

Appendix 1

Key themes from the reports

Theme	Summary
Inequality	There is widespread inequality in the experience of digital healthcare access nationally. Digital exclusion correlates strongly with social aspects such as low income, disability and age. However most intervention to support digital access in BLMK so far has been digital which is failing to support those with no access, excluding them further. For that approach to work. There would need to be significant structural change first, which is unlikely to happen.
Communication and support	Digitally excluded people may lack the skills, the means or have limited trust in digital services. Support and communication to overcome this is key. There are opportunities within the digital care service journey to provide support, such as by providing instructions, guidance and reassurance. A lack of supporting infrastructure has also been identified, such as a lack of access to computers and the internet in supported housing facilities, as well as a lack of training and public wifi.
Experience	Experience of using digital services for accessing healthcare varies. Some find their experience frustrating and lacking respect for patient comfort with the process and technology, and people worry that they will get left behind in the transition. Others are optimistic about the opportunities, such as patient empowerment through access to digital medical records, supporting them to advocate for themselves, and providing flexible appointment times without the need for travel.
Choice	Choice is key to digital services in health care. Patients must have a choice about when and how they use digital options, picking formats that suit the nature of the contact and their level of comfort in the use of technology. Face to face options must continue for those who are digitally excluded.
Systems, processes and design	Users of digital health services feel that the opportunities for digitalisation present themselves more in the back stage systems that would support a better experience for patients, and better resource management. Good design of digital services is seen as paramount as bad design might exclude people further, leading to disengagement and worse clinical outcomes. Most patients experiencing remote consultations are not being asked for feedback on their experience, which is key to building a better system.

Reports and themes from the reports

1. Traverse - Health and Care in Sussex

A section of this project explored public views about remote access to care and digital inclusion. Specifically views, experiences and aspirations for digital health and care services, key enablers and barriers to accessing or using digital services and considerations that should underpin approaches to inclusive digital transformation.

Experience

Attitudes towards digital services varied depending on personal experiences. Some were excited as for the opportunities it might present, others were worried about people getting left behind or digital services replacing face to face.

Systems & Processes

Participants were keen on the opportunities digital could present for more back stage systems and processes supporting a more seamless experience for patients and better resource management. For example moving routine GP appointments online could free up GP time for more complex cases.

Choice

Choice was a key factor. Participants didn't want digital to replace face to face and felt strongly that all should be given a choice ensuring those who are digitally excluded can still access the care they need. The choice would need to be 'real' to ensure inclusion.

Good Design

When digital services such as repeat prescriptions and booking appointments are designed well they can be quicker and more convenient. However when they are badly designed it puts people off and excludes those who aren't as confident using digital services, have particular communication needs etc as well as potentially leading to worse clinical outcomes and the erosion of trust in the NHS.

Patient Empowerment

Participants felt that a shift to digital medical records that they could access would be empowering and put them in a better position to advocate for themselves.

Communication and Support

Participants saw an opportunity for better communication to support awareness of digital services as well as support to access it such as 'digital champions' throughout the health and care system (receptionists were mentioned) as well as support stationed in communities. This was seen as helping to build trust in digital services as well. There were questions however that if people need support to access these

services then they aren't truly inclusive and this raises questions around patient privacy.

Personalisation

Participants considered the overlap between digital and physical exclusion from health and care services. Participants discussed how different barriers can overlap and interact with each other. Many participants highlighted the need for healthcare professionals to understand the background, needs and barriers faced by the person they are talking with. Participants felt this would enable those working in the NHS to tailor the choices and support they offered.

2. Dr.Zoom - Traverse June/July 2020

In the early stages of the pandemic many health services had to switch to a digital online model in order to keep seeing patients safely. This was a drastic and fast transition so Traverse, in partnership with Healthwatch and National Voices conducted a qualitative study to find out the experiences of those who had had digital GP, outpatient or follow up appointments with their health care provider. This included phone, video calls and texts.

Experience

Participants were frustrated by lack of a set time for digital consultations, which did not allow for patients to find a confidential place beforehand, lack of information on length of call/delays etc and frustration of missed calls with no messages or numbers to call back. Summarised as a lack of respect for peoples time and lives. Participants liked that it was quick, easy, effective and informal.

Choice

Many people would have liked the ability to choose which type of remote appointment was most suitable. Their choices were informed by the nature of the appointment and by preference or confidence with different formats.

Good Design

Most participants weren't asked for feedback about their remote consultation experience. As with any significant change it is important to seek feedback and to learn from what works and what needs improvement. There is an opportunity to build on good practice in this area without having to re-invent the wheel. The health and care system should work in partnership with industry and to engage in further research to understand the user journey.

Patient Empowerment

Many of the participants felt that there was a useful role for video consultations. Not in every case, but for those who feel confident and comfortable with the idea, it

provided an opportunity for flexible appointment times, without the travel, and to still be able to see a health care professional face to face.

Communication and Support

The interpersonal skills that are expected in-person are just as important remotely, and in some cases, more so, for example on the phone where there are no visual cues. Receiving information in advance was important for participants to make sure they were prepared and knew what to expect, they felt it was reassuring.

Patients and providers alike need to be well prepared ahead of the consultation. This includes guidance about how the appointment will work, how long it will take, clear joining instructions, how to use any technology and what to do if something goes wrong, such as technology not working.

Most people said they hadn't received any information in advance and that they didn't feel supported in the lead up to their appointment. Some people felt they were being asked to provide information that the health care professionals would already have and found this frustrating.

Personalisation

Taking the time to assess a patient's level of digital literacy and offering a way to communicate that reflects this would help match the type of appointment with the needs of the person.

Covid-19

All themes in this report are in the context of Covid 19

3. Being digitally excluded' 2021 – Healthwatch Luton

Gathering feedback from the public and professionals on how they are coping during the covid 19 pandemic - Being Digitally excluded - With this in mind, Healthwatch Luton wanted to find out from some of the Luton population, how being digitally excluded affected them. Healthwatch Luton called and spoke with individuals over the phone and asked a series of questions, to be able to pull together a case study for individuals.

Experience

Access to GPs had been the most common health experiences for those who were digitally excluded. There have been telephone conferences, which have received mixed responses.

Being digitally excluded was a choice for some, and one that they largely felt does not affect them.

Communication and Support

There was a feeling that communications, whilst being able to get information from a lot of sources, including the TV and radio, could be delayed when a person was not digital. There was a need to rely on family or friends for the more immediate communications and updates relevant to the local area.

Covid 19

All themes in this report are in the context of Covid 19.

4. BLMK Digital Inclusion Review Full Report - 10/09/21.

The purpose of this review has been to better understand digital inclusion provision across the region, particularly in relation to sections of the population known to experience digital inclusion more acutely, including older people, people in lower income groups, people without a job or access to housing, people with disabilities, people with fewer educational qualifications and people whose first language is not English.

Experience

The effects of digital inclusion are exacerbated by other factors, such as the availability of social housing and public transport, e.g., in rural Bedfordshire.

Choice

People for whom digital inclusion works, it works exceptionally well and has been life-changing over the Covid period, and should be locked in, but those for whom it doesn't work so well, there doesn't.

