

April 2025



## CASE STUDY

# ChatHealth – safe and secure health messaging

ChatHealth is a safe and secure messaging service that enables service users and patients to have two-way messaging conversations with healthcare professionals.

Young people have a desire to communicate discreetly, without fear of judgement, whilst parents and carers can struggle to contact professionals for support. Some people are unable to communicate by phone call or find talking on the phone difficult.'

The ChatHealth platform provides NHS-compliant security and governance for secure clinical interactions over mobile devices.

ChatHealth is helping health teams to provide easier access to their service, reach more people, use resources more efficiently and reduce pressures on the wider system.

## What we did:

Health Innovation East Midlands (HIEM) supported ChatHealth since 2014, when they won an Innovation in Healthcare Award in a scheme run by HIEM (known as EMAHSN at the time).

With a package of bespoke support and some funding from HIEM, ChatHealth spread across the region.

Rapid nationwide spread followed with the support of local health innovation networks including advice on protecting intellectual property, marketing and communications, evaluation and commercialisation expertise, and brokering connections with local NHS organisations.

In 2022 ChatHealth were double award winners at the inaugural Innovate Awards for Innovation Spread and Innovation Champion of the Year.

***'Whether it be a young person, a new parent or an individual in mental health crisis, ChatHealth enables service users to directly reach out to local healthcare professionals in a timely way.'***

**Caroline Palmer**

**ChatHealth Clinical Lead**

## Outcomes:

Leicestershire Partnership NHS Trust originally developed ChatHealth. A great example of clinical entrepreneurship, the trust owns the innovation, generating investment into the NHS.

ChatHealth has spread rapidly:

- ✓ Over 140,000 messaging conversations took place between service users and healthcare professionals nationwide in 2023-2024.
- ✓ Over 2,000 healthcare professionals have been trained to use ChatHealth.
- ✓ The service has been implemented in over 80 NHS trusts.
- ✓ By April 2025 it was available for millions of people to reach NHS services such as school nursing, health visiting, perinatal mental health, adult mental health, young people's mental health, sexual health and other specialist nursing services.
- ✓ Several mental health services have adopted ChatHealth to offer crisis text messaging lines, some on a 24/7 basis, and others have expressed an interest.
- ✓ Jobs have been created in the project team, known as the 'Digital Health Transformation Service' including roles in project management, customer relationship management, technical, clinical, marketing, help desk support and administration.
- ✓ A compilation of evidence is available at <https://chathealth.nhs.uk/evidence/>

## Next steps:

Collaboration between ChatHealth and the health innovation networks will continue. There are opportunities to gain further spread in services where ChatHealth's use is established and to expand into a wider range of community and mental health services.

### Contact us

Email: [healthinnovation-em@nottingham.ac.uk](mailto:healthinnovation-em@nottingham.ac.uk)