Client Interaction Report

Positives with client communication

Our client interactions where all positive with many features and details going noticed and appreciated from them such as the recommendation systems adding a layer a personalisation to the app. As well as this the meetings were all extremely informative to the context of the problem that we are trying to combat giving us a much clearer and informed angle to be able to deliver and effective product. From that some of the most impactful aspects of the project where birthed from this new perspective especially in terms of accessibility and how to help the user base of the app in the most effective way.

Negatives client communication

The client interactions while positive were not varied as we would have hoped in two ways; we hoped for more in person interaction as these lead to much more creative ideas that can bring a new solution to a difficult problem, and we hoped for more responses from the angle of the software itself which we struggled to attain due to the clients limited knowledge on software.

Recommendations to improvement with communication

While the feedback we received was highly valuable, particularly in relation to accessibility, more specific and varied input—especially regarding the UI and graphic design—would have been appreciated. Additional in-person sessions, such as Meeting 1.5 (which functioned almost as a panel), proved especially productive. That session was instrumental in shaping key features, including the WRAP plan, which directly informed the development of the recommendation system and significantly enhanced the overall user experience through more personalised and seamless content delivery.

Changes made due to Client Feedback

Reminder system / daily check in

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

Lead to help in crisis, through means of filing out wellness forums taking care of the pet and interacting with personalised resources

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

try to add pictures as a resume for written stuff

Add a recommended article feature with videos and audio

Make the theme of the app more light hearted and avoiding using clinical and heavy wording

Have a focus on accessibility, it is a priority

To make it personalised in the game we have added the ability to name the pet and change the pet itself as well as talks of implementing a cosmetic system based on daily maintenance

Appendix of Client Interactions

Meeting 1 Notes

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 interaction 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 (https://www.gatesheadhealth.nhs.uk/services/mental-health/)

Refer to Becky to check if the use of our software is appropriate

Suggestions:

Reminder system / daily check in

Recommend 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

# Meeting 1.5 Notes

Gateshead Peer Support Service Background:

Service To the Community

Lots of gaps in mental health service

For people who arent ready / dont need clinical therapy but want some help

in-between primary and secondary care

This service is for people who are registered to a gateshead gp

A non clinical approach

Mostly for accessing resources and more self learning

day to day health monitoring

if they need they can signpost themselfs using the app

non clinical and clinical articles

accessibility : can listen to articles as well as read

for ages 16 and up , reading age 8

2 sides to the app , Information/Signposting | Interactive

Meditation articles

Refer to apps such as Calm, they were referenced in meeting as good

Cat Ideas:

name cat

calm music in background

WRAP plan (wellness recovery action plan)

- use as a base for wellbeing forum

# Meeting 2 Notes

WRAP plan phrasing changes need to be made (avoid the words crisis and triggers)

Daily maintenance can be added through game mechanics

Good that you can change animal, give more customisation

Add voice control

Dyslexic friendly font and colours need to be added

No place that had videos, relaxation, helpful links. Is a must add

# Meeting 3 Notes

# Final Presentation Plan – Task B4

## 1. Title of Presentation

Demonstration of the NHS Mental Health App

## 2. Objective

To present and demonstrate the final version of our NHS Mental Health App to the client, ensuring all functionalities are explained, questions are addressed, and feedback is received.

## 3. Presentation Duration & Agenda (20 Minutes Total)

* Introduction – 2 min
* System Overview & Features – 5 min
* Live Demo – 8 min
* Technical Aspects – 2 min
* Team Q&A & Wrap-Up – 3 min

## 4. Individual Roles and Responsibilities

* Jeremy: Opening, Team Introduction, and Feature Overview
* Cameron: Backend Architecture & Technical Explanation
* Haytham: Live Demo Walkthrough of the Application
* Tony: UX/UI Design and Interface Explanation
* Zaham: User Benefits and Community Engagement
* Walid : Marketing Strategy and Post-Launch Promotion

## 5. Presentation Materials

* PowerPoint Slides with visuals and talking points
* Live Demo of the Web App (Hosted on development server or localhost)
* Handouts (digital or printed) – Feature summary and navigation instructions

Response to an informal client survey Pre 2nd Presentation

- good UI , easy to navigate

- buttons need to have consistent styling

Response to an informal client survey Post 2nd Presentation

- Keep the theme consistent and light hearted

Email Outline Post 2nd Presentation

Subject: MY Software: NHS x Sunderland University Web App

Hello all, I hope you are doing well.

