



ChatHealth messaging helpline for 13-19 year olds

15 Jul 2025

From July 2025 London Northwest Healthcare University NHS Trust is introducing ChatHealth to provide sexual health advice on topics like:

- contraception
- emergency contraception
- pregnancy concerns
- abortion signposting
- STI symptoms
- STI concerns and routine testing
- PEP or PREP and
- signposting to clinics.

ChatHealth is an award winning, risk managed messaging helpline platform providing a way for service users to easily and anonymously get in touch with a healthcare professional.

How ChatHealth works

Incoming messages are delivered to a centrally managed inbox. Staff simply respond via the web-based application to send a message back to the service user.

Which NHS services use ChatHealth

ChatHealth is used by a wide variety of NHS Services to communicate with their users including:

- School nursing services
- Mental health teams
- Public health nursing
- Health visiting teams
- Autism teams, families of children living with disabilities
- Sexual health services.

Read [evidence](#) supporting the effectiveness of ChatHealth messaging services including case studies, evaluation and media reports at [ChatHealth](#)

High schools to share the attached [ChatHealth presentation](#) with their students.



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[ChatHealth Presentation for Schools LNWH ISRH.pptx \(pptx\)](#)

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