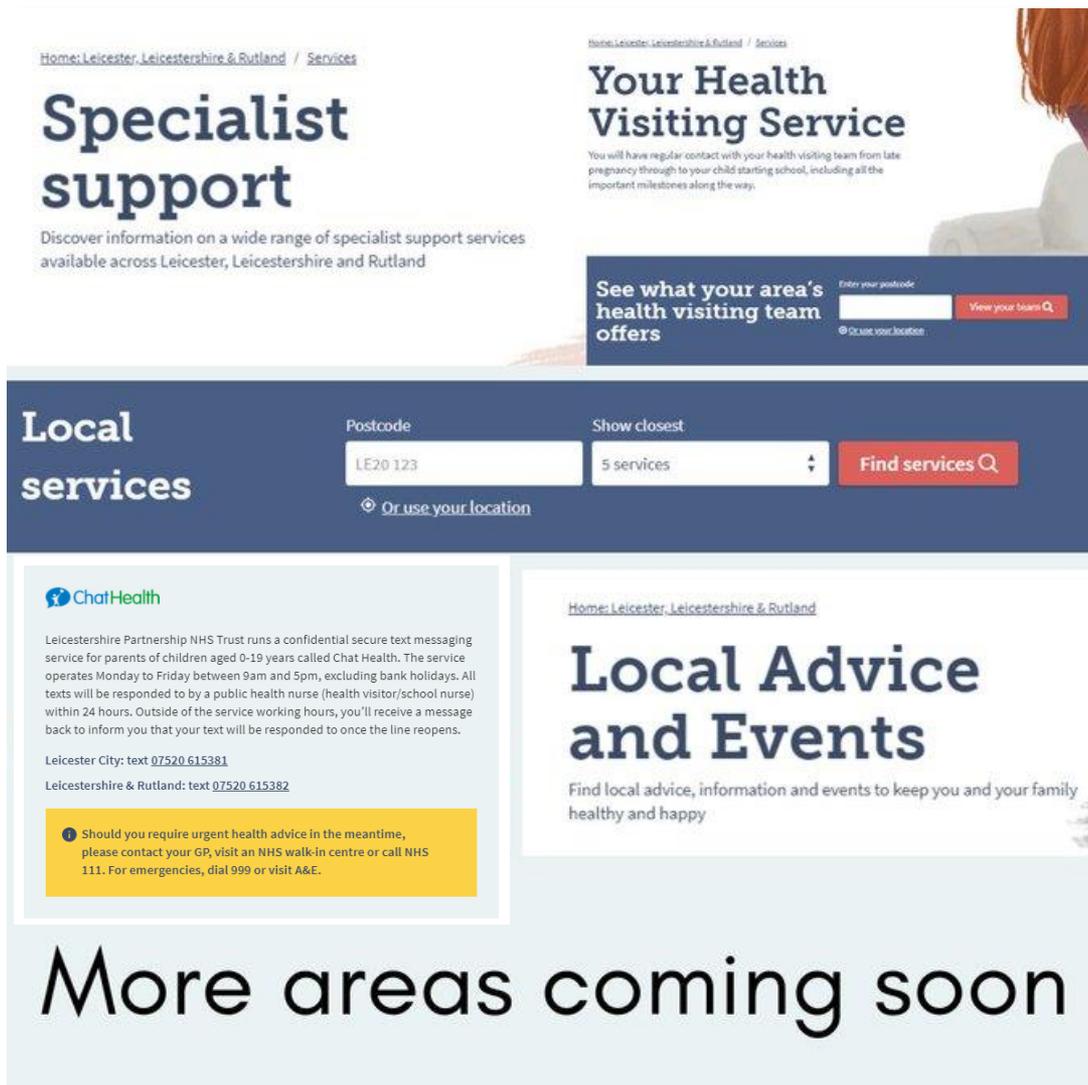
Top tips for ditching the dummy, Health visitors during the coronavirus outbreak, It's potty time

