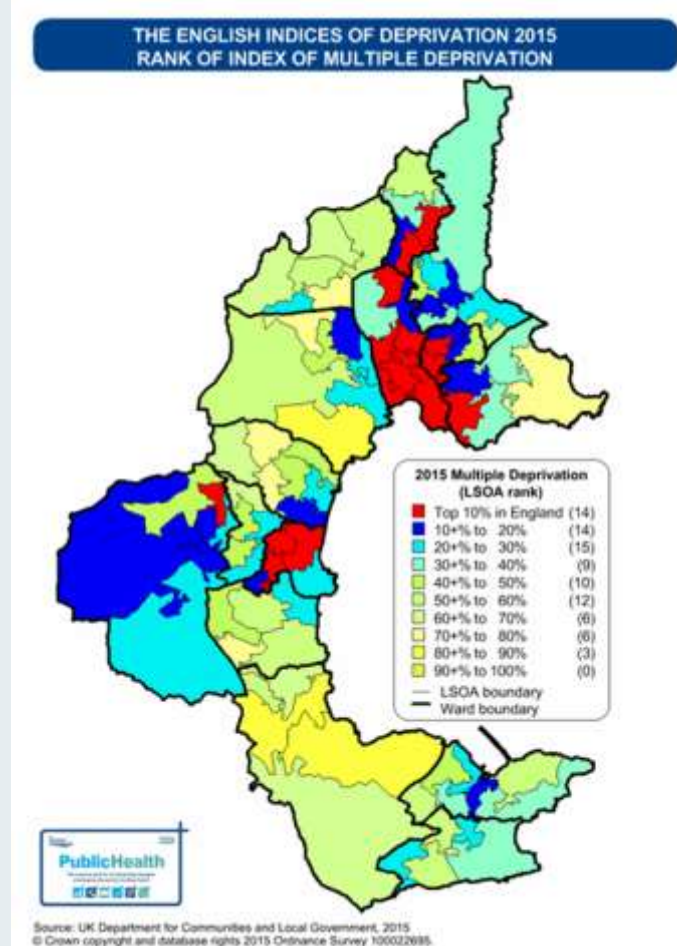


**Digital  
Inclusion  
Project  
2019**



# Our Health in Torbay

- The average age in Torbay is 44.8.
- 3.7% of the population is aged 85+.
- Life expectancy is 83.3 years for women and 78.9 years for men.
- Around 6 out of 10 adults are overweight and 1 in 6 adults smoke.
- In the top 20% most deprived local authorities.
- High levels of alcohol-related admissions to hospital, self-harm and suicide.



# Project Background 2017 - 18

- Nearly half the Torbay population (130,000+) is over the age of 50, with a high proportion of isolated and lonely older people.
- This is why the **Big Lottery** funded a local programme to trial methods that reduce loneliness and exclusion - known as **Ageing Well Torbay**.
- The public told us they had difficulty accessing healthcare resources on the internet that could have a positive impact on their wellbeing.

- For this reason we chose to apply for a lottery grant from Ageing Well Torbay, to help these people who are - for whatever reason - 'digitally excluded' from using online services.
- **And were successful!**





What did we do?



# Created Training Resources

- After public consultation and a stakeholder focus group, we developed a free training and information resource to show the public exactly how they can use the internet to access health and social care services. This included:
- **A 70 page training booklet** - guiding readers through the setup of an email account, and using this to register with useful local online resources such as self-referral & appointment-booking systems, plus how to rate and review local services.
- **Online training modules** - including screen capture how-to video guides - all available in a dedicated section of our Healthwatch website.



Please click on the arrow next to a heading below to see your available training resources.

Click on the green 'GO' button alongside each category to see the online tutorial for that section. When you have finished, click on the 'Back to Online Tutorials' link at the top of the sidebar menu on the left of the page, or click the back (left) arrow at the top left of the page.

## Training Articles

Search form...

