

We're using Beam Notes – what does this mean for you?

Your social worker, occupational therapist, or another professional who visits you might ask to record your meeting using a tool called **Beam Notes**. Here is what that means.



Why?

Beam Notes writes up the notes within minutes, so the practitioner can focus on you - really listening and asking the right questions, instead of writing everything down.



How does this help me?

You can feel heard, with someone who isn't distracted and can focus on everything you have to say. And because the admin is done faster, you can access support with no delays.



What happens to the recording?

The practitioner only has access to it for a short time - enough to put it on file - and then it is permanently deleted. It is only ever used to help with their admin.



Can I say no?

Of course. There is no obligation. It is just like having a minute-taker along for the meeting - but we hope you'll see a real benefit to it being used.



What if I change my mind?

Just tell your worker. During the recording, we can stop and delete it instantly. If it's after the recording has finished, we can delete it manually.



Correct

A reliable record of our talk.



Private

Your information stays safe and is not shared.



More listening

We focus on you, not just writing notes.



Your recording is never used to train AI. Speak to your worker if you have any questions.