

# Digital Inclusion Project 2019



# What we do!




## OUR MISSION

By offering all people of North Somerset a strong voice we will improve the quality of local Health and Social Care





# How we work

-  We listen to all members of the North Somerset Community, including people who are less able to be heard
-  We have a strong group of volunteers who help us to achieve our responsibilities and also work across the community of North Somerset
-  We collect and feedback the views and concerns of the community to the organisations/services responsible for planning, commissioning, delivering or monitoring care





# Our statutory activities

- Obtain the views of local people
- Promote, support and enable local people to be involved:
  - in the commissioning, scrutiny and provision of services
  - to monitor the standard of provision (using our powers to Enter and View/ other research and evaluation methods)
- Make recommendations on how services could be improved
- Provide evidence to Healthwatch England/CQC
- Provide advice and information (Signposting)





# Who we are!



Healthwatch is the ONLY independent statutory body for Health and Social Care.

- ❖ We are the consumer watchdog for health and social care services
- ❖ We were created by the Health and Social Care Act 2012
- ❖ Healthwatch Networks were established across England in each Local Authority from 2013





# Our purpose



- ❖ We are here to ensure all adults, and young people have a say in how their local health and social care services are designed, commissioned and run
- ❖ To be independent, transparent and accountable
- ❖ Bring about positive change as we have the strength of the law and national influence of Healthwatch England behind us



# Other activities we carry out!

We send out relevant information on health and social care issues using our social media (Facebook, Instagram and Twitter) through our website, or we give information over the phone, or by email and in person at the office in Nailsea

We alert Healthwatch England, The Local Authority or the Care Quality Commission, where appropriate, to concerns about specific care providers and health or social care matters

We carry out planned visits to services called **Enter & View visits** where we speak to families, carers and patients inside services such as GP practices, hospitals, Minor Injuries Units, Mental health Units, clinics

# Who we work with

Across North Somerset our volunteers and staff engage with the public at attend:

Public events, public establishments and support groups i.e. North Somerset Show, Weston College Freshers Fayre, Weston PRIDE, Sovereign Centre, libraries, Weston hospital, GP surgeries, specific health issue support group and equalities groups

Our Board and staff and volunteers attend a range of professional meetings to ensure the voice of the service user is heard:

At the leadership level this includes The Health & Wellbeing Board, The South West Citizen's Assembly, Patient Experience Review Group, Health Overview and Scrutiny Panel, Quality Surveillance Group, Patient and Public Involvement Forum and many others





# Digital Inclusion-Why?

During the summer of 2019 Healthwatch North Somerset began collecting feedback from Health service users with a focus on Digital Health

## What You Said

- Some people were not aware of any digital health benefits
- People found using a digital platform (for example for booking appointments online) very difficult
- Some people who do not have internet access felt excluded from the getting the benefits other people experienced





# Digital Inclusion 2019



## What You Said

- People found it a real benefit understanding which digital services were available and what they did
- People were able to bring the problems along they were experiencing and get help with access to the digital systems





# Digital Inclusion 2019

## What we did

- People were able to bring along any problems they were experiencing and get help with access to the digital systems - sometimes we used library computers





# Digital Champion 2019



## What we did

- We gemmed up our volunteer to use digital benefits and she was able to pass on her knowledge





# Digital Inclusion 2019

## What we did

- Provided talks to groups of people interested in hearing about the benefits of digital
- Took feedback on people's views of digital innovations in health and whether they use them





# Digital Inclusion 2019



## What we did

- Our younger volunteers got involved in provided help for people using mobile devices.





# Digital Inclusion 2019



## What we did

- Teamed up with multiple groups and people
- The project was supported by the Mayor of Weston





# Digital Champion 2019



## What we did

Invited a speaker to our public board meeting to tell us about Ask My GP - a digital platform for making appointments that is now used in 6 GP surgeries in Weston







# Digital Services - Websites



NHS website [www.nhs.uk/](https://www.nhs.uk/)

There are thousands of freely available articles, videos, tools and [apps](#) to help you make the best choices about your health and wellbeing.

## Health A to Z

Your complete guide to conditions, symptoms and treatments, including what to do and when to get help.





# Digital Services - Websites



## Medicines A to Z

Find out how your medicine works, how and when to take it, possible side effects and answers to your common questions.