Communication and Support

Many older people are unaware of the digital inclusion support that is currently available.

“After making numerous calls, each time holding on for what seemed an eternity, I conceded defeat and tried to make the appointment online. Unlike the advice on the phone, it was not a simple thing to do and was actually quite stressful. Thankfully a neighbour stepped in and helped me. I was left with the impression that if you don't have a computer or computer skills, or the patience to hold on in the hope that somebody answers your call, then you won't get treatment.”

With an estimated 27 older people with no access to the internet per older people's social housing property, many digitally excluded older people in BLMK are likely not to have access to the digital inclusion support they need and this is also true of other supported housing including homeless shelters.

things like availability of training and public wifi that also offered private space all contribute to the lack of support to connect - lack of supportive infrastructure.

Personalisation

The causes of digital inclusion are complex and relate to motivations and behaviours as much as technical causes such as lack of skills or access to technology.

Covid-19

The pandemic has exacerbated the “digital divide” between those who have access to digital services and those who do not.

The number of people living in BLMK who do not use the internet has significantly increased since the start of the pandemic

Inequality

Digital exclusion is a known issue in BLMK and, despite a number of digital inclusion services being delivered and in development, continues to contribute to inequality across the ICS and wider public services.

“There has been lots of push and focus on having interventions digitally, which is fine in theory but the people you most need to engage with don't usually have access to it, the people who are more motivated, more ready and more able to do those health and emotional health interventions are usually more likely to have the access and those who need it the most are likely to be excluded further.”

Other issues that predict digital exclusion are low income, disability and age and ethnic minority

Digital exclusion correlates strongly with deprivation using measures such as qualification levels and income as well as other social and cultural barriers, such as using English as a secondary language

There is widespread experience of inequality in digital healthcare access nationally

“For digital access to work, the social and economic status of the people we work with needs to be looked at. We can signpost for support, but if someone is unable to afford the right equipment to access the services they need, more needs to be done to support them.”

5. Digital inclusion and older people – how have things changed in a Covid-19 world? AGE UK March 2021.

While there has been an increase in digitalisation across many areas of life, the pandemic has not prompted substantial numbers of older people to get online. Furthermore, only 15% of non-users aged 75+ and 19% of non-users aged 65-74 year olds show interest in using the internet. Surveys and research previously undertaken have found that many older people who do not use the internet say they are not interested or have no reason to do so. Other barriers that people face include lack of skills, concern about scams and security, the cost of broadband

and equipment, having no-one to help when things go wrong, and difficulties due to physical impairments or cognitive decline. And we know that using the internet is not like riding a bike – a skill you gain and then retain – more than half a million people aged 65+ in the UK are ‘lapsed users’ – that is people who have used it in the past but no longer do so. As well as the barriers above, people in this position have told us that it can be difficult to keep up with changes in technology.

Experience

The pandemic has made it more important than ever that people have support to learn to use digital technology or increase their digital skills. However, at the same time, they may be seeing friends and family less so have limited informal support and may not be able to access the internet at public places such as libraries, or travel to centres that provide training with digital skills. It is therefore essential that those who cannot, or do not want to, use the internet are not put at a disadvantage. In these difficult times, people must be able to access information, keep in touch, shop, manage their finances, and access public services in ways that suit them.

Choice

While many more people could benefit from digital technology, those who cannot, or do not want to be online should be able to access services and support in a way that suits them. Even if the pandemic does prompt more people to use digital technology, some will never get online while half a million older people in the UK have used the internet in the past but no longer do so. Others will only want to use the internet in a limited way. Being able to make video calls to keep in contact with family can make a big difference but it does not mean that the older person also has the skills and confidence to deal with their finances online or access services. People must be able to access information, keep in touch, manage their finances, shop, and access public services in ways that suit them.

Communication and Support

Enabling older people to be safe and confident online takes time. There is a need for far greater resources to be available so that Age UK and other organisations can reach and engage with many more people and provide the ongoing and in-depth support they need to get online, and improve their digital skills, at this difficult time.

Covid-19

The study asked if people had changed their use of the internet since the coronavirus outbreak and found that among all those aged 52+, around two in five (39%) of people said they have used it more, 57% have used it about the same, and a small proportion (4%) say they have used it less since the outbreak. However, responses varied by age. While around two in five 52-64 year olds (45%) and a similar proportion of 60-74 year olds (41%) have used the internet more since the outbreak, this is only the case for one in four (24%) for those aged 75+.

Inequality

Although the over 75s make up the highest proportion of non-users, only 15% of these say they would like to use the internet more. Among those people age 52+ who said they would like to use the internet more, the most common barrier was lack of digital skills, especially among the 75+ group where nearly four out of five (79%) mentioned this. The next most common responses for this age group are lack of trust in the internet, and not having access to equipment or broadband.

Bedfordshire, Luton and Milton Keynes Digital Strategy for Health and Care Services - Resident Survey

Introduction

The NHS and Social Care are committed to using digital services to improve the delivery of services. A “digital service” means something that you access with your computer or phone, such as a remote video consultation with your doctor, a text message, information by email, an online chat service or an app like the NHS app. In our area we also have other assistive technology such as home monitoring devices, the focus of this survey is on accessing appointments using digital services.

The use of technology and digital access to services was increased due to the Covid Pandemic and many of the ways people receive treatment or advice have changed and may have been supported by digital or remote services.

Your local NHS and Social Care is developing a Digital Strategy to reflect how health and care services will be delivered in the future, making best use of the technology available. A Digital Strategy is a plan that explains how we will use digital services in the future.

It is important that the views of local people help develop this Digital Strategy. We would like to know what you want from digital health and care services, including what you like, and what you don't like about these sorts of services.

When we talk about digital services we are referring to health and social care services that you use through your phone or computer, such as:

- Online consultations with health and social care professionals, such as Doctors, Physiotherapists or Social Workers.
- Online triage or appointments, such as with your GP Surgery.
- Finding NHS or social care information online.
- Remote access to test results and your health information.
- Online repeat prescription services.
- Booking health and social care appointments online.
- Remote assistive technology for example remote blood pressure and heart rate monitoring

Completing the Survey

This survey should take around 10 minutes to complete. If you are responding to the questions on behalf of someone else, please answer all questions including the area they live in with their information. This survey closes on **Thursday 12 January 2023**.

The engagement report and how the results of the survey will inform the Digital Strategy will be shared on the BLMK Integrated Care Board website

www.bedfordshirelutonandmiltonkeynes.icb.nhs.uk

If you would like a copy of the report to be sent to you, please leave your contact details at the end of this survey.

1. Which local authority area do you live in?

Please tick the appropriate box

<input type="checkbox"/>	Bedford Borough
<input type="checkbox"/>	Central Bedfordshire Council
<input type="checkbox"/>	Luton Council
<input type="checkbox"/>	Milton Keynes Council

If you are not sure or if you live outside of Bedfordshire, Luton or Milton Keynes – Please provide the first 5 characters of your postcode.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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2. Which health and social care services have you used since March 2020, the beginning of the Covid Pandemic? (please tick all that apply).

