

Digital inclusion

In December 2019, we asked 240 local people if they would consider using online tools to access NHS services.

67% would consider using an NHS app to access NHS services.

56%

would have an online consultation with a GP

59%

would access their test results online

56%

would look up their symptoms online

In March-June 2020, we asked 354 local people whether they had accessed NHS services online

5% filled in an E-consult form to receive a call back from their GP

3% had an online consultation with a GP or practice nurse

7% communicated with another medical professional online

13% used the NHS 111 online website

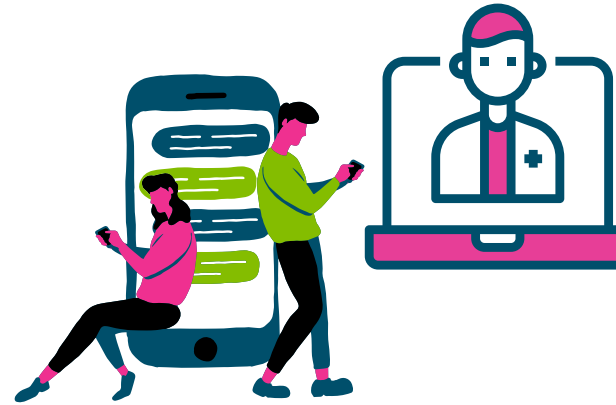
20% looked up their symptoms online elsewhere

10% ordered a repeat prescription online



People most likely to use online GP services

- In work
- Middle class
- Aged under 50
- Parents



Patients who used e-consult or other forms of online consultations in their GP surgeries found it easy and efficient.

Medicine reviews and other less complex appointments can often be done by telephone or online with the same results as in person.

Online or telephone appointments are less likely to be suitable for patients with complex needs or those with new, unexplained symptoms.

Who is excluded?

Some of the most vulnerable Tower Hamlets residents may be at higher risk of digital exclusion.

38%

of November 2019 conversation participants

14%

of 2020 Covid-19 survey respondents

were digitally excluded

(had no internet access, no devices to access the internet on or no IT literacy)



More likely to be of Black ethnicities.



More likely to be older.



More likely to be in poor health or disabled.



Less likely to be working or financially secure.

The Covid-19 pandemic may increase health inequalities around digital inclusion:

- Closures of libraries/ community centres impact on access to devices for those who do not have them at home.
- Those who depend on friends/ family members for help with using online services may not be able to receive home visits.
- As more services move online, those who for various reasons cannot use the internet may struggle to access them.
- Language, literacy and confidence barriers may be experienced even by people with some knowledge of using the internet.



THT Programme

Skills building

- Collaboration on training programmes to create a toolkit of resources for organisations.
- Training sessions for volunteers and staff.
- Community training sessions in VCS setting

Access to devices

- Project in a hostel to pilot access to devices
- VCS organisations linked to GPs practices

Personalisation

- Personal Health budgets to access WIFI and devices