

Medicines for Children App: A user-centred approach

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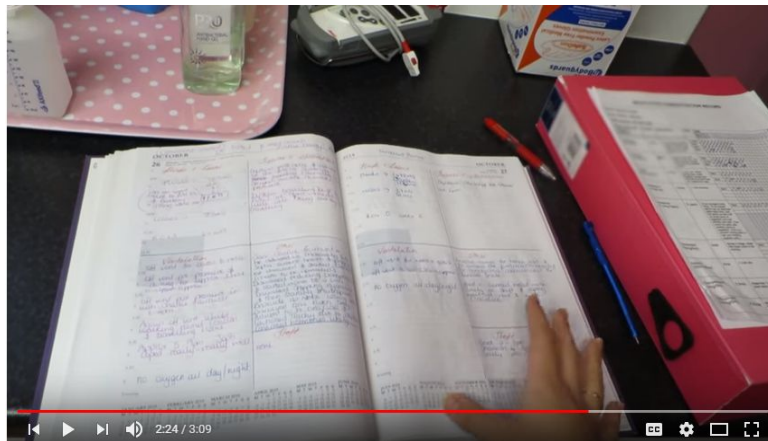
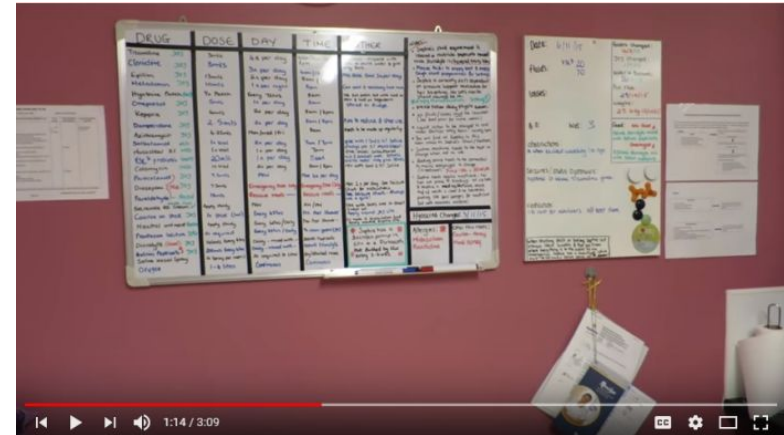




How parent carers helped us...

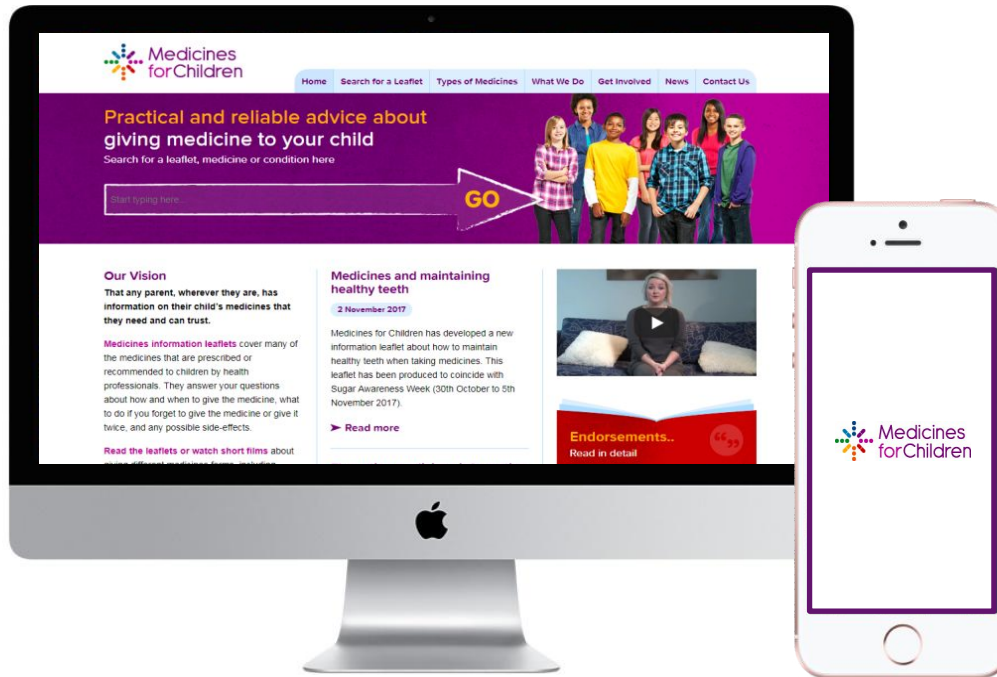
- Inspire the idea
- Secure the funding
- Inform the design
- Validate the problem
- Challenge the assumptions
- Test the prototype

Inspiring the idea



#notanurse_but parent video diaries and WellChild Family Tree interactions highlighted a challenge.

