

Case Study: Emotional Wellbeing Sussex Community NHS Foundation Trust

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

A young male sent a very long message to ChatHealth citing concerns around a sexual assault within his family which he had witnessed when he was younger. He felt that his family seemed to have moved on from it but that he would value the opportunity to talk to someone.

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 felt that he needed to meet with a school nurse face to face to talk about the issue further and this was facilitated.

The outcomes of the care provided to the young person:

The young person was able to share his thoughts and concerns in a safe and confidential way. As a result a safeguarding assessment was carried out and he was able to access emotional support and further provision such as counselling.

Impact of ChatHealth on this particular contact:

I do not think that this young person would have come to a school nurse drop in as I feel that he would not have been to articulate his feelings verbally. The nature of what he contacted the service about was incredibly sensitive and the wording in the messages demonstrated that he was having difficulty in verbalising how he was feeling. If the young person had not had access to ChatHealth he would have continued to struggle to manage the issue which would have had an impact on his emotional health.



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

Jo Turner, School Nurse Practice Educator, Sussex Community NHS Foundation Trust
Jo.Turner2@nhs.net