



Early Years Child Development App

Using the App

A guide for parents and carers

This help guide will show you how to:

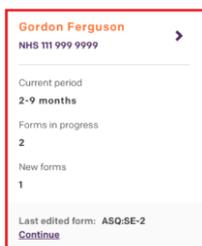
-  View your child's development records and relevant contact details (pg 1)
-  Complete online assessment questionnaires for your child (pg 2-3)
-  Complete Edinburgh Postnatal Depression Form (pg 5)
-  Access additional video content to support your child's development (pg 6-7)
-  Add a profile photo (pg 8)
-  Change your contact details (pg 9)
-  Support in using the Early Years app (pg 10)
-  How your data will be used (pg 11)

Viewing your child's profile and contact details

- When you have logged onto Early Years (via web browser or app) it will open on the **My Details** page on the Children menu. Your details are displayed at the top, followed by a **Children details** section which displays separate information tiles for each child in your care.

Whilst using the app you can return to the Children menu at any time by selecting the menu icon on the top left of the screen  and then selecting Children 

- ➔ To view the full profile for your child select their information tile



- ➔ Within the profile you can view personal and contact details for your child and health care professionals by selecting **Go to details**

Child details

Gordon Ferguson (18 week(s) old)

NHS 111 999 9999

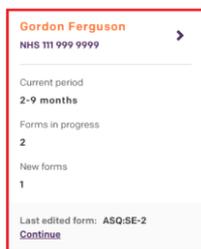
[Go to details](#)

- ➔ To return to the main child profile (where you can view and complete assessment forms) select **Back to child's profile** at the bottom of the contact details page

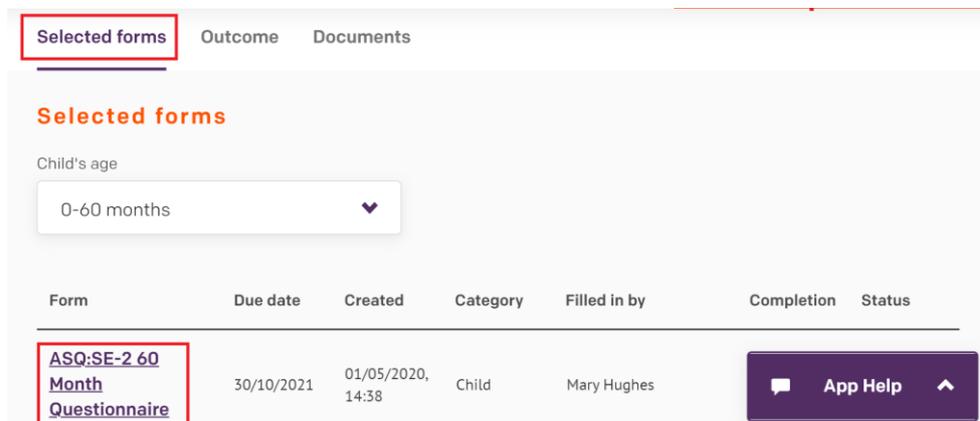
Completing online assessment questionnaires

- When your child enters a new assessment period, an assessment form will be generated and will appear in the Selected Forms section of your child's profile.
- You will receive an email asking you to complete the form within two weeks (and a follow up reminder 10 days later if you haven't yet completed the form). When your child reaches the end of their current assessment period the form will change status to 'Overdue' and you will no longer be able to complete the form.
- Once you complete and submit an assessment form, it will be automatically sent to your Health Visitor for review.

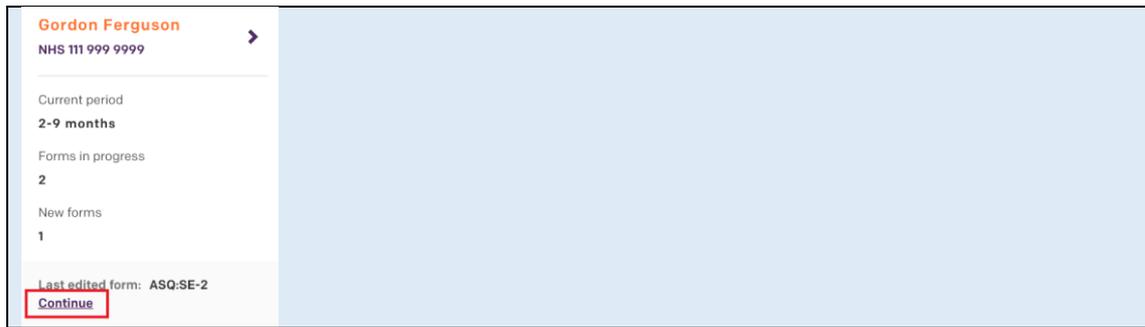
➔ After logging onto Early Years and scrolling down to the **Children details** section, click on the tile for your child you want to complete an assessment form for



➔ On the Child Details page scroll down to the **Selected Forms** tab where your child's assessment forms are located. You can see the date each form needs to be completed by and its status. To open a form select the form title.