<input type="checkbox"/>	GP
<input type="checkbox"/>	NHS 111
<input type="checkbox"/>	Urgent Treatment Centre / Walk-in Centres
<input type="checkbox"/>	Pharmacy
<input type="checkbox"/>	Hospital Services (inpatient or outpatient)
<input type="checkbox"/>	Mental Health services
<input type="checkbox"/>	Community Health Services
<input type="checkbox"/>	Cancer Services
<input type="checkbox"/>	Homecare or domiciliary care
<input type="checkbox"/>	In person Physiotherapy
<input type="checkbox"/>	MSK Physiotherapy delivered remotely
<input type="checkbox"/>	Routine blood tests
<input type="checkbox"/>	Maternity Services
<input type="checkbox"/>	Covid Vaccination Service
<input type="checkbox"/>	Flu Vaccination Service

Other (please specify)

<input type="text"/>

3. Have you used digital health and social care services?

<input type="checkbox"/>	I have used digital health and social care services (for example, the NHS app, or remote consultations with a health or social care professional)
<input type="checkbox"/>	I am a family member or carer of someone who has used digital health or social care services
<input type="checkbox"/>	I have not used digital health and social care services
<input type="checkbox"/>	I am a family member or carer of someone who has not used digital health social care services

Please comment here on what digital health and care services have been used or why digital services have not been used.

4. What digital services have you used since March 2020, the beginning of the Covid Pandemic? (please tick all that apply)

<input type="checkbox"/>	Online Appointment Booking System
<input type="checkbox"/>	Online GP Practice help and advice, for example EConsult
<input type="checkbox"/>	Online appointments, for example video consultations
<input type="checkbox"/>	Accessed health and care information online, for example www.NHS.uk
<input type="checkbox"/>	Accessed your personal health records online
<input type="checkbox"/>	NHS App including Covid Pass
<input type="checkbox"/>	Assistive technology such as remote heart monitors/sleep sensors
<input type="checkbox"/>	I have not used any digital services

Other digital services (please specify)

5. When thinking about your use of digital health and social care services, how much do you agree or disagree with these statements?

(Please tick **one** answer for each statement)

		Agree very strongly	Strongly agree	Agree	Disagree	Strongly Disagree	Disagree very strongly	Not applicable
A	I feel there are benefits to the increase in digital services							
B	I am comfortable accessing digital health and social care services							
C	I am able to access digital health and care services, but I prefer not to do so.							
D	I would like to see access to digital services continue							

6. When thinking about using digital health and social care services, how much do you agree or disagree with these statements?

(Please tick **one** answer for each statement)

		Agree very strongly	Strongly agree	Agree	Disagree	Strongly Disagree	Disagree very strongly	Not applicable
A	I don't want to use digital technology for health and social care services							
B	I lack confidence using digital technology for health and social care services							
C	I do not have the skills to be able to access digital services for health and social care services							
D	I have a poor internet signal							
E	I cannot afford the cost of internet access							
F	I cannot afford the cost of a device to access the internet							
G	I do not own a computer or other device to access the internet							

		Agree very strongly	Strongly agree	Agree	Disagree	Strongly Disagree	Disagree very strongly	Not applicable
H	I do not have access to a computer or other device to access the internet and digital technology							
I	I have specific communication needs and prefer or need to speak to someone face to face							
J	I am happy to use digital services but have found the technology does not work well							
K	I am happy to use digital services but had difficulty getting the required passwords issued by my GP practice							
L	I am happy to use digital services, but no appointments were available on the NHS App							

7. When thinking about your personal data including your Shared Health and Care Record, how much do you agree or disagree with these statements?
(Please tick one answer for each statement)

		Agree very strongly	Strongly agree	Agree	Disagree	Strongly Disagree	Disagree very strongly	Not applicable
A	I understand how my data is shared and stored by health and social care services							
B	I do not know how my data is shared and stored and I would like to know more							
C	I am confident that my data is secure when shared with health and social care services							
D	I am concerned about how secure my data is but want to use digital services so share my data							
E	I am concerned about how secure my data so do not want to use digital services							

Information about Shared Health and Care Records

A new Shared Health and Care Record is being rolled out across Bedfordshire, Luton and Milton Keynes. This brings together all your separate records from the different organisations involved in your health and care. Completely confidential and secure, it's designed to help doctors, nurses and other registered health and social care professionals directly involved in your care to make better, safer decisions.

The information that they will be able to see includes:

- Your name, date of birth, gender, address, telephone number, NHS number
- The name of your GP Practice and GP
- Medications, allergies, ongoing and historic conditions, immunisations and diagnoses
- Test results, hospital referrals, admissions, discharges and clinics attended
- Social and mental health information and care plans
- Special categories of personal data such as attendance at sexual health clinics, fertility treatment records, and records relating to gender reassignment will not be included.

8. When thinking about using digital health and social care services, how much do you agree or disagree with these statements?

(Please tick one answer for each statement)

		Agree very strongly	Strongly agree	Agree	Disagree	Strongly Disagree	Disagree very strongly	Not applicable
A	I found accessing online appointments, for example a video appointment, more convenient than face to face appointments							
B	Online appointments reduced the cost of attending appointments in person							
C	Online appointments reduced the time of attending appointments in person							
D	I found booking appointments online quicker and more convenient							
E	I found arranging repeat prescriptions online more convenient							
F	I feel better informed as I can access my medical records online							

9. What would have improved your experience of accessing health and social care in a digital way?

(Please tick one answer for each statement)

		Agree very strongly	Strongly agree	Agree	Disagree	Strongly Disagree	Disagree very strongly	Not applicable
A	Set/Agreed appointment times for online and remote appointments							
B	Training on how to use online services							
C	To have a clear option of how to request a face to face appointment							
D	A choice of the type of remote appointment							
E	To receive information in advance of the appointment so that patients are prepared and know what to expect from the appointment							
F	To receive information in advance of appointments with clear joining instructions for video appointments and what to do if the technology does not work							

Other (please specify)

10. Which of these options to help improve access and accessibility of digital services would you find useful on a scale of 1 to 10 when 1 is not at all useful and 10 is very useful.

(Please tick one answer for each statement)

		Not at all useful 1	2	3	4	5	6	7	8	9	Very useful 10	Not applicable
A	Training courses to improve online skills and confidence											
B	Access to internet connected devices for use in your own home											
C	Access to internet connected devices in a private area or community space such as libraries and community centres											
D	Fully accessible services for those with impaired vision / deafness or impaired hearing/motor difficulties/cognitive impairments or learning disabilities											
E	Access to your health record online											
F	Access to assistive technologies, such as health monitoring at home											
G	Services using the same apps/systems for remote appointments and online services											
H	Information/guidance on provider websites about digital access and what they offer											
I	Services making the best use of the NHS app to operate appointment systems											

Other ways you feel access and availability of digital services could be improved (please specify)

11. What has been good about the digital services you have used and what could be improved?

12. If you would like to receive a copy of the final report, please provide your details below. Please complete using BLOCK CAPITALS

Name	
Full address	
Postcode	
Email address	

Thank you for taking part in our survey.

