**Task B2: Report Evaluating Client Interactions**

In the initial weeks of the project, you were asked to email your clients to introduce yourselves. Your team was also required to conduct a consultancy session with the client, evaluate how it went, and discuss the findings. The purpose of the session was to seek advice and clarify any relevant points arising out of the initial project brief.

You have had the opportunity to interact with your clients throughout the lifecycle of your project. You should now produce a report evaluating all of your interaction with the client. This should:

* Discuss the best and worst aspects of the consultancy sessions, and other client interactions.
* Make recommendations as to how communication could have been improved.
* Discuss any changes made in light of client feedback.
* Include an appendix detailing all of your client interaction, presentation plans, meeting minutes, and emails, etc.

Client Interaction Report

Introduction

Positive and Negatives with client communication

They liked our shii

Recommendations to improvement with communication

More feedback?

Changes made due to Client Feedback

Logo

Suggestions:

Reminder system / daily check in

Recommended articles based on keywords, personalised article recommendation (in article link to external resources)

Lead to help in crisis

To make the app more self lead instead of linking with GP

audio alternative

try to add pictures as a resume for written stuff

translation options??? (need to ask about the vast majority of languages to use)

to respond to the educational part they want us to add, maybe we can do a library that directs to nhs official pages

they want something durable, I think we can solve this automatically if our work is original enough

Evidence of Client Interactions (Please include screenshots)

//Our idea has to fall into the guidelines of a good tool but not a substitute for mental health support. We must assist the NHS not take it over.  
 App has to be reliable / robust and effective Must be intractable by the whole of Gateshead (people who can read / write, hard of hearing / deaf , those who can speak english)   
 Must be accessible by all over the age of 16 NHS Gateshead mental health design colours NHS blue, purple, teal  
 Refer to Becky to check if the use of our software is appropriate

Suggestions:

Reminder system / daily check in

Reccomend articles based on keywords, personalised article recommendation (in article link to external resources) Lead to help in crisis To make the app more self lead instead of linking with GP//