We can help young people with all kinds of things like:

- Problems with friends or family
- Puberty
- Emotional Health
- Self-Harm
- Drugs, alcohol and smoking
- Relationships
We do not usually inform your parents, teachers or anyone else if you contact the school nurse. On rare occasions we might need to inform someone if we were concerned about your safety, but we would usually speak to you first. Your messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate bounce-back to confirm we’ve received your text. Texts will NOT be seen outside of normal working hours 9am to 5 pm, Monday to Friday. If you need help before your hear back from your school nurse you can contact us on 0300 300 1672/ 0300 300 1727 Mon to Fri 9am - 5pm. For out of hours contact your doctor, visit a NHS walk-in centre, call NHS 111 or ChildLine 0800 1111. If it is an emergency, dial 999 or visit A&E. Our text number does not receive voice calls or MMS picture messages. To prevent the school nurse from sending messages to you by texting STOP to our number. Please respect your school’s mobile phone policy. Messages are charged at your usual rates. Text message Information is hosted in the United States of America.

NSR