I'm reaching out to share this demo that the development team has put together to show our progress on the app, following up on our second meeting.

The demo video will be attached to this email.

If you would like any further resources, please follow up via email, and we will gladly send any details or sources over.

Any questions and/or comments are greatly appreciated.

Thank you very much for taking the time to read, watch, and respond to us.

All the best,

Cameron Haynes

Development Lead, MY Software (Group 9)

Meeting Mins

**Who attended the meeting on Week 1**

Jeremy Ryan Gardside  
Antonis Georgiou  
Cameron Haynes

**A breakdown of each persons achieved activity for the week**

* Cameron Started GitHub
* Antonis started minutes
* Jeremy started art and made a lot of ideas with Cameron
  + Kitten Tamagotchi website (feed, pet, customise cat, health, age, type, gender)
  + Ways to calm you and your cat
  + Chat with the cat reacts based on mode
  + Breathing exercise mini game
  + Mood tracking page, forum filling
  + React Based
  + Account system
  + Json progress store, hash it
  + DB for users, sqlite3

**Project progress**

* Started the general structure of the project such as GitHub start communications etc

**Issues encountered and planned response**

* **Issues encountered**
  + Members didn’t show up
* **Planned response**
  + Communicated as much as we could with the missing members so they can be as updated as possible

**Group delegated roles:**

Jeremy – Project Lead   
Cameron – Dev Lead  
Haytham – Dev, Art/Design  
Walid – Marketing  
Zaham – Marketing   
Antonis – Lead Art/Design, Doc Minutes

**Who attended the meeting on Week 2**

Jeremy Ryan Gardside  
Antonis Georgiou  
Cameron Haynes

**A breakdown of each persons achieved activity for the week**

* Cameron Started the PowerPoint for the Presentation, had made progress on site development
* Jeremy, Haytham  and Antonis started art for the logo
* We had asked other members to contribute questions for the PowerPoint however Haytham, Walid and Zaham didn’t contribute to the PowerPoint
* We received little to no communication from Haytham, Walid and Zaham this week

**Project progress**

* Started the presentation of our product and the design of our logo
* Website development started with a NavBar being established with a login system
* Wednesday – Cameron and Jeremy had an impromptu meeting to be on same page and organise whose doing some docs

**Issues encountered and planned response**

* **Issues encountered**
  + 3 Members didn’t show up (half of team)
* **Planned response**
  + Communicated as much as we could with the missing members so they can be as updated as possible

**Assigned tasks:**

Haytham:  Design Documents, work on general design

Antonis – Corporate design

Cameron – Pact analysis, PowerPoint

**Who attended the meeting on Week 3**

Antonis Georgiou  
Cameron Haynes  
Haytham Grari  
Syed Zaham Haider

**A breakdown of each persons achieved activity for the week**

* Cameron, Antonis, Haytham and Zaham had the 1st interaction with the client and went through our presentation slides project led by Cameron and discussed to how we should proceed and approach our project

**Project progress**

* Our idea must fall into the guidelines of a good tool but not a substitute for mental health support. We must assist the NHS and not take it over.
* App must be reliable / robust and effective
* Must be accessible 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
* Refer to Becky to check if the use of our software is appropriate

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

**Issues encountered and planned response**

* **Issues encountered**
  + Members didn’t show up
* **Planned response**
  + Divided the duties of the presentation to a way we found appropriate

**Assigned tasks:**

* Marketing & Design Team:  Corporate identity and website
* Developer Team: Adjust small changes
* Haytham: Work on flowchart and wireframes
* Jeremy: Art for the website