<https://youtu.be/uqVKEerOYAQ>

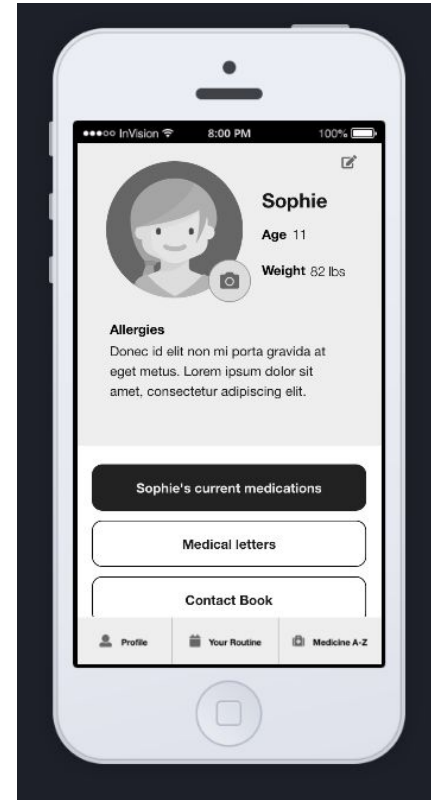
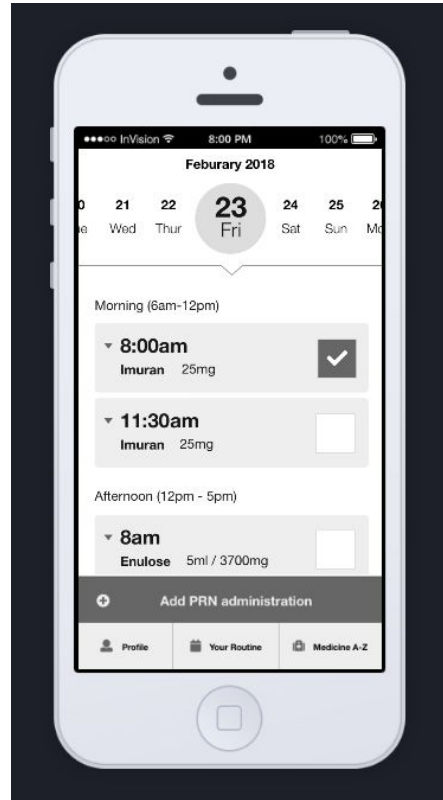


We decided to create a “personalised, interactive mobile app for families to help them manage their children’s daily medication regime **more easily and safely.**”

Informing the design



Rapid prototype



Funding secured



Validating the problem

*225 families completed an online survey
6 families diarised their routine using WhatsApp*

"Thinking about the last 24 hours only, how much time would you estimate you have spent on providing care for your child/children?"

On average,
respondents spent
**17.9 hours providing
care, including 3.4
hours administering
medicine**



Validating the problem

*225 families completed an online survey
6 families diarised their routine using WhatsApp*

76% remembering which medication
to provide & when

72% child's response to
receiving the medication

69% how to administer the medicine &
how much to give

Challenging our assumptions

*225 families completed an online survey
6 families diarised their routine using WhatsApp*

86%

**communicating
with other carers &
healthcare
professionals
about my child's
medication**

**64.3% parents worry about making a
mistake** or not doing something right when providing
medication for their child

**93.6% worry about someone else making a
mistake** or not doing something right when providing
medication for their child

Challenging our assumptions

*225 families completed an online survey
6 families diarised their routine using WhatsApp*

On average **11 errors over the last year**

For lone carers or those caring alongside a spouse/partner = 9

For those caring alongside a paid carer = 12

For those caring alongside extended family = 16

Life hacks & digital habits

Charts, charts and more charts

- Cupboard charts
- Bedroom charts
- Fridge charts
- "Charts around the house"
- Charts that accompany the child
- MARS charts
- Wall charts

General life hacking

- Notepad
- "In my head"
- Diary
- Weekly tablet dispenser
- Digital & paper versions
- Book to track meds
- Medicine boxes
- Excel
- Electronic calendars
- Handwritten & typed cards
- "MY own speed sheet for carers"
- Community carded
- Written instructions
- Prescription label or discharge letter

