



Launched 1st July 2025

ChatHealth Messaging Service

For ages 13 to 19 to get advice and help with contraception and sexual health

We can support young people with...

Contraception

Routine Testing

**Pregnancy
Concerns**

**Emergency
Contraception**

STI Symptoms

**Abortion
Signposting**

PEP or PREP

STI Concerns

**Our Clinics
Signposting**

**Did you know you can text
a nurse or doctor to get
confidential health advice?**

Our details

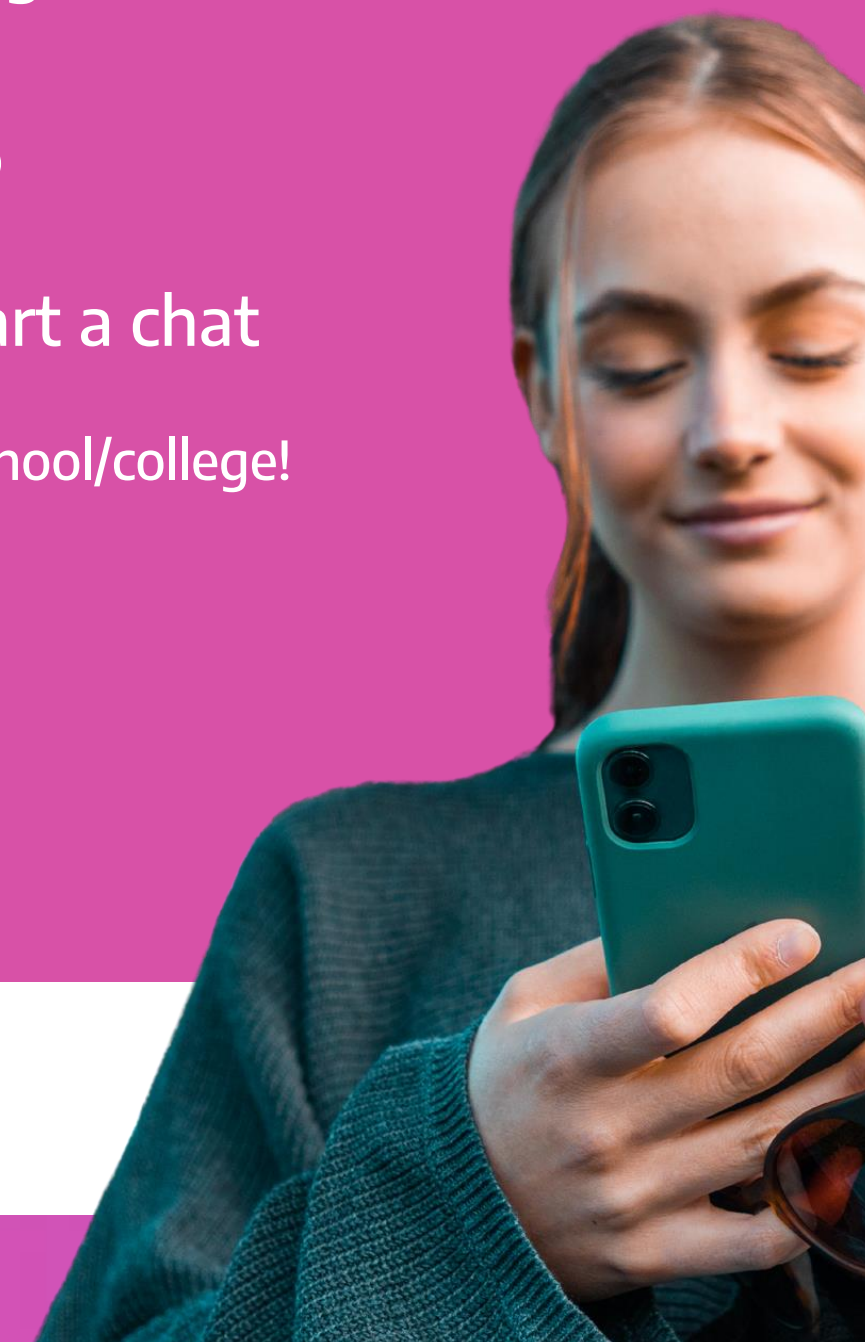
Available for: 13 to 19 year olds

Response Time: within 24 hours

Text number: 07312 263 856

Or go to chathealth.nhs.uk to start a chat

Look out for more information around school/college!



You can find us on socials!





Confidentiality

You can give your name or text a healthcare professional anonymously – it's completely up to you.

We will not pass on anything you say to anyone else, unless you or someone else is at significant risk of harm. If we did need to share anything you have told us, we would always try to discuss this with you first.

For our safety and yours the conversation will be stored on electronic records that can be seen by other healthcare professionals who all follow the same confidentiality rules.

How the service works...

We aim to reply to you within one working day, and you should get an immediate bounce-back to confirm we received your text.

