

# North Tyneside School Nursing Team

**AGE 11-19?**

**TEXT YOUR  
SCHOOL NURSE  
07507 332532**

*For confidential advice and support*



**RELATIONSHIPS  
MENTAL HEALTH SEX  
BULLYING DRUGS  
ALCOHOL  
SELF-HARM SMOKING  
HEALTHY EATING**

We do not usually inform your parents, teachers or anyone else if you contact the school nurse. 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 school's mobile phone policy. Messages are charged at your usual rate.



North Tyneside Council

## Chat Health Service

This is a reminder, that the school nursing service is still available to young people aged 11 -19 during this difficult time, via our confidential texting service 'Chat Health'.

Please contact one of the team by texting 07507 332532 if you would like to message a nurse about any health worries you may have.

The service is available Monday to Friday 8:30 to 4:30pm. We aim to answer your question within 24 hours during the week. Where this is not possible, we will get back to you as soon as possible.