



# School Nurse Messaging Service: **Information for students**



# What does a School Nurse do?

## We can support young people with ...

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



## School Nurse Messaging Service

We're introducing a school nurse 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 NHS School Nurse face-to-face in clinic and now you'll also have the option to contact a nurse by text message.

You can send text messages from any kind of mobile phone.



## Confidentiality

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

Unless you give permission, a School Nurse 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.





If you're aged 11-19 (year 7 and above) text your School Nursing Team  
07480 635511



If you want to talk about:

Problems with friends or family

Relationships

If you are feeling sad or angry

Bullying

Drinking alcohol or smoking

Changes to your body



## Disclaimer

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 the School Nurse 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

We do not usually inform your parents, teachers or anyone else if you contact the School Nursing Team. 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 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. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). Prevent the school nurse 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. Please follow link for Fair Processing Notice/Privacy Notice. This explains how we use your information and with whom it is shared. It also explains what your rights are with regards to your information. <https://www.dorsethealthcare.nhs.uk/school-nursing.htm>

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## 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, in year 7 and above.

### **“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.

### **“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.

### **“Who provides the service?”**

The School Nurse messaging service is provided by Dorset HealthCare NHS Foundation Trust and is a registered trademark of Leicestershire Partnership NHS Trust which is the operating body.