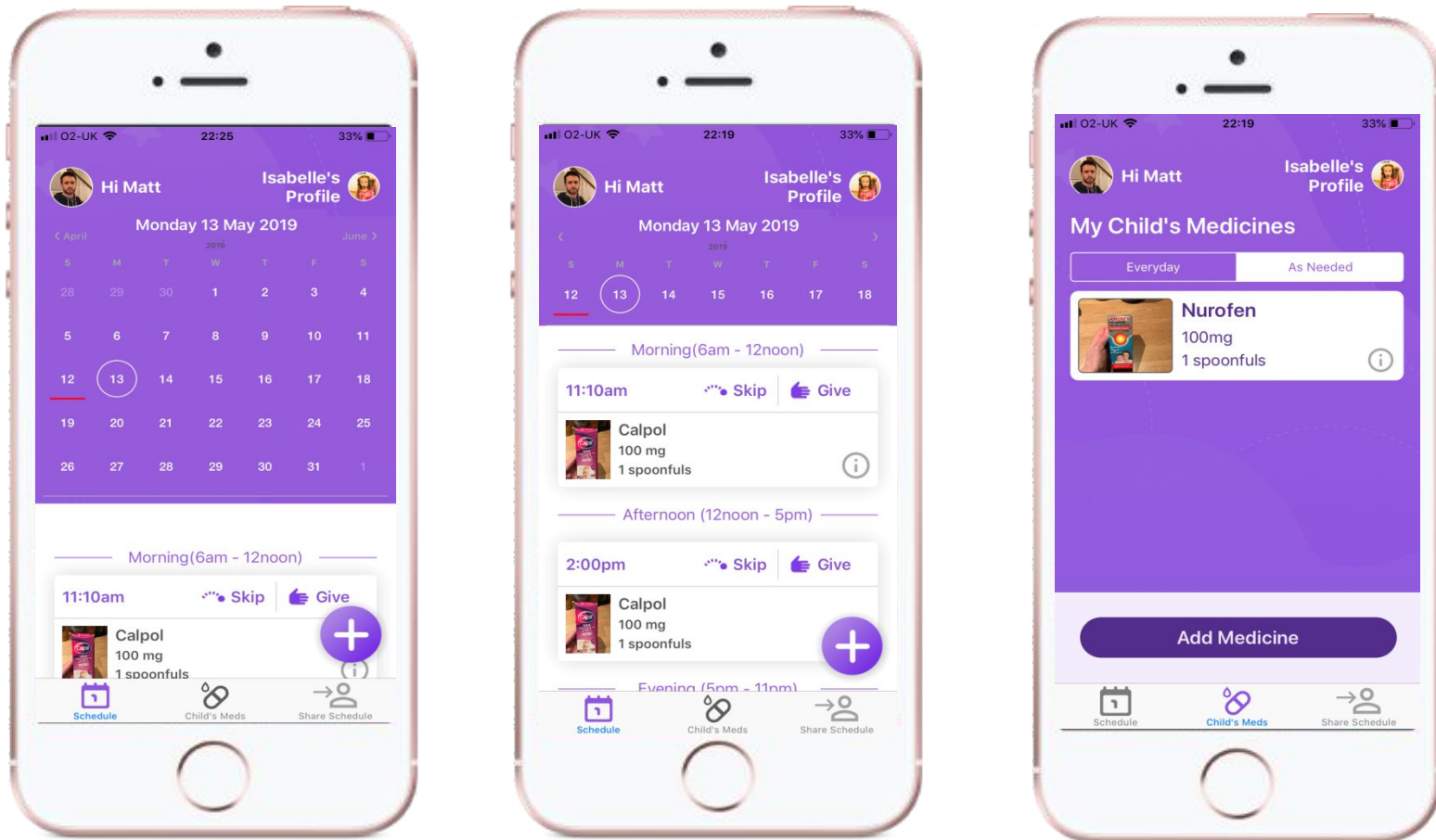
Non-medical mobile apps

- Alarms and reminders on phone
- Notes on phone
- Take photographs of medicines to remember the names
- Alarms set with medication names

