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Bedfordshire Community Health Services

Bedfordshire 0 – 19 Team

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Confidential text message services launched for families in Bedfordshire

We are writing to share some exciting news; we have launched a new way for parents and carers of those aged 0-19 to get advice and support about health related issues.

Parentline: for parents and carers of those aged 0-19 TEXT 07507 331456

Parentline offers advice and support on a range of issues such as weaning, sleep and emotional health. They can also find out how to access other local services. For more information please visit www.cambscommunityservices.nhs.uk/bedfordshire-parentline

ChatHealth: for young people aged 11-19 TEXT 07507 331450

We've also launched ChatHealth, a similar service for young people to confidentially ask for help about a range of issues, or make an appointment with a school nurse. They can also find out how to access other local services including emotional support or sexual health services. For more information please visit www.cambscommunityservices.nhs.uk/bedfordshire-chathealth

Parentline and ChatHealth are available Monday to Friday from 9am to 4:30pm. Parents, carers and young people can send a text anonymously to a dedicated number from any type of mobile phone.

Texts are delivered to a secure website and responded to by our 0 – 19 team. Out of hours, anyone who texts the service receives a bounce back message explaining where to get help if their question is urgent, and when they can expect a response. Texts are usually replied to within one working day.

Are the services free?

Yes we provide the service free of charge. Any SMS messages sent whilst using the service may incur the usual network provider charge.

Are the services confidential?

We do not usually inform anyone else when you/ your child contacts us. If we are concerned about safety we might escalate our concerns and would attempt to consult with you/them before doing so.

Is information stored?

All messages are securely recorded and can be seen by other healthcare staff who follow NHS confidentiality rules.

The award-winning messaging service platform was created by Leicestershire Partnership NHS Trust, who liaised with school staff, parents, governors, clinical leads, nurses and safeguarding leads to develop guidance and test to ensure its safety. The approach to safeguarding and personal information is robustly governed. Other organisations such as the police, NSPCC and the Royal College of Nursing were also extensively consulted.

If you have any queries about this service, please contact us on the number above. Please follow us on Facebook @bedscyp for more information.