About you

Bedfordshire, Luton and Milton Keynes Integrated Care Board (ICB) and partner members of the Bedfordshire, Luton and Milton Keynes Health and Care Partnership are committed to delivering excellent services, but we can only do this if we understand our patients and their needs. We would be grateful if you could please tell us a little more about yourself to help us understand whether we have heard from a mix of people and to help us consider any consistent feelings that may be expressed by different groups. This section is not compulsory, and your views will still be taken into account should you choose not to fill it in. All information will be kept strictly confidential and in accordance with the Data Protection Act and GDPR guidance.

13. What age group do you belong to?

Tick **ONE** box

<input type="checkbox"/>	Under 18 years	<input type="checkbox"/>	55- 64
<input type="checkbox"/>	18 – 24	<input type="checkbox"/>	65 – 74
<input type="checkbox"/>	25 – 34	<input type="checkbox"/>	75 – 85
<input type="checkbox"/>	35 – 44	<input type="checkbox"/>	85 or older
<input type="checkbox"/>	45 - 54	<input type="checkbox"/>	Prefer not to say

14. Do you consider yourself to have a disability?

Tick **ONE** box

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
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15. If Yes, what is the nature of your disability?

Tick all boxes that apply

<input type="checkbox"/>	Learning disability	<input type="checkbox"/>	Blind / sight impairment
<input type="checkbox"/>	Long term mental health condition	<input type="checkbox"/>	D/deaf or hearing impairment
<input type="checkbox"/>	Physical impairment	<input type="checkbox"/>	Other long term condition Please specify
<input type="checkbox"/>	Prefer not to say		

16. What is your gender?

Tick **ONE** box

<input type="checkbox"/>	Male	<input type="checkbox"/>	Non-binary
<input type="checkbox"/>	Female	<input type="checkbox"/>	Intersex
<input type="checkbox"/>	Transgender	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Prefer to self describe, please specify		

17. Are you currently pregnant, have given birth within the last two weeks, or on maternity leave?

Tick **ONE** box

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
<input type="checkbox"/>	Prefer not to say / Not applicable		

18. Have you been through the process, or are considering, gender reassignment?

Tick **ONE** box

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
<input type="checkbox"/>	Prefer not to say / Not applicable		

19. Which of the following best describes your sexual orientation?

Tick **ONE** box

<input type="checkbox"/>	Bisexual	<input type="checkbox"/>	Heterosexual/Straight
<input type="checkbox"/>	Gay or Lesbian	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Other sexual orientation Please specify		

20. What is your legal marital or civil partnership status?

Tick **ONE** box

<input type="checkbox"/>	Co-habiting	<input type="checkbox"/>	Single
<input type="checkbox"/>	In a civil partnership	<input type="checkbox"/>	Widowed
<input type="checkbox"/>	Married	<input type="checkbox"/>	Prefer to not say

21. What is your ethnic group?

Tick **ONE** box only

WHITE			
<input type="checkbox"/>	English, Welsh, Scottish, Northern Irish or British	<input type="checkbox"/>	Gypsy or Irish Traveller
<input type="checkbox"/>	Irish	<input type="checkbox"/>	Roma
<input type="checkbox"/>	Any other White background, please specify		
MIXED			
<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>	White and Asian
<input type="checkbox"/>	White and Black African		
<input type="checkbox"/>	Any other mixed ethnic background, please specify		
ASIAN OR ASIAN BRITISH			
<input type="checkbox"/>	Indian	<input type="checkbox"/>	Bangladeshi
<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Chinese
<input type="checkbox"/>	Any other Asian background, please specify		
BLACK OR BLACK BRITISH			
<input type="checkbox"/>	African	<input type="checkbox"/>	Caribbean
<input type="checkbox"/>	Any other Black background, please specify		
OTHER ETHNIC GROUP			
<input type="checkbox"/>	Arab		
<input type="checkbox"/>	Any other, please specify		
PREFER NOT TO SAY			
<input type="checkbox"/>	Prefer not to say		

22. What is your religion?

Tick **ONE** box

<input type="checkbox"/>	No Religion	<input type="checkbox"/>	Hindu
<input type="checkbox"/>	Atheist	<input type="checkbox"/>	Jewish
<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Muslim
<input type="checkbox"/>	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	<input type="checkbox"/>	Sikh
<input type="checkbox"/>	Any other religion, please specify		

About us

We are the Bedfordshire, Luton and Milton Keynes Health and Care Partnership and Integrated Care Board.

Our job is to plan and buy health and social care services for the people in:

- **Bedford**
- **Central Bedfordshire**
- **Luton**
- **Milton Keynes**

We are asking lots of people some questions about what they think about digital services

What is a digital service

Digital is when you use a device. Things like a computer, phone or tablet.

- We call it a digital health and care service if you:
- have a video chat with your doctor or social worker
- get a text message to remind you about an appointment or tell you results of a test
- use the NHS app to find out information about your health
- book your appointments on the computer

Health services are all services that support you with your health. Things like:

- doctors and pharmacies
- hospitals and ambulance services
- mental health services

Social care is care that you get in your own home or in the local community. This might be in places like a day centre or care home.

Because of Coronavirus we had to change the way we run our services.

Lots of people started using digital services.

We are writing a big plan about digital services in our area. The plan will say how we will use digital services in the future.

We will look at what everyone tells us. It will help us decide what to put in our big plan.

Please fill in our questionnaire before **Sunday 12 February 2023**

If you need help filling in this questionnaire, you can email blmkicb.communications@nhs.net or ring Anona on 07778 449539

Questions about where you live

Question 1

Which area do you live in?

- Bedford Borough
- Central Bedfordshire
- Luton
- Milton Keynes
- Other (please tell us)

Question 1a.

What is the first part of your postcode?

Your postcode is the letters and numbers at the end of your address

Questions about health and care services

Thinking about health and care services you have used since March 2020. This was when Coronavirus pandemic started.

Question 2

Have you used our health or social care services since March 2020?

- Yes
- No
- I don't know

Tell us what services you have used. This might be things like:

- your local doctor's surgery
- hospital services
- mental health services
- care services in your own home

Please tell us what services you have used here:

Questions about DIGITAL health and care services

Question 3

Have you used **digital** health and social care services since March 2020?

- Yes
- No
- I don't know

Tell us why you used digital services. This might be because you are:

- someone who uses digital services already
- a family member or carer of someone who needed health and care services

Please tell us more here:

Question 4

Please tell us what digital services you have used.

You can tick more than 1 box.

- booked an appointment online
- video call appointments with health and social care staff
- used the internet to find health and care information
- looked at your health information online
- used an app like the NHS app or Covid app
- used assisted technology. This is a device that helps you manage your health at home
- None
- Other, Please tell us

Using digital services in health and social care

Question 5a

How much do you agree with these things?

For each one, tick the box you agree with.

1) It is a good idea to have more digital services

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

2) I feel confident using digital services

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

3) I could use digital services but I don't want to

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

4) I would like digital services to carry on in the future

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

5) I don't want to use digital services

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

Things that might stop you using digital services

Question 5b

Things that might stop you using digital services

For each one, **tick the box if you agree.**

- I do not feel like I can use or know how to use digital services
- I do not know how to use digital services or what to do
- I do not have a very good connection to the internet
- I can't afford a computer or the internet
- I don't own a computer or have the internet
- Some libraries and community centres have computers for everyone to use.

