

Case Study: Emotional Wellbeing Sussex Community NHS Foundation Trust

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

The young person identified themselves as male and expressed that he had concerns about his emotional wellbeing. He had recently separated from a long term girlfriend and felt unsupported by family and friends.

The care provided by ChatHealth:

The young person received an empathetic response via ChatHealth and was encouraged to discuss his concerns and the support he needed. He then requested to meet face to face with the same school nurse he had been messaging with as he felt that she had understood him, and this was arranged.

The outcomes of the care provided to the young person:

The young person went on to receive several sessions of face to face support and came to understand that what he was feeling was grief and loss. The sessions empowered him to make decisions for the future and were also used to set short, measurable goals which he could achieve.

Impact of ChatHealth on this particular contact:

The young person was able to access support initially in a safe, anonymous environment where the nurse was able to gauge the level of support required before moving on to face to face care. The young person felt that his emotional health had been taken seriously and he was able to receive the support he needed. If ChatHealth had not been available to him he would have continued to suffer and this would have eventually impacted on all aspects of his life.



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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