### Introduction and set up

Using your computer or device

How to search and explore the internet

How to use email

### Using online health and social care services

GP appointment booking and ordering prescriptions

Online self-referral services

How to provide your feedback or make a complaint

Online self-help services and useful links

### Support

Social media

Contact ongoing support

## Example Video - How to register with a letter





# Set up Drop In Sessions

- We recruited volunteer community trainers to give people the advice and information they need, including one-to-one support at drop-in sessions at GP practices, community centres and local organisations.





How did it go?





# Estimated Figures 2017 - 18

- We personally trained **over 300 people**, shared **650 training booklets** locally in Torbay and also had **over 750 unique online visits** to our training module guide.
- We shared the training and booklets with local Health Coaches and also with South Western Ambulance Service NHS Foundation Trust (SWAST) Learning and Development team. SWAST trained 200 of their frontline staff and keep copies of the training booklet on each of their South Devon vehicles.
- The project also won a national ‘Highly Commended’ award in the ‘Giving people the advice and information they need’ category at the 2018 National Healthwatch Excellence Awards.





# Project Expansion 2019



# Digital Health Devon 2019

- Following successful bids for European Regional Development Funding and extension of the Ageing Well Torbay funding, this year we expanded the project to incorporate the wider Devon area, hosting drop in sessions at GP Practices and select community venues.
- **Digital Health Devon** was then born, a partnership of organisations - including Devon Clinical Commissioning Group and Healthwatch Plymouth - offering free digital training in Devon to show people how to use the internet to access local healthcare services.



*(The CCG gave us permission to use the NHS logo, something which added significant value to our marketing and promotion)*



What did we do differently?



# Digital Health Devon 2019

- We re-designed both the booklet and online training module guide with new additions, videos and screenshots, covering 6 main module sections:
- How to set up Email
- GP Online Services
- Online self-referral services
- How to provide your feedback
- Online self-help services
- Finance, Debts & Benefits.





## New Website for 2019

- The new website offers people the chance to complete a free online training course in their own time, from the comfort of their own device.
- Completing a module awards a free certificate and completing all six qualifies people or organisations (e.g. GP Practices) to become a community 'Digital Health Devon' Champion if they wish to.
- Try it via [www.digitalhealthdevon.co.uk](http://www.digitalhealthdevon.co.uk) !

### My Online GP Services

Welcome to

The display bel

Digital  
Health  
Devon

**Certificate  
of achievement.**

presented to

**Holly Healthwatch**

for completing all Digital Health Devon  
online course modules

*P. Harris*  
Patricia Harris  
Digital Health Devon Project Lead

*K. Dixon*  
Dr Kevin Dixon  
Healthwatch Torbay Chair



Providing  
complaints  
100%  
COMPLETE

How to register to use SystemOnline  
3 Topics

eConsult  
1 Topic

Online GP access

Expand

Consult

Consult



# Digital Health Devon Champions

**healthwatch**  
Torbay

- Champions can help at or even host a digital drop in session in their local area, either in their GP Practice or another community venue, voluntarily supporting their own community by sharing our training.
- Support from us for this could include donating; devices for the event (*including mobile internet*), trainers to support the event or even potential funding if needed (*e.g. trainer travel costs / venue hire / refreshments*).
- Our partnership with Plymouth University means that we have a number of their healthcare students recruited as volunteer champions throughout the Devon community.





How is it going?



# Current Progress

- Although the project is still ongoing, figures are very encouraging, with nearly 100 volunteer 'trainers' recruited throughout the county.
- Over 100 drop in sessions have taken place, with many more booked.
- Over 1000 courses have been enrolled onto via the online training website [www.digitalhealthdevon.co.uk](http://www.digitalhealthdevon.co.uk).
- Completed feedback surveys reveal that the training has been shared with over 800 people so far.
- We expect to have over 5000 unique page views of our online course pages (those you have to be registered on the site to use).
- We are also actively researching sustainability opportunities for 2020.





# Thank You

For More information please contact us via:

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