I cannot use a computer or the internet in my local community

Question 5c

More about using digital services

For each one, **tick the box if you agree.**

- I need to talk to someone face to face if I have a problem or need advice
- I want to use digital services but I don't think they work very well
- I cannot use digital services because I did not get a password from my doctor
- I tried using digital services but I could not get an appointment

Making sure everyone can use digital services

Question 6

Tell us if you think these things would help more people to use digital services.

0 - means you think it would not be very useful

10 - means you think it would be very useful

1) Give people training on how to use digital services

0 - Not very useful 5 - quite useful 10 - Very useful

2) Give people things to use the internet on like tablets or computers in their own home

0 - Not very useful 5 - quite useful 10 - Very useful

3) Have more places in the community where you can use the internet

0 - Not very useful 5 - quite useful 10 - Very useful

4) Make sure digital services can be used by everyone. This includes people who are blind, deaf or disabled.

0 - Not very useful 5 - quite useful 10 - Very useful

5) Make sure people can look at information about their health online

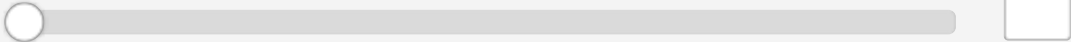
0 - Not very useful 5 - quite useful 10 - Very useful

6) Make sure all health and social care services work in the same way when you book appointments and use services

0 - Not very useful 5 - quite useful 10 - Very useful

7) Make sure all health and social care services work in the same way when you book appointments and use services

0 - Not very useful 5 - quite useful 10 - Very useful



How else can we make it easier for everyone to use digital services?
Please tell us:

Sharing your records

Your records are things that doctors, nurses and other health staff write down about your care and treatment.

Your records include personal information about you. This might be things like:

- your name and your date of birth
- your address and phone number
- any medicines you take or health conditions you might have
- any test results or appointments you might have

We keep your records locked safely on our computers.

We want all health and social care staff to be able to see people's records.

This will mean everyone who is involved in your care can see the same information.

This will help to give you better care and treatment.

Question 7

How much do you agree with these things about sharing personal information?

For each one, tick the box you agree with.

1) I understand how my personal information is looked after and used by health and social care services

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

2) I do not know how my personal information is looked after

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

3) I trust that staff keep my personal information safe and private

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

4) I am worried about how my personal information is looked after. But I still want to use digital services

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

5) I am worried about how my personal information is looked after and I do not want to use digital services

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

Using digital services at your local doctors

Question 8

How much do you agree with these things about using digital services at your local doctors?

For each one, tick the box you agree with.

1) It is easier to have an online appointment than a face to face appointment

Agree

Don't agree

Agree a little bit

Don't know

2) It is cheaper for me to have an online appointment than go to a face to face appointment

Agree

Don't agree

Agree a little bit

Don't know

3) It is quicker for me to have an online appointment than go to a face to face appointment

Agree

Don't agree

Agree a little bit

Don't know

4) It is easier for me to have an online appointment

Agree

Don't agree

Agree a little bit

Don't know

5) It is easier for me to get my repeat prescription online. This is when you order more medicine from your doctor using your computer or phone.

Agree

Don't agree

Agree a little bit

Don't know

6) I can get more information about my health using digital services

Agree

Don't agree

Agree a little bit

Don't know

Making it easier to use digital services in the future

We have some ideas about how we could make digital services easier to use in the future.

We have written our ideas below.

Question 8b

Tell us if you think these are the right things to do **in the future**.

For each one, tick the box you agree with.

1) A list of times when I can have an online appointment

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

2) Training on how to use digital services

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

3) I can choose to have a face to face appointment if I want one

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

4) I can choose what type of appointment I have

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

5) I am sent information about my appointment. This will help me get ready for my appointment.

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

6) I am sent information before an online appointment. Things like:

- how to join the meeting online

and

- what to do if the link doesn't work

- | | |
|--|-----------------------------------|
| <input type="radio"/> Agree | <input type="radio"/> Don't agree |
| <input type="radio"/> Agree a little bit | <input type="radio"/> Don't know |

Is there anything else we could do to make digital services easier to use? Please tell us here:

Question 9

Is there anything else you want to tell us about our digital services?

This might be things that are working well and things we could do better:

More information

We will look at everyone's answers to the questionnaire.

Then we will write a report about what we find.

If you would like us to send you a copy of the report, tell us how to contact you.

Your name

Your email address:

Your address:

Do you want the report in easy read?

Yes

No

Questions about you

We want to make sure we are asking lots of different people what they think.

You do not have to answer the next questions. But if you do it will help us to check our services work for everyone.

Question 1

How old are you?

- | | |
|-------------------------------------|---|
| <input type="radio"/> 18 or younger | <input type="radio"/> 55 to 64 |
| <input type="radio"/> 18 to 24 | <input type="radio"/> 65 to 74 |
| <input type="radio"/> 25 to 34 | <input type="radio"/> 75 to 84 |
| <input type="radio"/> 35 to 44 | <input type="radio"/> 85 or older |
| <input type="radio"/> 45 to 54 | <input type="radio"/> I don't want to say |

Question 2.

Do you have a disability?

- Yes (please tell us what your disability is below)
- No
- I don't want to say

If you answered Yes, please tell us what your disability is

Question 3.

What gender are you?

- I am female
- I am male
- I am non-binary - this means you do not see yourself as a woman or man
- I am intersex - this means you have both male and female parts to your body
- I don't want to say
- Other

Question 4.

Are you pregnant, given birth in the last 2 weeks or on maternity leave?

Maternity leave is time off from work when you are pregnant or when you have your baby.

- Yes
- No
- I don't want to say

Question 5.

Have you had an operation to change your gender or are you thinking about it?

- Yes
- No
- I don't want to say

Question 6.

What is your Sexual orientation?

Sexual orientation mostly means who you are attracted to.

- I am attracted to both men and women
- I am man who is attracted to other men
- I am a woman who is attracted to other women
- I am a man who is attracted to women or a woman who is attracted to men
- I don't want to say
- Other, Please tell us what your sexual orientation is

Question 8.

Are you:

- In a civil partnership
- Living with someone
- Married
- Single
- Widowed
- I don't want to say

Question 9.

What is your ethnic group?

Ethnic group means your race, background and culture.

White:

- English, Northern Irish, Scottish or Welsh
- Irish
- Any other white background Please tell us.
- Gypsy or Irish Traveller
- Roma

Mixed ethnic group:

- White and Black Caribbean
- White and Black
- Other mixed race or backgrounds. Please tell us.
- African White and Asian

Asian or Asian British:

- Indian
- Pakistani
- Other Asian or Asian British. Please tell us.
- Bangladeshi
- Chinese

Another ethnic group:

- Arab
- Any other. Please tell us.
- I don't want to say

Question 9.

What is your religion or belief?

- Buddhist
- Jewish
- Christian
- Muslim
- Hindu
- Other religion. Please tell us.
- Sikh
- No religion
- Atheist
- I don't want to say



Using digital health and care services



What do you think?



About us

We are the Bedfordshire, Luton and Milton Keynes **Health and Care Partnership** and **Integrated Care Board**.

