

# Need to talk?

Are you aged  
11 - 19?

CONFIDENTIAL



Design by Andrea  
aged 10

Text your school nurse on  
**07520 616070 (Luton)**



**Confidentiality and safety disclaimer**

We do not usually inform your parents, teachers or anyone else if you contact the school nurse. We might 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 received your text. Normal working hours are 09:00-16:00 Monday - Friday (except bank holidays), texts will not be seen outside of this time. If you need help before you hear back from us, contact a member of school staff, your GP, call NHS 111 or Childline on 0800 1111. And if it is an emergency, dial 999 or visit A&E. 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). To view our NHS privacy notice please internet search: "NHS CCS privacy notice" or use this link [bit.ly/nhsprivacynotice](http://bit.ly/nhsprivacynotice). 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 rate.

Cambridgeshire Community Services NHS Trust: delivering excellence in children and adults' community health services across Luton