## NHS services

Find the service you need and book appointments online.

[Find a pharmacy](#)

[Find a dentist](#)

[Find a GP](#)

[Find your nearest A&E](#)

[Find other urgent care services](#)

[Find other NHS services](#)

You can find out more about [support and social care services](#) if you or someone you know needs help with day-to-day living because of illness or disability.





## Booking appointments



Patient Access is in all GP surgeries in North Somerset. It allows you to book face-to-face or online appointment, order repeat prescriptions, and view your medical records. *(You 1st have to get a 'login' at the surgery by taking in your ID)*

You are also able to view your medical record and to make requests for routine appointments, e.g. Blood tests, Contraception & Sexual Health Appointments, NHS Health Checks and Smear tests (if you have been invited).



# Booking appointments



AskMyGP is a email system that allows doctors and advanced nurse practitioners to look at appointment requests and deal with these by providing the appropriate telephone, skype or face-to-face appointments – and they do these on the same day as the emails are submitted.

Ask My GP is currently being used by 6 surgeries in Weston. These are:  
Horizon, Tudor lodge, Longton Grove, New Court, The Cedars, Milton Rd





Digital Services -

# Booking appointments



## Healthwatch Top Tips

- When creating an account type your password in very carefully
- write down your password and any login or username and store these in a safe place.
- A good password will have a mixture of letters and numbers and punctuation.
- Example password HWns123!!!





# Digital Inclusion 2019



## Our website

Encourages residents of North Somerset to use the website to share feedback on services



healthwatch North Somerset

Microsoft Office Ho... CiviCRM Home | no... Healthwatch North...

Facebook Twitter LinkedIn Instagram Select Language

**Your spotlight on local services**

Home Share Your Experience About Us Be Heard Be Informed Be Involved Events News Contact Us

**Share Your Experience**

Everyone who uses health and social care services has the right to expect a high standard.

In order to help local organisations achieve these standards, we need your help. That's why we actively encourage and welcome you to share your feedback. We will summarise your feedback and provide it to the organisations that deliver our health and social care services in North Somerset, so they can get a clear picture of your experiences when using the services they provide. This will help them encourage and reward good practice, as well as identify and rectify any problems you may encounter.

You can review as many local services as you like, and if you use a service on more than one occasion you can leave feedback each time you visit.

**How to submit a review of your experience online:**

- Visit [www.healthwatchnorthsomerset.co.uk/services](http://www.healthwatchnorthsomerset.co.uk/services)
- Search for the provider and submit your experience
- You will then receive an email to authenticate your email address
- Your feedback will be reviewed by the team at Healthwatch North Somerset
- We will ask you for a little information about yourself when you leave a review, but you can leave a review anonymously

**Find a service**

**How to share your experience on the phone:**

# What we have achieved?

Examples of how we have directly influenced care are;

Our Enter & View visits identify areas where services can improve - sometime small things but they make a huge difference to people's experience of care. In 2018/19 we made 33 recommendations which resulted in changes in GP surgeries such as having hand sanitizer machines in the right place or better signage for toilets/baby changing, access to drinking water, improvements to ensure confidentiality in reception areas, hearing loops being available.

In 2017 our report on rehab. after Stroke influenced how Stroke Services were provided in the Community.

In 2018 we worked with The Diversity Trust gathering evidence about Trans-health. Recommendations for mandatory staff training to tackle stigma & discrimination against people who have had gender transition were fully taken up by University Hospitals Bristol who introduced a raft of changes and policy reviews.

In 2019 our Young People's mental health report is being used to push for vital funds to go into a county-wide early intervention service in schools, so that they get seen, heard and treated (if necessary) with the right support at an early stage.

# How you can join Healthwatch North Somerset

Become a member - get our newsletter and hear about regular opportunities to get involved as a patient or member of the public

Become a Volunteer: help with administration, talking to the public, being a champion in a group you attend, being involved in prioritising our work, becoming a Trustee, help co-design local health services

Share your views or experience either face to face at an event, on our website, by phone, by email or by dropping in to our office



## Contact us.

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Visit [www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk)  
to share your story.

Charity No: 1158487



Local voices improving local  
health and social care services.

**Your voice counts!**