NHS

ChatHealth

Product Information

ChatHealth

The award-winning messaging service for service users to get confidential health advice from healthcare professionals.

Innovative features

Supports efficient ways of working

- Staff alerts to ensure no message ever goes unanswered.
- Messaging templates available to respond to common queries.
- Transcribing facility promotes timely record keeping and auditability.

Safe and secure messaging

- Technology co-designed by clinicians and service users.
- Incoming messages delivered to a centrally-managed team inbox.
- Duty staff respond to messages via the secure web application.

Clinical risk management

- Automated bounce-backs to confirm message receipt, in-hours and out-of-hours.
- Allows for timely responses, typically during office hours and within 24 hours at most.
- Signposts to alternative sources of help if urgent or emergency care is needed.

High governance standards

- Designed to NHS information governance standards.
- Continually assessed and evaluated for peer-reviewed evidence of efficacy and effectiveness.
- Long-term partnerships with clinical teams, safeguarding experts, governance managers and advisory organisations such as the RCN and NSPCC.

Supported implementation

- Full project management to set up messaging services.
- Standard Operating Procedures (SOPs) available for healthcare teams to localise.
- Available to purchase on the G-Cloud framework.

Improved outcomes

Benefits **to your** service users

- Uses familiar technology used in everyday life to support timely, confidential access to help.

- Enhances choice of access and offers flexibility in how and when to seek advice.

- Allows anonymous contact to be made, if preferred, helping seldom-heard and vulnerable groups to reach out.

- Young people feel more comfortable relaying sensitive issues via mobile technology whilst parents value its convenience.

Benefits **for your** service

- Universally accessible, by promoting a single centrally staffed service throughout an area.

- Facilitates earlier intervention and prevents escalation to more costly measures.

- Improves staff efficiency – deliver more contacts using same resource.

- Used by a variety of NHS services including, public health nursing, young people's mental health, adult mental health, sexual health, perinatal mental health and for the care of long-term conditions.

What staff users say

> "I enjoy being involved with ChatHealth. It is such a great service for young people."

Feedback from a school nurse

> "I love my shifts on ChatHealth. It's a way of supporting families remotely in a timely way."

Feedback from a health visitor

> "ChatHealth has opened up a whole world of people that I'm not sure we were seeing before in any capacity."

Feedback from a sexual health service lead

What service users say

> "I felt listened to and I felt like I wasn't being judged for feeling the way I do. It was very helpful."

Feedback from a young person

> "The service is fantastic. It's so nice to know that when you've got a question you've got that support there."

Feedback from a parent

> "What a wonderful service this is! It's not always easy to make outgoing calls from work and I had the fear of explaining myself! You've made this so easy!"

Feedback from sexual health service user

Who
we are

We've been helping
health teams to make
transformative changes
to their service delivery
since 2012.

As an NHS team ourselves, we can help
you make a tangible difference to people's
lives by widening your reach and extending
access to your service.

We go further to support you all the way,
making it as easy as possible for your team
to embrace and deliver change, whilst you
stay focused on providing high quality care.

**Find out more about our impacts at
impacts.dhtsnhs.uk**

NHS

Want to set up a ChatHealth messaging service?

Contact the
Digital Health Transformation Service
at **Leicestershire Partnership NHS Trust**
at **lpt.teamdhts@nhs.net**

Visit **chathealth.nhs.uk**