Our job is to plan and buy health and social care services for the people in:

- Bedford Borough
- Central Bedfordshire
- Luton
- Milton Keynes



Health services are all services that support you with your health. Things like:

- doctors and pharmacies





- hospitals and ambulance services



- mental health services



Social care is care that you get in your own home or in the local community. This might be in places like a day centre or care home.

What is a digital service



Digital is when you use a device. Things like a computer, phone or tablet.

We call it a digital health and care service if you:

- have a video chat with your doctor or social worker





- get a text message to remind you about an appointment or tell you results of a test



- use the NHS app to find out information about your health



- book your appointments on the computer



Because of Coronavirus we had to change the way we run our services.



Lots of people started using **digital services**.



Tell us what you think

We are asking lots of people some questions about what they think about digital services.



Please fill in our questionnaire.



Send us your answers back to us by **Sunday 12th February 2023.**



You can post your answers back to us
BLMK ICB - Engagement Team
Priory House
Monks Walk
Chicksands
Shefford, Beds
SG17 5TQ



You can also fill the questionnaire in online. This is not in easy read.

eu.surveymonkey.com/r/BLMKDigitalEasyRead



If you need help filling in this questionnaire, you can email us or phone us.



Email

blmkicb.communications@nhs.net



Phone

07778 449539

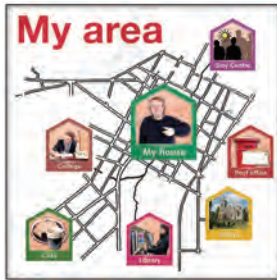


We are writing a **big plan** about digital services in our area. The plan will say how we will use digital services in the future.



We will look at what everyone tells us. It will help us decide what to put in our big plan.

Questions about where you live



Question 1a: Which area do you live in? **Tick 1 box.**

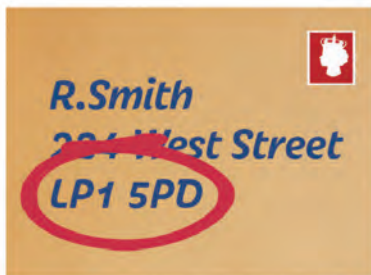
Bedford Borough

Central Bedfordshire

Milton Keynes

Luton

Other. Please tell us:



Question 1b: Your **postcode** is the letters and numbers at the end of your address.

What is the first part of your postcode?




Questions about digital health and care services



Thinking about health and care services you have used since March 2020. This was when Coronavirus pandemic started.



Question 2: Have you used our health or social care services since March 2020?

Yes No I don't know



If you ticked **yes**, tell us what services you have used. This might be things like:

- your local doctor's surgery
- hospital services





- mental health services
- care services in your own home

Please tell us what services you have used here:



Question 3: Have you used digital health and social care services since March 2020? Page 3 and 4 told you what digital services are.



Yes



No



I don't know



If you ticked **yes**, tell us why you used digital services. This might be because you are:



- someone who uses digital services already
- a family member or carer of someone who needed health and care services

Please tell us more here:

Question 4: Please tell us what digital services you have used.



You can tick more than 1 box.



booked an appointment online



video call appointments with health and social care staff



used the internet to find health and care information



looked at your health information online



used an app like the NHS app or Covid app



used **assisted technology**.
This is a device that helps you manage your health at home



None

Other. Please tell us:



Question 5: On the next page we have written some things about using digital services. How much do you agree with these things?



For each one, tick the box you agree with.



Question 5a: Using digital services in health and social care

1. It is a good idea to have more digital services



Agree



Agree a little bit



Don't agree



Don't know



2. I feel confident using digital services



Agree



Agree a little bit



Don't agree



Don't know



3. I could use digital services but I don't want to



Agree



Agree a little bit



Don't agree



Don't know

13



4. I would like digital services to carry on in the future



Agree



Agree a little bit



Don't agree



Don't know



5. I don't want to use digital services



Agree



Agree a little bit



Don't agree



Don't know

Question 5b: Things that might stop you using digital services



For each one, tick the box you agree with.



1. I do not feel like I can use or know how to use digital services





2. I do not know how to use digital services or what to do



3. I do not have a very good connection to the internet



4. I can't afford a computer or the internet



5. I don't own a computer or have the internet



Some libraries and community centres have computers for everyone to use.



6. I cannot use a computer or the internet in my local community

Question 5c: More about using digital services



For each one, tick the box you agree with.



1. I need to talk to someone face to face if I have a problem or need advice



2. I want to use digital services but I don't think they work very well



3. I cannot use digital services because I did not get a password from my doctor



4. I tried using digital services but I could not get an appointment



Question 6: The next questions are about making sure everyone can use digital services.



Tell us if you think these things would help more people to use digital services.



For each one, circle 1 of the boxes:

0



— 1 means you think it would not very useful

10



— 10 means you think it would be very useful



1. Give people training on how to use digital services

0 1 2 3 4 5 6 7 8 9 10



2. Give people things to use the internet on like tablets or computers in their own home

0 1 2 3 4 5 6 7 8 9 10



3. Have more places in the community where you can use the internet

0 1 2 3 4 5 6 7 8 9 10





4. Make sure digital services can be used by everyone. This includes people who are blind, deaf or disabled.

0 1 2 3 4 5 6 7 8 9 10



5. Make sure people can look at information about their health online

0 1 2 3 4 5 6 7 8 9 10



6. Make sure all health and social care services work in the same way when you book appointments and use services

0 1 2 3 4 5 6 7 8 9 10





7. Make sure services use the NHS App so that people can book appointments

0 1 2 3 4 5 6 7 8 9 10



How else can we make it easier for everyone to use digital services?
Please tell us:

Sharing your records



Your records are things that doctors, nurses and other health staff write down about your care and treatment.



Your records include personal information about you. This might be things like:

- your name and your date of birth



- your address and phone number



- any medicines you take or health conditions you might have



- any test results or appointments you might have



We keep your records locked safely on our computers.



We want all health and social care staff to be able to see people's records.

This will mean everyone who is involved in your care can see the same information.



This will help to give you better care and treatment.



Question 7: We have written some things about sharing your personal information below. Tell us if you agree with these things.



For each one, tick the box you agree with.



1. I understand how my personal information is looked after and used by health and social care services



Agree



Agree a little bit



Don't agree



Don't know



2. I do not know how my personal information is looked after



Agree



Agree a little bit



Don't agree



Don't know



3. I trust that staff keep my personal information safe and private



Agree



Agree a little bit



Don't agree



Don't know



4. I am worried about how my personal information is looked after. But I still want to use digital services



Agree



Agree a little bit



Don't agree



Don't know



5. I am worried about how my personal information is looked after and I do not want to use digital services



Agree



Agree a little bit



Don't agree



Don't know



Question 8a: We have written some things about using digital services at your local doctors. How much do you agree with these things?



For each one, tick the box you agree with.



1. It is easier to have an online appointment than a face to face appointment



Agree



Agree a little bit



Don't agree



Don't know



2. It is cheaper for me to have an online appointment than go to a face to face appointment



Agree



Agree a little bit



Don't agree



Don't know



3. It is quicker to have an online appointment than go to a face to face appointment



Agree



Agree a little bit



Don't agree



Don't know



4. It is easier for me to book an appointment online



Agree



Agree a little bit



Don't agree



Don't know



5. It is easier for me to get my repeat prescription online. This is when you order more medicine from your doctor using your computer or phone.



