



An introduction to vCreate

Information for parents

Your child is staying with us on the Special Care Baby Unit (SCBU) or Neonatal Intensive Care Unit (NICU). During their stay, you can be given access to a video messaging service called vCreate. This leaflet will explain how to register and use this service. If you have any questions, please ask a member of staff.

What is vCreate?

vCreate is an NHS trusted secure video messaging service. It allows the nursing team to send you short videos and photos of your child, when you are unable to be on the unit.

vCreate aims to give you some reassurance, and minimise any separation anxiety you are feeling. We know it's not the same as being with your child, but hopefully it's the next best thing.

How does it work?

When you are admitted to the unit, you will be asked to sign a consent form. This will allow us to record videos and take photos of your child and send them to you. Ask a member of staff for the consent form.

Once you have signed the form, you need to register for your own secure vCreate account.

- If your baby is at the **Queen Elizabeth the Queen Mother (QEQM) Hospital**, please click on this link to register. (<https://app-gb1.vcreate.tv/login/221>)
- If your baby is at the **William Harvey Hospital**, please click on this link to register. (<https://app-gb1.vcreate.tv/login/220>)

Once you have registered, a member of staff will activate your account so you can start receiving videos and photos of your child.

You will be alerted by email and / or text message when a video or photo has been made for you. To access the videos or photos:

1. Click the login button within the email / text message.
2. Enter your email address and the password created when you registered.

You can login to vCreate to access your videos and photos on any device, 24 hours a day, 7 days a week.

Can I share the videos with my family?

Yes. You can share videos with extended family, by clicking the “Share for 24 hours” button on the video page. Enter the email address of the person you want to share the video with, and click “Share”. They will have access to that video for 24 hours.

If you want to give them more time, simply share it again. You can do this as many times as you wish.

What happens once we have been discharged from hospital?

Once you leave the unit, you are able to download your videos and photos to keep forever. To do this:

1. Log into your vCreate account using **a computer, not a mobile device.**
2. Click the “Download” button from the homepage. This will put all your videos and photos into a zip file for you to save to your computer.

Please make sure you have checked the zip file to make sure you have all your videos and photos. For data security and privacy reasons, we must permanently delete your account once you have downloaded your videos and photos. **It is very important to check that you have them, and that you are able to access them on your computer.**

If you have any questions, please speak to a member of staff. More information on vCreate can be found on their web site. (<https://www.vcreate.tv/>)

The clinical care of your child is our priority, so it may not be possible for us to send you a video or photo every day. However, we will do all we can to make videos or send photos when we have time. Thank you for understanding.

This leaflet has been produced with and for patients.

Please let us know:

- If you have any accessibility needs; this includes needing a hearing loop or wanting someone to come with you to your appointment.
- If you need an interpreter.
- If you need this information in another format (such as Braille, audio, large print or Easy Read).

You can let us know this by:

- Visiting the Trust web site (<https://www.ekhuft.nhs.uk/ais>).
- Calling the number at the top of your appointment letter.
- Adding this information to the Patient Portal (<https://pp.ekhuft.nhs.uk/login>).
- Telling a member of staff at your next appointment.

Any complaints, comments, concerns or compliments, please speak to a member of your healthcare team. Or contact the Patient Advice and Liaison Service on 01227 783145 or email (ekh-tr.pals@nhs.net).

Patients should not bring large sums of money or valuables into hospital. Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property has been handed into Trust staff for safe-keeping.

Further patient information leaflets are available via the East Kent Hospitals' web site (<https://www.ekhuft.nhs.uk/patient-information>).

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