



Case Study 2

NHS Healthier Together Feedback

Laura is a British parent of one child in the 'young people' age range. She is a native English speaker.

Laura learned about Healthier Together through social media posts from International Community Organisation of Sunderland (ICOS). ICOS shared information online to help parents know where to find trusted health advice.

Later, Laura used the Healthier Together app when her child had a cough and a cold: she was thinking about taking her child to the doctor as she was worried that it could be a chest infection.

Laura found the Healthier Together app easy to use and simple to understand. The information was clear and helpful. The app explained that her child's symptoms were common with a cold and that she could wait and see how they felt. This reassured her and helped her feel calmer.

The app also helped Laura find the nearest pharmacy; she went to the pharmacy for advice and then treated her child at home. She felt more confident because she knew she was making the right decision.

After using the app, Laura felt reassured since she understood what was happening and knew what to do next.

Laura said she would recommend Healthier Together to other parents because it is easy to use and helpful. She has already recommended it to her friends.

When giving feedback, Laura suggested that the app could include an appointment booking system for pharmacies. She also said it could include a wider list of symptoms to help more parents.

This case study shows how ICOS helps spread awareness about trusted health information. For Laura and her child, Healthier Together reduced worry and supported the right healthcare choice.