

A new text advice service to support parents.

A new text advice service, provided by Oxford Health to support parents of children aged 0-4, parents of children aged 5-11 and young people aged 11-19 with relationships, smoking, sleep issues, bullying, diet and exercise and childhood illness or ailments is available.



# ParentLine 0-4 years

New Health Visiting messaging service for parents and carers of children 0-4 years in Oxfordshire

**Text** **07312 263081**

**to message a health visitor**



Or scan QR code here to start a chat

We aim to reply to you within one working day and you should get an immediate message back to confirm we have received your text. Texts will only be seen between 9am and 5pm, Monday-Friday excluding Bank Holidays. If you need help before you hear back from us contact your GP, nearest walk in centre or dial 111. Our text number does not receive voice calls or MMS picture messages. Your messages are stored and can be seen by other health care staff who follow the same confidentiality rules.

We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). We might inform other relevant professionals if we were concerned about your safety, but we would usually speak to you first. To prevent the health professional from sending messages to you, text STOP to our number. Messages are charged at your usual rates.

# ParentLine 5-11 years

New School Health Nursing messaging service for parents and carers of children 5-11 years attending a state school in Oxfordshire

**Text** **07312 263227**  
to message a school health nurse



Or scan QR code here  
to start a chat

We aim to reply to you within one working day and you should get an immediate message back to confirm we have received your text. Texts will only be seen between 9am and 5pm, Monday-Friday excluding Bank Holidays. If you need help before you hear back from us contact your GP nearest walk in centre or dial 111. Our text number does not receive voice calls or MMS picture messages. Your messages are stored and can be seen by other health care staff who follow the same confidentiality rules.

We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). We might inform other relevant professionals if we were concerned about your safety, but we would usually speak to you first. To prevent the health professional from sending messages to you, text STOP to our number. Messages are charged at your usual rates.



# ChatHealth 11-19 years

New School Health Nursing messaging service for young people aged between 11-19 years attending state schools in Oxfordshire

**Text** **07312 263084**

**to message a school health nurse**



Or scan QR code here to start a chat

We do not usually inform your parents, teachers or anyone else if you contact the ChatHealth messaging service. We might inform other professionals if we were concerned about your or someone else's 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 Monday to Friday, excluding Bank Holidays, and you should get an immediate bounce-back to confirm we received your text. If you need help before you hear back from us, contact a member of school staff, your parent or carer, or your doctor. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). Prevent ChatHealth 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 rate.