

Case Study: Family Concerns Sussex Community NHS Foundation Trust

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

The young person was concerned about her step mother who was seriously ill. She requested support to understand her step mothers condition and to explore her own feelings and anxieties around this.

The care provided by ChatHealth:

The family dynamics were established through a series of messages. The young person had many questions so we took the conversation stage by stage and addressed each element in turn. The young person also highlighted that she had concerns about bullying in school. She initially did not want to give her name or school, but did following reassurance, agreed to meet the school nurse face to face.

The outcomes of the care provided to the young person:

The messaging conversation was left open in ChatHealth so the young person could continue to receive support via text and a face to face appointment was arranged with the school nurse. The young person had been supported to learn more about her step mothers condition and to receive empathy, understanding and access further support to explore her own feelings.

Impact of ChatHealth on this particular contact:

The young person was very concerned about her step mother and felt like she needed a listening ear. By contacting ChatHealth she was being proactive in helping herself and had she not contacted the service she would not have been able to address her emotions.

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

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