



## Badgernet Conversations Zoom recording

March 27<sup>th</sup> 2023, 7:45pm – 8:15pm

Notes Naomi Burke (24.05.2023)

### Thematic Topic: BADGERNET

Attendees	Josie, Vice Chair, ROMVP Yvonne, Royal Oldham Chris, Badgernet Katie, Service User	
<b>Person</b>	<b>Comments</b>	<b>Action/Follow up</b>
<b>Yvonne</b>	Just thinking about Badgernet has there been comments that can be shared, and we can look at working on improving?	
<b>Josie</b>	<p>We have some positive remarks:</p> <ul style="list-style-type: none"> <li>• Like that can input own dates for appointments</li> <li>• Like the guides – although would like these to be available offline also</li> <li>• Simple to Use</li> <li>• Easy to navigate</li> <li>• Pin Number makes it feel secure</li> <li>• Don't need to carry paper notes around as they are bulky and often forgotten</li> </ul> <p>We have also had some remarks that could be areas for improvement:</p> <ul style="list-style-type: none"> <li>• Community Midwife notes not added</li> <li>• Only had scan notes added</li> <li>• Notes on app need to have real time updates</li> <li>• On initial booking questions seemed repetitive and midwife seemed frustrated also with duplicating questions to input</li> <li>• Took long time to book in</li> </ul>	

	<ul style="list-style-type: none"> <li>• Used to contact the children centres and really struggled to find info on initial booking/self ref and by the time done this was only 5 days before dating scan</li> <li>• Lack of updates on app</li> </ul>	
<b>Yvonne</b>	Referring back to the comment "lack of updates" can you say what they mean in more detail on that?	
<b>Josie</b>	<p>Blood results not updated  Information inputted not visible there and then  They prefer paper notes as up to date all the time, filling in as you are present.  Nowhere to add information or update on previous pregnancies  Not easy to find contact details for services</p>	
<b>Josie</b>	<p>Questions we have been asked:</p> <ul style="list-style-type: none"> <li>• Is there a poster advertising</li> <li>• How did it come into effect – why digital</li> <li>• Does it save money?</li> <li>• What about those without smart phones</li> <li>• Is it available in different languages?</li> <li>• How secure is the data?</li> <li>• Could there be a video guide</li> <li>• Could guides be available offline to save data cost</li> </ul>	
<b>Katie</b>	<p>As a service user whom is pregnant, I knew I could self-refer to the app. This is my second pregnancy, my first pregnancy I was under fetal medicine in Chester. I lost my first pregnancy. I had a phone call from midwife team but I require appointments out of area as well as community midwife.  There is nothing within the Badgernet app to explain my situation or around baby loss.  I had nowhere to add my history other than in the drop down area/box for "Medication" as otherwise it looks like this is my 2<sup>nd</sup> pregnancy with a 2<sup>nd</sup> living child.  It was quite distressing still when the midwife team contacted me and I had to repeat it all again and was still booked for Oldham, when I need specific out of area due to risks.</p>	

	There should be something within the app as I feel there is nothing visible, and I am OK now with my lived experience but many pregnant people will really struggle still around losses.	
<b>Yvonne</b>	<p>Thank you Katie, will take back. There are many situations where women will need complex care, referrals, specialist advice quicker than pregnancies with no complications.</p> <p>Jen, the community Matron is implementing something that unfortunately cant be implemented via Badgernet, yet, but flags up issues and when ring up to pregnant person for initial booking and can further ask questions around “ We know this is on the system, can we ask is there anything more we need to know or you want to tell us?”</p> <p>This was spoken about around 2 weeks ago and will pick back up and give an update around it.</p>	
<b>Katie</b>	<p>My experience was distressing, and then having a phone to have to re-tell not great. Need a drop down section as an awareness raising tab.</p> <p>In Chester they still use paper and they have colour coded/ID stickers on front of notes.</p> <p>Just by having a simple place for this within the app will help someone who is pregnant again after baby loss.</p>	
<b>Yvonne</b>	Not too sure the capabilities of Badgernet, can take all this helpful information back and discuss with team and Chris may be able to help further?	
<b>Chris</b>	I know nothing specific around this but I can take back and this is great to hear as I need to be here to hear these kinds of comments and feedback. Can take back and look at further	
<p><b>The meeting was closed due to attendance not being quorate.</b></p> <p style="text-align: right;"><b>Meeting rescheduled to Monday 17<sup>th</sup> April 2023. 7:45pm – 9:15pm</b></p>		