

Case Study: Behaviour

Sussex Community NHS Foundation Trust

The issue the young person was experiencing and seeking advice for:

The young person was looking for support to manage their anger as this was impacting on their behaviour and had led to them being excluded from school.

The care provided by ChatHealth:

The young person was supported to discuss what had been happening along with strategies to help them stay calm and not react when faced with feelings of anger. Arrangements were also made for a follow up face to face appointment with the school nurse once they were able to return to school.

The outcomes of the care provided to the young person:

The young person felt positive about the strategies they could try and was able to identify their own resources which they had previously used in similar circumstances. They were also provided with recommended apps and websites which they could use as additional sources of support.

Impact of ChatHealth on this particular contact:

The young person was able to chat about their school exclusion episode whilst they were not in school and were assisted to think about the impact of their anger and how they could overcome a repeat situation arising in the future.



The Sussex school nurse messaging service launched in April 2016 and is staffed by 15 triage nurses. The service is split into two teams: Brighton and Hove and West Sussex. Each has their own number and supports young people Monday to Friday, 9am to 4.30pm

Submitted by

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