



Case Study 1

NHS Healthier Together Feedback

A parent of two young people has lived in the UK for 11 years. English is their second language (B1 level). They first learned about the Healthier Together website during three group sessions delivered by International Community Organisation of Sunderland (ICOS). ICOS shared information about the app and website in groups and even offered one-to-one sessions to help parents feel more confident about children's health.

Some time later, their child had a reaction after taking antibiotics, so the parent became very worried. They were not sure if it was an allergic reaction or a serious infection as the symptoms looked similar and they were feeling anxious about what to do.

The parent then decided to use the Healthier Together website; they found it easy to use and simple to understand. They report the information was clear and helpful.

The website assessed the symptoms and helped the parent understand that it was an allergic reaction; it also said that it was not life-threatening and that they should call the GP for advice.

After reading the information, the parent felt calmer. Their anxiety reduced because they understood what was happening and knew what to do next. They called the GP as advised.

The parent said: "After reading the information on the website, I felt calmer. I knew it was not very serious and I knew I should call the GP."

They also said they would recommend Healthier Together to other parents because it is easy to navigate and gives clear advice.

This case shows how ICOS group sessions spread awareness to help parents learn about trusted health information. For this family, Healthier Together reduced anxiety and helped them make the right decision for their child.