



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

healthwatch
North Somerset

Go online with support from Healthwatch North Somerset: Digital Champions for great benefits...

- 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
- Choose and book your hospital service



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.

www.healthwatchnorthsomerset.co.uk/ 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?



Digital Inclusion Project 2019 Feedback Questionnaire

What is your GP Surgery _____

First part of your post code _____

2. Age: 16-20 20-25 25-30 30-40 40-50 50-60 60+



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

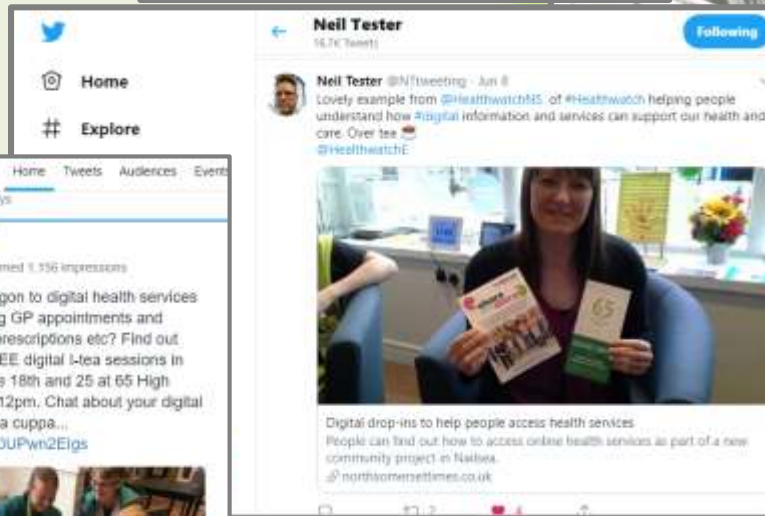


Face-to-face engagement events	Numbers attending
3x I-Tea sessions at digital hub 65 The High Street, Nailsea	10
3x sessions at Public Library, Bourneville, Weston-super-Mare	18
Outreach Charity Leonard Cheshire digital inclusion programme with disabled people	28
Public Presentation by askmyGP online 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



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



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.



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Charity No: 1158487



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Your voice counts!