**Who attended the meeting on Week 4**

Jeremy Ryan Gardside  
Haytham Grari  
Cameron Haynes

**A breakdown of each persons achieved activity for the week**

* Walid: Marking strategy updates
* Haytham: flowcharts and wireframes
* Updating excel docs
* Cameron: Agile doc, API docs, implementation of article recommendation

**Project progress**

* A lot of documentation progress, almost done all we are missing is the marking documentation and the functional and non-functional requirements

**Issues encountered and planned response**

* **Issues encountered**
  + A roadblock in what to make progress in, due to us already being ahead of progress
* **Planned response**
  + coming together as a team, look at rubric and delegate tasks

**Assigned tasks:**

* Walid:  marking strategy

                   Both = marking site design

* Zaham:  Functional and non-functional requirements
* Cameron: further site implementation for mood tracker and article recommendation
* Haytham: further flowchart and start on wireframes
* Jeramy: more project planning / docs
* both = site wireframes

**Who attended the meeting on Week 5**

Jeremy Ryan Gardside  
Haytham Grari  
Cameron Haynes  
Antonis Georgiou  
Walid Graihim

**A breakdown of each persons achieved activity for the week**

* Jeremy, Antonis: PowerPoint Presentation
* Haytham: Wireframes and Figma design
* Cameron: agile doc, API docs, implementation of article recommendation
* Walid: Marketing site design
* Zaham: functional and non-functional requirements

**Project progress**

* A lot of documentation progress, done the PowerPoint for the next presentation of our progress to date

**Issues encountered and planned response**

* **Issues encountered**
  + A roadblock in what to make progress in, due to us already being ahead of progress
* **Planned response**
  + coming together as a team, look at rubric and delegate tasks

**Assigned tasks:**

* Walid: marking strategy  
                  Both = marking site design
* Zaham:  Functional and non-functional requirements
* Cameron: further site implementation for mood tracker and article recommendation
* Haytham: further flow charts
* Jeramy: more project planning / docs

both = site wireframes

**Who attended the meeting on Week 6**

Jeremy Garside  
Cameron Haynes  
Haytham Grari

Walid Graihim

**A breakdown of each persons achieved activity for the week**

* Jeremy, Haytham, Cameron and Walid (came 5 minutes late) attended and hosted the meeting with the clients, and developed the slides before the meeting too.

**Project progress**

* More information was learned from the clients, notes were taken from the clients and were added to project goals

Suggestions:

* Change wording to be more soft

**Issues encountered and planned response**

* **Issues encountered**
  + Members didn’t show up on time or at all
* **Planned response**
  + Divided the duties of the presentation to a way we found appropriate

**Assigned tasks:**

* Project lead will review all of our work and make sure everything is done for the hand in date.

**Who attended the meeting on Week 7**

Jeremy Garside  
Cameron Haynes  
Walid Graihim  
  
**A breakdown of each persons achieved activity for the week**

* Jeremy, Walid and Cameron attended the session.
* Jeremy split the work between the groups and worked on group minutes.
* Cameron worked on:
  + created the feeding mechanic
  + created the happiness mechanic
  + added sleep to the game
  + added particle effects to sleep

- Walid worked on the business promotional website.

**Project progress**

* Website has better CSS and more basic functionality.
* Game given more models and more functionality.

**Issues encountered and planned response**

* **Issues encountered**
  + Members didn’t show up on time or at all
* **Planned response**
  + Contact them online and assign them tasks.

**Assigned tasks:**

* Walid, business website and presentation for the clients
* Jeremy, meeting minutes, making sure all members are assigned tasks.
* Cameron, working on game and website, specifically text to speech.
* Haytham, working on game and website, specifically text to speech.
* Zaham and Antonis, to decide based on what is left to do.

**Who attended the meeting on Week 8**

Jeremy Garside  
Cameron Haynes  
Antonis Georgiou  
Walid Graihim

**A breakdown of each persons achieved activity for the week**

* Jeremy, Walid, Cameron and Antonis attended the session
* Jeremy created a weekly task document, created outlines for the client interactions document, as well as the group poster.
* Walid worked on the business website and social media presence.
* Antonis worked on the client interactions document.
* Cameron worked on technical functionality of the website.