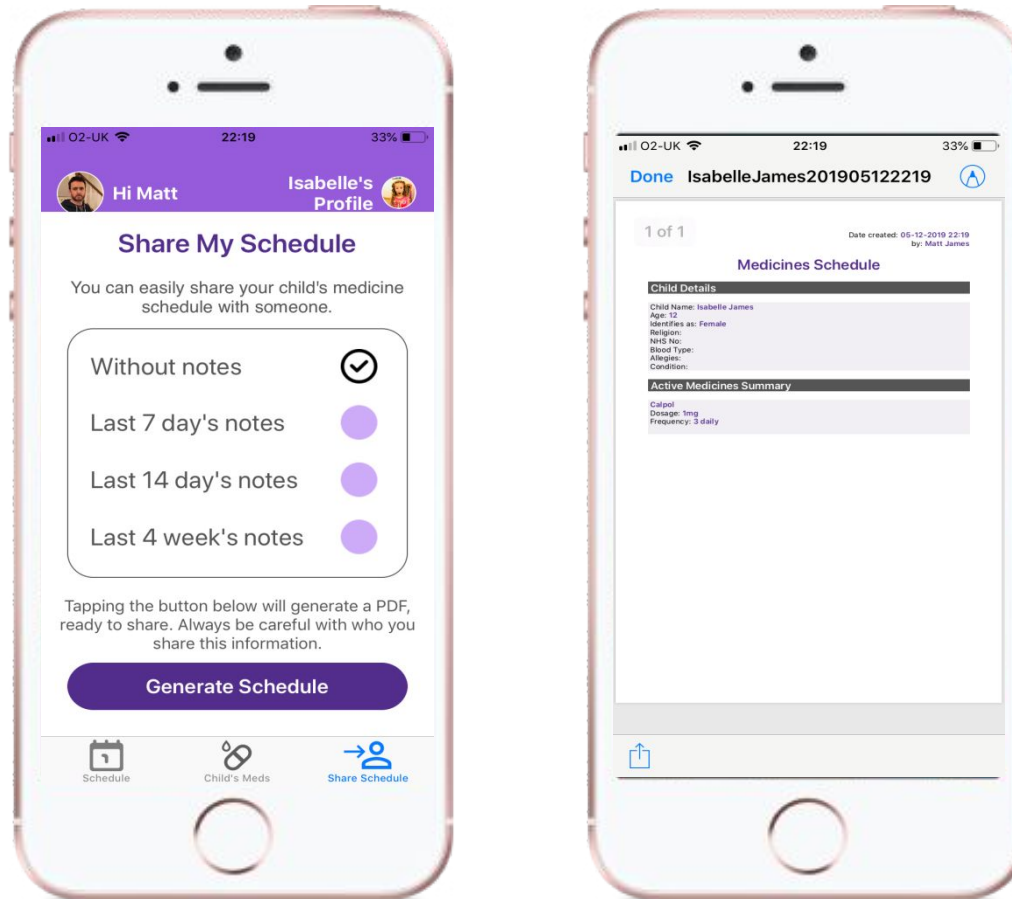
Boards

- Reminders on pin boards
- White boards
- Black boards

Minimum Viable Product (MVP)



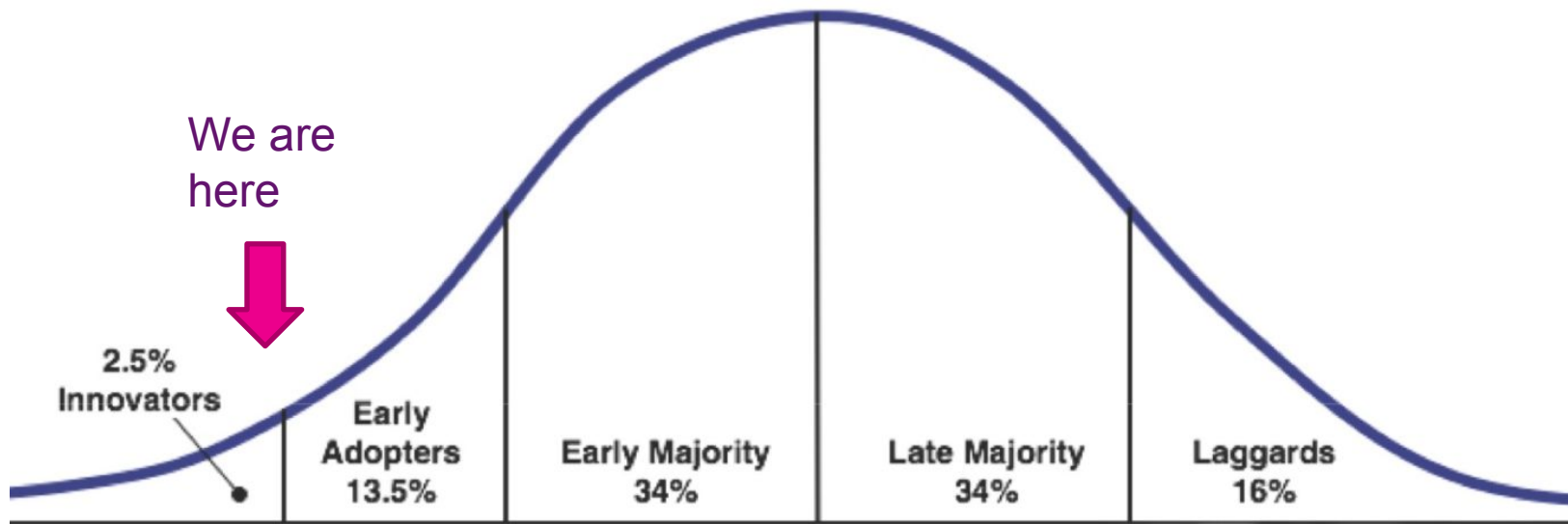
Minimum Viable Product (MVP)



How parent carers helped us...

- Inspire the idea
- Secure the funding
- Inform the design
- Validate the problem
- Challenge our assumptions
- **Next step** - Test the solution

Technology adoption cycle



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