Tip: You can also open the current assessment form which requires completion directly from your child's summary tile on the My Details home page



Once you have selected a form title to open it up, you'll see that the top of the assessment form displays status information including the date the form needs to be completed by, followed by instructions on how to complete the questionnaire. You can minimise the instructions after reading them by selecting the arrow to the right of the screen.

Introduction to ASQ:SE-2



Questions about the ways in which babies may behave are listed on the following pages. Please read each

➔ Read each question and select the checkbox next to the most appropriate statement

Page 1/4 - Questions 1 to 10 of 26
 Question answered: 0/10
 Completion: 0 %
 Saved 18/01/2020, 22:10:51

1. When upset, can your baby calm down within a half hour?
- OFTEN OR ALWAYS
 - SOMETIMES
 - RARELY OR NEVER
 - TICK IF THIS IS A CONCERN

For some questions a text box will appear asking you to type in additional information.

➔ At the bottom of the page select **Next** to continue to the next page or select **Save & close** if you wish to complete the form later



Tip: The forms auto-save every 15 seconds. If you remain on the same page for 30 minutes the form will time out (saving your changes) and you can re-open it to continue completing it. To avoid it timing out you can select the refresh icon at the top right of the screen before the 30 minutes elapses.



When you're editing the form it will be locked for you so no one else can edit it at the same time.

➔ When you have completed all the questions you are able to, select **Submit** at the end of the last page and the form will be sent to your Health Visitor.

Submit

Save & close

Back

If you haven't answered all of the questions a pop up box will appear asking you to confirm that you definitely wish to submit the form.

A confirmation box will display confirming that you've submitted the form.

Back on the Selected Forms section of your child's profile you can see that the form status has changed to Submitted and you can now only view the form in read-only mode.

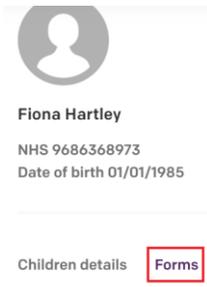
Form	ASQ:SE-2 6 Month Questionnaire
Due date	10/06/2020
Category	Child
Filled in by	Jack Soplita
Completion	96%
Status	SUBMITTED

Your Health Visitor will review the form and contact you with details of any follow up action required.

Complete Edinburgh Postnatal Depression Form (EPDS)

- Your Health Visitor may ask you to complete an Edinburgh Postnatal Depression form (EPDS). They will generate the form for you and will ask you to complete it during your appointment with them.
- This form will sit on your record rather than your child's record.

➔ Click on the **Forms** tab (within the Children menu) to view the form



Fiona Hartley
NHS 9686368973
Date of birth 01/01/1985

Children details **Forms**

➔ Click on the form to open it, then complete and submit it in the same way as other forms

Children details **Forms**

Form	Due date	Created	Category	Filled in by	Completion	Status
Edinburgh Postnatal Depression Scale (EPDS)	22/02/2021	22/12/2020, 17:36	Mother		0%	NEW

Once you complete and submit the assessment form, it will be automatically sent to your Health Visitor for review.

Accessing additional video content to support your child’s development

- The **Guidance** menu contains videos you can watch to help improve your child’s language and development. The video content links to the BBC site Tiny Happy People.

➔ Select the Guidance menu



➔ You can browse the content (the videos display in order of age range – youngest first) or you can use the search box to search for a specific video title, age range or video category:

In the search box enter your child’s age range (from the list below) to view age appropriate content for your child	In the search box enter a video category (from the list below)
Pre-birth-3 months	Activities
0-3 months	Transformational
3-6 months	Dads content
6-9 months	Awareness raising
9-12 months	Fun
12-18 months	Tips and advice
18-24 months	Hook
2-3 years	N/A

➔ From the search results select the video title or select **Show more** to view a longer description of the video



Sing me a rhyme (0-3 and 3-6 months)

Description: A fun activity for babies aged 0-6 months to h...

