

### 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 <u>all</u> 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)









# Healthwatch is the <u>ONLY</u> independent statutory body for Health <u>and</u> Social Care.



- We are <u>the</u> 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







- ❖ We are here to ensure <u>all</u> adults, and young people <u>have a say</u> 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







#### 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









#### 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 healthwatch North Somerset



#### What we did

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









#### 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







#### What we did

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









#### What we did

Teamed up with multiple groups and people

 The project was supported by the Mayor of Weston







## Digital Champion 2019 healthwatch North Somerset



#### 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





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

So to the Health A to Z

#### 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.

Go to the Medicines A to Z

# NHS services Find the service you need and book appointments online. Find a pharmacy > Find your nearest A&E > Find a dentist > Find other urgent care services > Find a GP >

#### NHS website

www.nhs.uk/

There are thousands of freely available articles, videos, tools and <a href="mailto:apps">apps</a> to help you make the best choices about your health and wellbeing.

#### Health A to Z

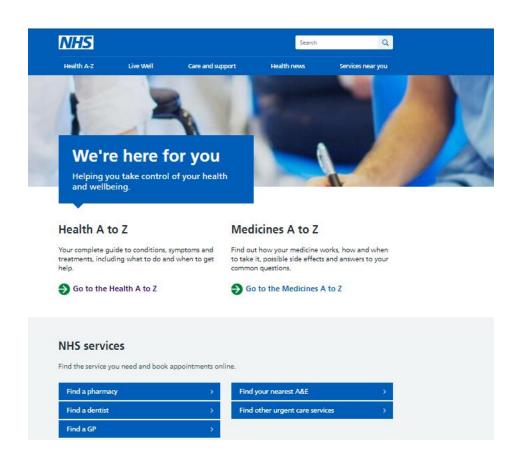
Your complete guide to conditions, symptoms and treatments, including what to do and when to get help.





### 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 <u>support and social care services</u> 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 -**

#### healthwotch North Somerset

### **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!!!

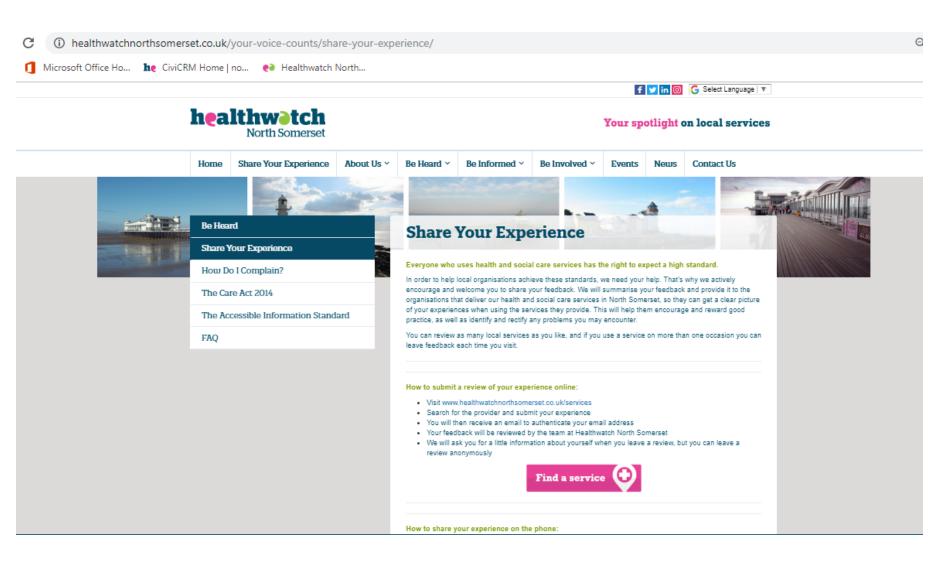






#### Our website

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



#### 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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E: contact@Healthwatch.co.uk



Visit www.healthwatchnorthsomerset.co.uk to share your story.









Local voices improving local health and social care services.

Your voice counts!