Agree



Agree a little bit



Don't agree



Don't know



6. I can get more information about my health using digital services



Agree



Agree a little bit



Don't agree



Don't know

Question 8b: Making it easier to use digital services



We have some ideas about how we could make digital services easier to use..



We have written our ideas below.



Tell us if you think these are the right things to do in the future.



For each one, tick the box you agree with.



1. A list of times I can have an online appointment



Agree



Agree a little bit



Don't agree



Don't know



2. Training on how to use digital services



Agree



Agree a little bit



Don't agree



Don't know



3. I can choose to have a face to face appointment if I want one



Agree



Agree a little bit



Don't agree



Don't know



4. I can choose what type of appointment I want



Agree



Agree a little bit



Don't agree



Don't know



5. I am sent information about my appointment. This will help me get ready for my appointment.



Agree



Agree a little bit



Don't agree



Don't know



6. I am sent information before an online appointment. Things like:

- how to join the meeting online

and

- what to do if the link doesn't work



Agree



Agree a little bit



Don't agree



Don't know



Is there anything else we could do to make digital services easier to use?
Please tell us here:



Question 7: Is there anything else you want to tell us about our digital services? This might be things that are working well and things we could do better:

A large, empty rectangular box with a thick orange border, intended for user input.

More information



We will look at everyone's answers to the questionnaire.



Then we will write a report about what we find out.



If you would like us to send you a copy of the report, tell us how to contact you:

Your name:



Your email address:



Your address:



How do you want us to contact you?

By email

By post



Do you need the report in easy read?

 Yes

 No

Questions about you

The next few questions ask you about you.



These questions make sure we are asking lots of different people what they think.



You do not have to answer the questions if you do not want to.



We will keep what you tell us confidential and private.



We will not be able to work out who you are from the answers that you give.



Question 13. How old are you?



Question 14. Do you have a disability?



Yes



No



I don't want to say

Question 15. If you ticked **yes** to Question 14, please tell us what disability you have.



You can tick more than 1 box.

I have a learning disability

I have a long term mental health illness





I have a hearing impairment. This means you can't hear or you find it hard to hear



I have a sight impairment. This means you cannot see things or you find it hard to see even with glasses on



I have a physical disability. This means I find it hard to walk far or am unable to walk



I don't want to say

Other. Please tell us:

Question 16. What is your gender?



I am female



I am male



I am non-binary
This means you do not see yourself as a woman or man



I am intersex
This means you have both male and female parts to your body



You can tell us what gender you are.



I don't want to say



Question 17. Are you pregnant, given birth in the last 2 weeks or on maternity leave?



Maternity leave is time off from work when you are pregnant or when you have your baby.



Yes



No



I don't want to say



Question 18. Have you had an operation to change your gender or are you thinking about it?



Yes



No



I don't want to say



Question 19. What is your **Sexual orientation**?

Sexual orientation mostly means who you are attracted to.



I am a man who is attracted to women or a woman who is attracted to men



I am man who is attracted to other men



I am a woman who is attracted to other women



I am attracted to both men and women



Other. You can tell us your sexual orientation if you want to:



I don't want to say



Marital status means if you have ever been married or in a civil partnership.

Question 20. What is your marital status?



I am not married or in a civil partnership



I am married



I am in a civil partnership



I am living with someone



I am still married or in a civil partnership but my partner has died



I don't want to say

Question 21. What is your **ethnicity**? **Ethnicity** is your race, background and culture.

White:

English, Northern Irish, Scottish, Welsh or British

Irish

Gypsy or Irish Traveller

Roma

Any other white background.
Please tell us:





Mixed ethnic group:

Asian and White

Black African and White

Black Caribbean and White

Other mixed race or backgrounds. Please tell us:



Asian, or Asian British:

Indian

Pakistani

Bangladeshi

Chinese

Other Asian or Asian British.
Please tell us:



Black or Black British:

African

Caribbean

Other Black or Black British.
Please tell us:

Other ethnic group:

Arab

Another race or ethnic
background. Please tell us:

I don't want to say



Question 22. What is your religion or belief?



Buddhist

Jewish

Christian

Muslim

Hindu

Sikh

No religion. This includes if you are Atheist

Other religion. Please tell us:

I don't want to say



Thank you for answering our questions

Appendix 3

Focus group 1 - 22nd evening	Initial participant perceptions of digital services	Exploring participant experiences of digital services			Barriers and enablers			Imagining the future		
		General sentiment	Positive experiences	Negative experiences	(drop down) Barriers	(drop down) Enablers	Notes	what might help address some of the negative experiences	(drop-down) ways of addressing barriers that some people might face	Notes/comments
		<p>the participants found it hard to separate digital services with general issues with accessing health and social care. A lot of initial perceptions centred around coordination of services and communications where they had had poor experiences</p>	<p>again people equated wider health service issues such as resourcing with digital services however on further exploration and clarification participants were overall very positive about the opportunities digital services might bring, particularly in easing some of the pressures on the NHS</p>	<p>Since it has become quite difficult to get an appointment by ringing up its good to do it inline - very easy. Organising repeat prescriptions online is very easy and efficient. All were extremely positive about the vaccine roll out. They said it was very smooth and efficient and loved that it was all joined up so their vaccine status was added to their records etc. A few positive about 'econsult' as they could write a message and have an answer back quickly. if you can make digital services work this frees up time and resources for those who can't use it.</p>	<p>Not having a specific time for appointments over the phone means you end up waiting around all day for a consultation who know you will need to do face to face anyway. There is no central system of records, patients need to repeat their story to different people in different organisations/departments which is frustrating. why can't everywhere share the same system. there must be a way this lack of comms can be remedied by digital systems It is a LACK of digital services thats a problem, different places have different systems which is frustrating when you are trying to help people who aren't as confident because sometimes we can't help and they are back to square one everytime. Over the phone consults are only suitable for some things. a few experiences across the group of over the phone physio which they described as inappropriate and laughable. Some gave up and didn't get the help they needed. What happens to people who can't or won't access these services?</p>	<p>I lack confidence using digital technology for health and social care services</p>	<p>Training on how to use online services</p>	<p>the group saw relatives/friends/neighbours as the first port of call for support. if people don't have that they suggested informal community groups and churches as possible places that could run training sessions. They said people should be flagged in the health system that have particular comms needs such as fully offline. Some said that it might help if the benefits of digital services were clearly communicated. they thought that many people don't know whats out there in terms of services and how it could help them. some said that older people have had a completely different service their whole life and are very used to that. They should be allowed to continue with what they know. participants said that during covid the government managed to coordinate tech to pupils that needed them for home schooling. The same could be done for those that</p>	<p>immediate comms, platforms should emulate shopping websites with chatbots etc that you can get immediate help/answers from. There should be no questions asked access to a face to face appointment as in some circumstances anything else is inappropriate and time wasting. digital technology should be used at the back end to share information so the journey is seamless for patients. Alternatively patients should have full access to their own records so they are more empowered. and less frustrated.</p>	
				<p>I don't want to use digital technology for health and social care services</p>	<p>I would like to be able to request a face-to-face appointment</p>					
				<p>I do not have access to digital technology (for example, a computer or smart phone)</p>						