**Project progress**

* Website has better CSS and more basic functionality.

Project documentation has progressed well.

Social media presence established.

**Issues encountered and planned response**

* **Issues encountered**
  + Members didn’t show up on time or at all.
  + Understanding of the poster took some time.
* **Planned response**
  + Contact them online and assign them tasks.
  + Asked module leader on how to create the poster.

**Assigned tasks:**

* Jeremy: Weekly minutes, start to prepare the group presentation.
* Zaham: Work on the poster.
* Antonis: Work on the client interactions document.
* Haytham and Cameron: Work on technical deliverable
* Walid: Assist in client interactions document and continue on business website.

**Who attended the meeting on Week 9**

Jeremy Garside  
Cameron Haynes  
Antonis Georgiou  
Walid Graihim

**A breakdown of each persons achieved activity for the week**

* Jeremy, Walid, Cameron and Antonis attended the session
* Jeremy did a content review for the group, making sure the quality of all content is sufficient, he also started work on the group presentation and did the meeting minutes file.
* Walid continued work on the business website and social media presence.
* Antonis continued work on the client interactions document.
* Cameron continued work on technical functionality of the game on the website.

**Project progress**

* Game became more accessible and Project documentation has progressed well.

**Issues encountered and planned response**

* **Issues encountered**
  + Members didn’t show up on time or at all.
  + Figuring out what fonts to use for the game.
  + Getting people to do their work.
* **Planned response**
  + Contact them online and assign them tasks.
  + Asked module leader on how to create the poster.

**Assigned tasks:**

* Jeremy: Weekly minutes, continue the group presentation, content review.
* Zaham: Work on the poster.
* Antonis: Work on the client interactions document.
* Haytham and Cameron: Work on technical deliverable
* Walid: Assist in client interactions document and continue on business website.

**Who attended the meeting on Week 10**

Jeremy Garside  
Cameron Haynes  
Antonis Georgiou  
Walid Graihim

Haytham Grari

**A breakdown of each persons achieved activity for the week**

* Jeremy, Walid, Cameron and Haytham attended the session
* Jeremy did a content review for the group, as well as making a speech to text feature for the website and set out a weekly plan.
* Walid continued work on the business website and social media presence.
* Haytham did CSS work on the website.
* Zaham made a start to the poster.
* Cameron continued work on technical functionality of the game on the website.

**Project progress**

Website became better organised and had increased functionality.

Poster draft started.

**Issues encountered and planned response**

* **Issues encountered**
  + Members didn’t show up on time or at all.
  + The social media name included NHS
* **Planned response**
  + Contact them online and assign them tasks.
  + Change the social media accounts to not include NHS

**Assigned tasks:**

* Jeremy: Weekly minutes, work on more accessibility features on the website
* Zaham: Work on the poster.
* Antonis: Work on the client interactions document.
* Haytham and Cameron: Work on technical deliverable
* Walid: Assist in client interactions document and continue on business website.

**Who attended the meeting on Week 11**

Jeremy Garside  
Cameron Haynes  
Walid Graihim

Haytham Grari

**A breakdown of each persons achieved activity for the week**

* Jeremy, Walid, Cameron, Zaham and Haytham attended the session
* Jeremy did a content review for the group, as well as continuing to help production of work across all sectors.
* Walid continued work on the business website and social media presence as well as the end of semester presentation.
* Haytham did CSS work on the website.
* Cameron continued work on technical functionality of the game on the website.

**Project progress**

Website became better organised and had increased functionality.

Poster draft started.

Presentation was mostly finished.

**Issues encountered and planned response**

* **Issues encountered**
  + Work not produced on time.
* **Planned response**
  + Contact them online and assign them tasks.
  + Chase  up all members of the team that are underperforming.

**Assigned tasks:**

* Everybody present worked on the powerpoint.
* Jeremy: Weekly minutes, assisted in various minor tasks.
* Zaham: Work on the poster.
* Antonis: Work on the client interactions document.
* Haytham and Cameron: Work on technical deliverable and css
* Walid: Assist in client interactions document and make sure powerpoint is being worked on.