Show more [See videos](#)

- ➔ Within the pop up window select **Show videos** to open a new window where you can play the video (you can also open the video page by selecting **See videos** from the results page)



Sing me a rhyme (0-3 and 3-6 months)

A fun activity for babies aged 0-6 months to help with their development and language learning. All sorts of everyday activities can make for songs to sing to your baby.

Show videos

Close

After you've watched the video you can browse related content on the Tiny Happy People website or close that window down to return to the Guidance menu in Early Years.

Adding a profile photo

- You have the option of adding a photo to your profile which will be visible to you and your Health Visitor.
- ➔ Within the Early Years application select the icon with your name at the top right of the screen and select **Settings**



This takes you to the Launchpad.

- ➔ Select **Upload picture**, select the photo you wish to use and select **Save**



You can then select **Close** which will close the Settings web page and return to Early Years home page.

- ➔ On the Early Years browser refresh the page in order to display the photo

Changing your personal and contact details

- It's not possible for you to edit any contact or personal details on the Early Years app - please contact your health visiting team if you have changed your details or if you notice they're incorrect.

- If you change your mobile phone number or email address:
 - 1) Notify your health visiting team – they will update your contact details in Early Years

 - 2) You will also need to update the details on your NHS Login. This is important as it will ensure you can continue to log in to the Early Years application.
 - ➔ Select this link to view details of how to manage your NHS account, including a browser link to change your mobile phone number and email address associated with your NHS Login. It also has a link to change your NHS Login password if you wish to.
<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help/account/>

For security reasons you will need to log in with your usual NHS App login details before you can amend your account.

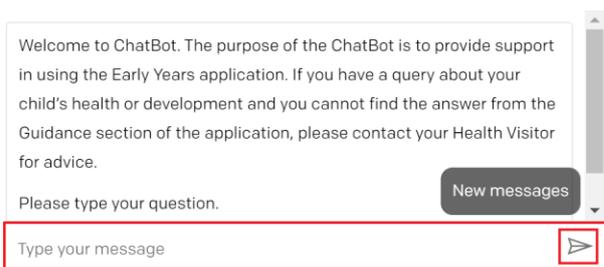
Support in using the Early Years app

- If you require any help and support with how to use the app, you can access the **ChatBot** support service 24 hours a day. You can type a question into the ChatBot and it will provide you with an answer from pre-programmed information. If you can't get an answer to your question you have the option of escalating your query to an expert.
- You need to have created your account and be logged in to Early Years to be able to use the ChatBot.
- Please note: the purpose of the ChatBot is provide help with using the app only – if you have a question or concern about your child's health or development please contact your health visitor.

➔ Click on the **App Help** icon at the bottom right of the screen

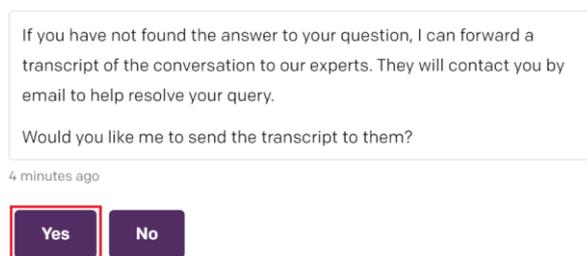


➔ Type your question in the text box and select the arrow to the right of the field to submit the question



The ChatBot will display an immediate response below your question.

- ➔ If the ChatBot has been unable to provide an answer to your question you have the option of asking a different question in the 'Type your message' field.
- ➔ Alternatively you can escalate your query by sending a transcript of your question to an expert who will respond to you by email (within two working days). If you wish to do this, select **Yes** when asked if you would like the transcript sent to them.



- N.B If you feel you are unable to use the app (e.g. due to internet connection or if English isn't your first language) then please contact your health visiting team.

How will my data be used?

- We take the protection of your child's health data very seriously, and always make sure that we are processing it fairly, proportionately and lawfully.
 - You have several rights under the data protection laws that govern how we process your data, including the right to be informed about how we will use it. You can find out more in our privacy notice <https://earlyyearshelp.greatermanchester.org.uk/privacy-notice.html>
 - If you have any queries about how your child's data will be processed please contact your local health practitioner. You can also visit the Information Commissioner's 'Your Data Matters' page at <https://ico.org.uk/your-data-matters/> to find out more about personal data and your information rights.
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