Texts will not be seen outside of normal working hours. If you need help before you hear back from us, contact your doctor, visit an NHS walk-in centre, call NHS 111, or visit <https://111.nhs.uk>. If it is an emergency, dial 999 or visit A&E.

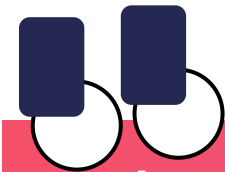
Our text number does not receive voice calls or MMS picture messages.

You can prevent the healthcare professional from sending messages to you by texting STOP to our number.

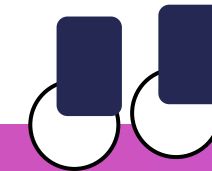
Please respect your schools mobile phone policy. Messages are charged at your usual rate.



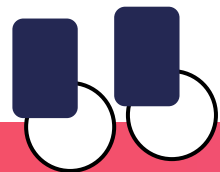
Feedback from young people



This sexual health chat has always given useful advice and help with things I didn't know about. It's a great service for young and adolescents!



I don't like calling into clinics when I'm not sure if it's for a valid reason. Chatting by text is most definitely a good idea.



This conversation really helped me today. The experience of using ChatHealth was excellent and a big help and relief when discussing such a confidential issue.



FAQs: ChatHealth Messaging Service

“Our school/college has a ‘no phones’ policy. Can we still use the service?”

Yes, our marketing materials encourage you to respect school phone use policies, and many students use the service outside of school hours and lesson times.

“Is the service free?”

Yes, we provide the service free of charge. Any SMS messages sent whilst using the service may incur the usual network provider charges.

“Is the service compatible with all mobile phones?”

SMS text messages can be sent to the service from any kind of mobile phone which has sufficient credit and network signal.

“Who provides the service?”

The ChatHealth messaging service is provided by **London North West University Healthcare NHS Trust** and is a registered trademark of Leicestershire Partnership NHS Trust which is the operating body.

For more information about ChatHealth Terms of Service, go to chathealth.nhs.uk/privacy

Further help and advice for young people:

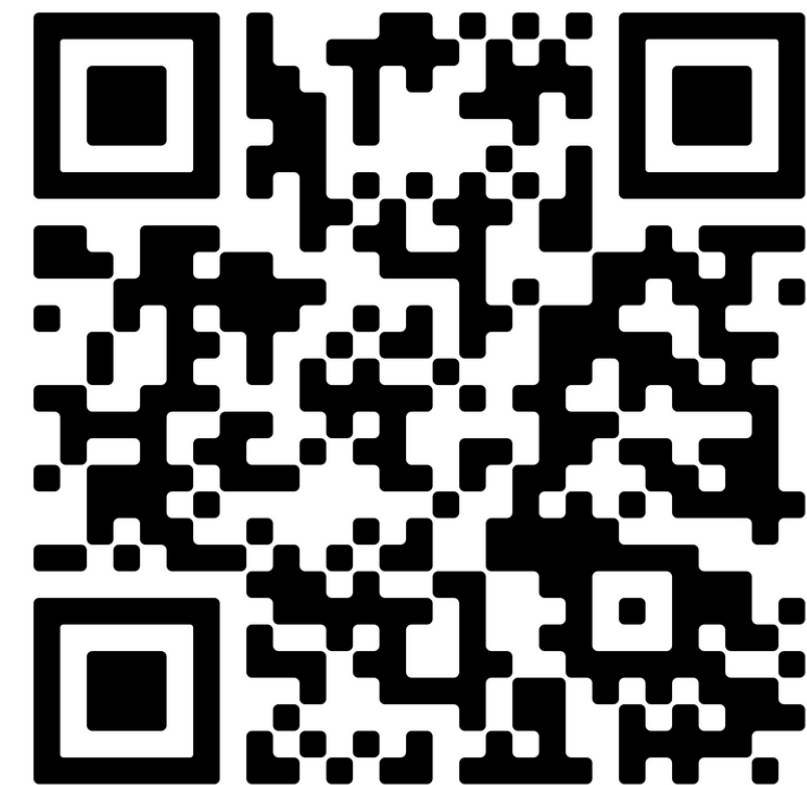


Text a nurse or doctor for
confidential advice and support



HEALTH FOR TEENS

See videos, find health information, take quizzes,
and find out the truth behind the rumours.



Clinic Information:

Patrick Clements Clinic at Central Middlesex Hospital - Brent

Acton Lane, London, NW10 7NS

Tel: **020 8453 2221**

Mattock Lane Health Centre - Ealing

78 Mattock Lane, Ealing, W13 9NZ

Contraception Tel: **020 3255 0084**

Sexual Health Tel: **020 8966 6380**

Caryl Thomas Clinic - Harrow

Headstone Drive, Wealdstone, HA1 4UQ

Tel: **020 3893 8575**

The Wakley Centre - Hillingdon

Grange Road, Hayes, UB3 2RR

Tel: **020 8453 2751** or **020 8453 2752**

Find out more information about our opening times by visiting our website

<https://shc.lnwh.nhs.uk/clinics>