

Testimonial: Text messaging in crisis services

Organisation: Northamptonshire Healthcare NHS Foundation Trust
Service: Integrated Response Hub

Our 24-hour telephone support line has been operational since 2020, supporting those within Northamptonshire with one point of contact for their mental health needs. Taking between 300-500 calls daily it has been a success.

However, a service review noted we were missing certain people within the county – those unable to call in using the telephone. Patient feedback, professionals and staff all highlighted this as something we needed to explore. Our service approached the ChatHealth project team at Leicestershire Partnership NHS Trust to discuss ChatHealth as an evidenced-based solution.

From the first connection through to project management and implementation support, the ChatHealth team provided guidance, and aided us to provide a fully inclusive service for those with mental health needs. We are still in the early days of service delivery but are already seeing an increasing number of people using the service.

Staff find ChatHealth easy to use and as service manager I can easily access data to demonstrate effectiveness and build further on this vital part of our services. A great delivery model and one we are pleased to work alongside.

Service lead:

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