

## Case Study

# Doctor Lesley Bayliss and her daughter Elizabeth, mum to three boys



We spoke to Dr Bayliss and her daughter Elizabeth about how CATCH helps parents in daily life, (especially when you're sleep deprived!) and the importance of reassurance that an individual source of reliable health information can provide.

So how do they describe CATCH? "CATCH is an app that empowers patients and other family members by giving them access to the same good, reliable advice as doctors and pharmacists. This way everybody is looking at the same information, which avoids confusion and helps to give them the confidence to care for their children."

Dr Bayliss mentioned that one of the key things about CATCH is that advice is available from the moment of conception, throughout pregnancy, birth and then the first 5 years of a child's life. As so many people can worry about initially dealing with a baby, coping financially or more specific issues, like feeding or car seats, the advice available through CATCH covers all of these initial concerns and points users further in the direction of helpful organisations.

"There is lots of varied information that can help from the beginning and the user starts to feel a little more confident."

**"It can take days to get a GP appointment so if you think it's something minor, you can just reassure yourself that it can wait."**

Dr Bayliss also mentioned that splitting the advice into sections and delivering it in stages is ideal "so you're being led to look at information that's relevant to your child at the time." The timely notifications suited to the child's age "make you think of things that you perhaps wouldn't have thought of, for example, your child is 6 months old and probably got a tooth now, so you need to start using a toothbrush and you ought to be going to the dentist. That isn't always on your mind when you're dealing with all the other things involved in caring for a young child, so CATCH helps you to do the right thing at the right time. This way you can keep your child safe and give the best care."

Elizabeth agreed that the regular notifications are one of the most useful features of CATCH. "What I found helpful, particularly when you're sleep deprived, is that you can often forget things and CATCH sends you little reminders. I remember when my second son was due to have his immunisations I actually totally forgot to book it and because we'd moved house the GP had sent the letter to somewhere else. It popped up on my CATCH app and I thought, 'Oh right, that's very helpful!'"

The personalisation aspect also proves helpful during pregnancy: "One of the really good things is that you can put each of your babies in even before you've had them. When you're pregnant it gives you little tips about pregnancy as well. I've got 3 little boys on there now."

It is very important to new mums that reassurance is immediate and CATCH can provide the initial support necessary to decide whether an issue or concern can be taken care of at home, or if medical attention will be necessary.

Elizabeth recalled her experience: "As a mum, I've got 3 boys so I vaguely know what I'm doing now, but being a mum can be a worrying and stressful time too. Of course, I can always ring my mum but sometimes it's hard even for her to say when it's her close family, or if something happens in the middle of the night and I don't want to bother her. My son once burnt his hand on the oven and it's this type of experience when you can go to the app, rather than going online and getting lots of different, conflicting advice. You can have a quick look at the CATCH app, see if your problem is there and that links you to something that you know has been written by a health professional. In our case, it did say that we should take my son to A&E and we did, but sometimes you feel like you're going to the hospital and bothering people for the wrong reasons when you could take care of it at home. Other times it can take days to get a GP appointment so if you think it's something minor, you can just reassure yourself that it can wait."

As well as reassurance about their children's health, mums also often worry about doing things wrong and feel guilty as a result. Dr Bayliss pointed out that CATCH allows them to see that other parents may have similar problems: "It's in the app so other people must be suffering too". Elizabeth added that "whereas before certain things might have been a bit more of a taboo to talk about, CATCH works towards normalising many of them, and you don't feel so guilty. If, say, your child burns themselves you think 'other people must do it, it's not just me!'"

How does it slot into the everyday busy life of a mum-of-three? "It doesn't take a lot of time, you don't have to look at it every day, and it becomes a bit like a slow Facebook: you get a pop-up and you know to look at it, but that might be every week, it's not intrusive. I find it useful if something does happen or if I want to know more about what they should be doing at this age. My youngest son is six weeks, he should be smiling now so I know to look out for that and this comes up in the app."

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Dr Bayliss would like CATCH to be used as widely as possible: "I believe CATCH can provide information to the Public Health teams on local issues and that there is the potential for joint working with health professionals and Children's Council Services to deliver solutions via CATCH. How we get that far I'm not sure but that is my dream."

"We know that the first 1000 days of person's life, from conception to age two, is the most important time as it lays down the foundation for health in adulthood. It is essential that our children are given the best start in life and that is why I am impressed that the CATCH app empowers parents to do just that."

