

**healthwatch**

# Digital Champions project 2019



# The digitally excluded

**The elderly, the homeless, the unemployed, the disabled, those who speak English as a second language, have few qualifications, live in rural areas, in social housing, in lower income groups, those who use the NHS the most**

# Digital issues in health

**In 2015** - NHS makes commitments to digital in the Five Year Forward View and Personalised Health and Care 2020 report

**In 2016** - STPs begin pushing the digital agenda

**In 2017** - all GP practices must offer online appointments

**July 2019** - 25% appointments must be made available online and repeat prescription requests accessible online

**April 2021** - offer the right to primary care using web & video consultations



# Widening Digital Participation



# What is Digital Health Inclusion?

Support for people to help them improve their digital skills so that they can go online to access services, take part in health related consultations, rate and review services.

The main barriers ; No access to a computer at home, No internet connection, No IT skills, No awareness of the benefits  
No confidence, lack of motivation



# We began the project by setting up 'I-Tea' drop-ins



Initially we had small numbers  
attending

A promotional flyer for 'I-Tea' sessions, tilted at an angle. The flyer has a light blue background with a white border. At the top right is the 'healthwatch North Somerset' logo. Below it is a yellow banner with the text 'Go online with support from Healthwatch North Somerset: Digital Champions for great benefits...'. A list of benefits follows in pink and green banners: 'Book your doctors appointment online', 'Pick a time to suit you—no need to phone or visit the surgery', 'View your medical records', 'Organise your prescription and collect locally', and 'Choose and book your hospital service'. In the center is a photograph of a woman sitting in a blue chair, holding several brochures. Below the photo is a green box with text: 'Come along to our I-Tea sessions where you can log onto digital health services and have a cuppa and a chat. Drop-in sessions on June 25th at 65 High Street, Nailsea 9.30am-12pm. It would be useful to have your Patient Access log in details, you can obtain these from your GP surgery reception.' At the bottom is a yellow banner with the website 'www.healthwatchnorthsomerset.co.uk/' and the phone number '01275 851400'.

## Our volunteers gathered views

What have people tried  
or did they want to try?

What knowledge  
& skills did they want?

What benefits  
might they see?



# The catchment area of surgeries which had introduced askmyGP had concerns



We built relationships with the **askmyGP** project team who are part of the CCG

Invited them to teach us about the system

& passed this on to patients



<b>Face-to-face engagement events</b>	<b>Numbers attending</b>
3x I-Tea sessions at digital hub 65 The High Street, Nailsea	10
3x sessions at Public Library, Bourneville, Weston-super-Mare	18
Outreach Charity Leonard Cheshire digital inclusion programme with disabled people	28
Public Presentation by askmyGP online service	45
Weston Homemakers group Weston-super-Mare	48
Outreach at Sovereign Shopping Centre, Weston-super-Mare	9
St Marys Church, Leigh Woods	16

# Communication

Find hard to reach groups most likely to be digitally excluded

Accost the major of Weston-super-Mare



**healthwatch**  
North Somerset

## Digital Champions Report

September 2019



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Digital Champions Project 2019

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## Draft Report

How-To guides to GPs, Hospitals and Libraries for using Patient Access, askmyGP and E-referral online systems

These are available for you today

# Did we advise on digital downsides?

**Use authentic sites to avoid health related 'Fake News'**

**We suggested NHS self-care, condition management, advice & signposting sites**

**We advised on creating strong passwords, the rules about data sharing and ways of avoiding online scams**



A GP surgery in Portishead have provided a room, a PC & WiFi

They'll promote the sessions at their reception desk

Their PPG members will also be on hand at each session

Dates are yet to be confirmed and will go out locally in the press

Harbourside Family Practice

healthwatch North Somerset

Get online with support from Healthwatch North Somerset and our PPG

- Learn how to login for online appointments
- How to view your medical records online
- To organise your prescription & collect locally
- How to choose and book your hospital service

Book Now!

Come along to our free IT drop-in sessions where you can hear about the benefits of logging onto digital health services at Harbourside:

- Friday 1st November from 9am—1pm
- Friday 6th December from 1pm—5pm

It would be useful to have your Patient Access log in details, you can obtain these from reception.



**Good Things Foundation** is a national digital inclusion charity.

**One Digital** is partnership (funded by the Big Lottery) includes Age UK, Citizens Online, Clarion Futures (part of Clarion Housing Group), Digital Unite and SCVO.

**Citizens Online** is a national charity set up to tackle the issues of digital exclusion.

**Digital Unite** focuses exclusively on vocational training and support for digital champions. Their Digital Champions Network is a comprehensive training and support system for aspiring and experienced digital champions.

**Nominet Trust** is the UK's largest funder of social tech initiatives, with over £17m made in grants since 2009. Focuses on ensuring children and young people are not digitally excluded.

**AbilityNet** is working to build a more digitally accessible world, through accessibility audits, user testing, and expert advice to deliver more accessible websites and apps. Factsheets and other resources are published.

**mHabitat** is an NHS hosted team specialising in co-design, digital skills and inclusion, policy and strategy, and evaluation. mHabitat has been leading work on digital practitioners helping health and care practitioners develop digital skills and confidence so they can make things better for people who access their services.

## Contact us.

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to share your story

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Local voices improving local  
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**Your voice counts!**