Rocket Healthcare

Torbay Family Hubs

Case Study

What's the aim of the Torbay Family Hub and 0-19 service?

We are a partnership between public health nursing, Action for Children and The Children's Society. We provide a range of universal services to families from pregnancy to 25 plus specialist support for young people.

What challenges did you have in engaging with people?

Engaging with service users remotely has been the biggest challenge we have faced. Being able to reach people remotely through the app will help us reach a lot more people.

What are Torbay Family Hub and 0-19 service goals?

To ensure we reach a wider audience of children, families and young people virtually and face to face.

Why did you choose Rocket Healthcare and what are the main benefits?

Our existing app was out of date and when we spoke to Rocket Healthcare, and realising the features and functions they had, we decided to upgrade our app which offered everything we were looking for to align with our digital transformation goals.

How did you find our implementation process?

After ongoing communication we found the implementation process smooth and catered to all of our needs.

How would you describe the app to others?

A great place to find out all about services, support, information and advice from Torbay family Hubs which is all in one place.

Would you recommend Rocket Healthcare to others?

Yes - Malcolm and the team have been great to assist all of our digital app needs. We are excited to see how it helps us engage closer with our service users.

What staff feedback have you had on the app?

Very positive feedback from our staff - This was from a member of staff when we introduced it to the team - "The app supports my role - it allows people to get the advice straight away instead of when the administrative staff have the opportunity to answer."

Our staff are excited to see this rolled out into the community.

"Malcolm has been brilliant, taking us through each step and supporting us. I can't wait to get our app out there for families."

Have a call with one of our healthcare team   📞 01325 633 287   ✉ health@mobilerocket.co.uk