Local Areas **Now Available**

## Finding local support to keep families healthy and happy

### 1 Local Area

- Leicester, Leicestershire & Rutland
- More areas coming soon



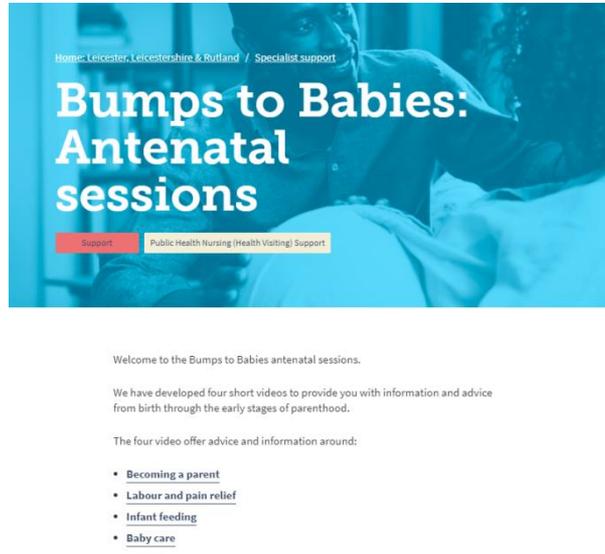
The screenshot shows a website interface for finding local support. At the top, there are navigation links for 'Home: Leicester, Leicestershire & Rutland / Services'. The main content area is divided into two columns. The left column features a large heading 'Specialist support' with a sub-heading 'Discover information on a wide range of specialist support services available across Leicester, Leicestershire and Rutland'. The right column features a heading 'Your Health Visiting Service' with a sub-heading '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 this is a search bar for 'See what your area's health visiting team offers' with a 'View your team' button. A 'Local services' section includes a search bar for 'Postcode' (LE20 123) and a 'Show closest' dropdown (5 services) with a 'Find services' button. Below this is a 'ChatHealth' section with a description of the service and contact information for Leicester City (text 07520 615381) and Leicestershire & Rutland (text 07520 615382). A yellow box contains a warning: '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.' The bottom of the page features a large heading 'Local Advice and Events' with a sub-heading 'Find local advice, information and events to keep you and your family healthy and happy'. At the very bottom, a large heading reads 'More areas coming soon'.



# More areas coming soon

## Supporting new parents during lockdown

Nearly  
**3,000 views**  
between March  
and July



Home: Leicester, Leicestershire & Rutland / Specialist support

### Bumps to Babies: Antenatal sessions

Support Public Health Nursing (Health Visiting) Support

Welcome to the Bumps to Babies antenatal sessions.

We have developed four short videos to provide you with information and advice from birth through the early stages of parenthood.

The four video offer advice and information around:

- [Becoming a parent](#)
- [Labour and pain relief](#)
- [Infant feeding](#)
- [Baby care](#)

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.

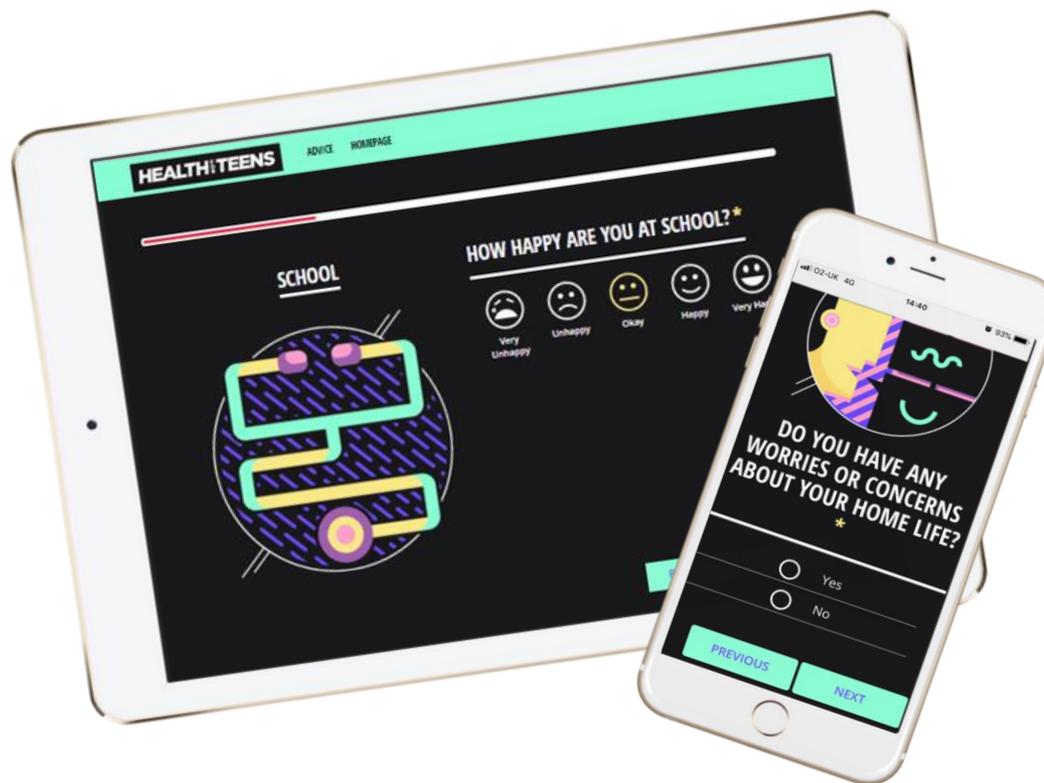


**60%**  
increase in enquiries to the UK's  
first perinatal mental health  
messaging line during COVID-19

# 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 18<sup>th</sup> 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](https://chathealth.nhs.uk/evidence)



Impact Report 2019/2020: An Integrated Digital Offer for Families, Children and Young People

[Read our Impact Report](#)

[chathealth.nhs.uk](http://chathealth.nhs.uk)



[healthforteens.co.uk](http://healthforteens.co.uk)

[healthforkids.co.uk](http://healthforkids.co.uk)

[healthforunder5s.co.uk](http://healthforunder5s.co.uk)



Thank you for your time.

**Now it's time for your questions.**