



Evelina
London

Baby Diary

Information for
parents about the
'BadgerNet Baby Diary'



showing
we **Care**

What is Baby Diary?

Baby Diary is a secure online diary of photos and comments about your baby's hospital stay. Staff can upload information in real time, when you cannot be with your baby, for you to view and share with friends and family members.

It is not a replacement for direct communication with your baby's care team, and will not contain medical or nursing updates about your baby's treatment.

The information put into Baby Diary does not form part of your baby's health record.

What if I don't want to use Baby Diary?

That's fine, as this is an 'opt in' service. If you do not wish to use Baby Diary, there will be no information about your baby held in this service.

How do I opt in?

Speak to the nurse looking after your baby and they will register your consent on the BadgerNet system.

Once you have given your permission, a staff member will register your consent on the Baby Diary system.

Is my baby's information secure?

Information is kept securely on the same platform as the BadgerNet system where your baby's health record is held.

The staff that have access to BadgerNet are part of the neonatal care team at the hospital where your baby is being treated. Each staff member has their own login ID which will have been approved by a senior member of the medical team.

What can I expect from Baby Diary?

The staff providing care for your baby can add comments and photos for you to view. It may be possible for staff to make frequent entries to Baby Diary, but on busy occasions or if staff are not registered to use BadgerNet, there may be days where no entries are made.

Baby Diary is intended to be an informal way of recording your baby's journey through neonatal care. As well as following in real time, you will be able to look back through it after your baby's discharge home and share access with your family and friends.

How can I access my baby's Baby Diary?

As part of the consent process the staff member will enter your email address, your telephone number, an agreed key word and baby diary name to the system. You will then need to complete a registration process via the Baby Diary website or the BadgerNet Baby Diary App. Please refer to the BadgerNet Baby Diary flyer for parents and guardians for details of how to log in. This will be given to you by a member of staff.

Inviting friends and family

Once you have registered, you will be able to manage your account and invite family and friends to view the Baby Diary.

What do I do if I need help?

Please speak to a member of neonatal staff if you need help or have further questions about the Baby Diary.

Useful sources of information

Clevermed, **w:** www.clevermed.com

Contact us

If you have any questions or concerns about the Baby Diary, please contact The Neonatal Unit, **t:** 020 7188 4045, Monday to Friday, 9am-5pm.

For more information leaflets on conditions, procedures and services offered at our hospitals, please visit, **w:** www.evelinalondon.nhs.uk/leaflets

Evelina London Medicines Helpline

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline.

t: 020 7188 3003, Monday to Friday, 10am-5pm

e: letstalkmedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS)

e: pals@gstt.nhs.uk

t: 020 7188 3514 (complaints)

e: complaints2@gstt.nhs.uk

NHS website

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing. **w:** www.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch. **t:** 020 7188 8815, **e:** languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day. **t:** 111, **w:** 111.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

t: 0800 731 0319 **e:** members@gstt.nhs.uk

w: www.guysandstthomas.nhs.uk/membership

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