Focus group 2 - 23rd am	Initial participant perceptions of digital services	Exploring participant experiences of digital services			Barriers and enablers			Imagining the future		
		General sentiment	Positive experiences	Negative experiences	(drop down) Barriers	(drop down) Enablers	Notes	what might help address some of the negative experiences	(drop-down) ways of addressing barriers that some people might face	Notes/comments
		<p>Initial thoughts were that digital services are great as you can do things in your own time online. Some had video appointments that were good. Some said the nhs app is really good - a good source of info. There were a few rural participants that did not have good wifi until recently and said it was life changing. if you don't have this you could be cut off from health care. one was forced to have appointments over the phone because of this which was frustrating for them. the nhs website is really helpful</p>	<p>in general digital services are very good for lots of things and there was a lot of good experience. However the group worried about people without access or unwilling to engage and felt that an offline option should always be easily available. A few felt that digital advances should be behind the scenes in systems and medical advances not at the interface with patients.</p>	<p>for those who had done it they loved that they could access their medical records through the NHS app. They loved making appointments online because it was easy with a lot of choice and easy to cancel. They loved the system for the vaccine roll out and thought this system should be taken advantage of. a few said that having an online appointment meant you could record it and go back to it if you forgot something.</p>	<p>video consultations are only good for routine appointments. Consistant good online service is not a given. A lack of digital services compromises the health service.</p>			<p>barriers - there will be people who don't want to use digital services and they should be able to go in or ring up - there must be a service there. They must not be forced to engage digitally. Some people do not have the skills accessibility needs. no funds for device</p>		
						<p>enablers - there could be training in care homes where there is a high concentration of dig. excluded people. the library or charities might also be able to support a training course or drop in. tablets could be provided to those who don't have the means to buy one themselves. the design of the platforms must be accessible to as many people as possible eg language choices.</p>				

	A	B	C	D	E	F	G	H	I	J	
1	Focus group 3 - 23rd pm	Initial participant perceptions of digital services	Exploring participant experiences of digital services			Notes	Imagining the future				
2			General sentiment	Positive experiences	Negative experiences		what might help address some of the negative experiences	(drop-down) ways of addressing barriers that some people might face	Notes/comment	one wish for the future of digital health and care services in BLMK	
3		Anxiety, frustration, IT geeks, digital creates distance from real people and this is worrying. Not being able to use a computer feels scary. 'Digital health and care services' sounds like jargon, management speak. What does 'digital health and care actually mean'? It feels like assumptions are made about people being able to access digital. People find it worrying about where the information they have provided has gone. They feel it is another aggravation that they can do without, another barrier to have to get over to get to what you need. Once retired you lose the circle of people who can help.	4/6 medium levels of confidence, 2/6 low levels of confidence	Really good experiences of booking for covid jobs online. Lots of positive experiences here. Email received, easy to follow links, all done on a phone. Test results via NHS App was also described as a really useful and easy experience. Access to this information was described as really reassuring. Covid testing kits were also really easy to order. The group felt this was because it was a new system implemented for covid rather than an existing system that was being changed. When asked everyone in the group said they prefer to receive information about appointments via the post. Most use paper filing systems, diaries, calendars, box files etc. 'things disappear from computers' - 'digital is great, but we don't use it daily'. One group member got locked out of the online system. Now they have to write an email to get a new ID code to get back in the system. Passwords were described as a problem, e.g., making mistakes because you don't have the manual dexterity due to arthritis etc.. Booking a blood test on the NHS App was a really positive experience.	Waiting in the phone queue is the most significant thing that people find irritating and often this system is inadequate and so people revert to attending in person, A&E or other face to face options. The long line of options on the phone queue is difficult for people to remember. A number of experiences of people bouncing around the digital systems, phone message advises online, online doesn't work or they don't have easy access. 'I use my phone to do these things, and sometimes the layout is bad, for example the permissions button is hidden in the bottom right hand side of the screen'. Not everyone had access to a smart phone, some used a tablet that they log in to. But the NHS App was used by 90% of the group. One person had a frustrating experience using e-consult as they ended up having to speak to a GP anyway which is what they were trying to avoid. The commented 'there is no facility to ask a simple question'.	Barriers - Not affording a phone. Relying on someone else. People worry about who has access to their information and being scammed. 'Systems are only as good as the people who use them'. Enablers - NHS website is really good for information. It was important for people to trust the information source. 'If a doctor refers me for information I will trust it'. None of the group had had a video appointment, but 90% have used it to speak to family and friends. Group members liked the idea of video calls for convenience. But wanted choice. The group were keen on having access to training and coaching over the phone. This would need to be by skilled people, but could be volunteers or through a voluntary organisation. If this support was available, it might be good to do it via the GP practice and for it to be publicised.	Help on demand - the group suggested a dedicated line like 111 where someone could talk you through how to use something. They also liked the idea of a chat bot pop up but with a real person. They also suggested dedicated physical spaces like in libraries or citizens advice to drop in to get help. they liked the idea of leaflets in the post or information on TV. any training taking place has to be available all the time and ongoing. we cannot forget that people are often accessing these services when they are sick or anxious and might struggle with things that ordinarily would be ok so the design must be accessible and easy. - many of the group cited banking apps as particularly easy to use. they thought this might be down to repetition of use so if all platforms worked the same that would help.			Information readily available in a range of places including not online. Online to work seamlessly, be reliable, easy access using facial recognition to provide access to all your health information and data. That asking a question of a doctor could be simple and easy using a chat box function. Enough information 'in the real world', pamphlets and posters. Support, coaching and mentoring to help get set up and to talk you through how to do things online.	
4		Worries that they aren't going to see a human again in their healthcare. Love it for things like reordering prescriptions. Some said its all fine until you need a human and others thought it was a great opportunity but risks marginalisation of those that can't/won't use it which could make it ageist.	the group were very mixed in their feelings towards digital. Most were able to use it but found it confusing/were not particularly confident. There was a lot of frustration at not knowing how to use things and where to go for info.	e-consult was a positive - its good when the situation is routine and they don't need face to face/visual. They can take their time with writing things down on it which helps them be clear. They have always got kind and prompt responses. Reprint prescription system was a universal positive experience as was booking online appointments because you can see the choice. they also liked faster results online. one participant saw a poster for PALS in the hospital waiting room and she rang them to help her with accessing online services and locating information. they were extremely helpful. she liked that it was a service she found offline in an easy and straight forward way that could help her understand the digital services she was trying to use. The NHS app because its free and you feel in control and empowered.	phone and video appointments are not appropriate for very difficult or personal situations. Being stuck in a telephone queue then not getting an appointment. With appointment booking online you can only book two weeks in advance. There was a malfunction of a repeat prescription service that meant that the participant didn't get their prescription but was also not notified. receiving links to booking platforms or information. Its worrying to click on them incase they are scams over the phone physio appointment - trying to describe exercises doesn't work. Having to go into the surgery to obtain a number to make an account online - tedious diabetic wearable sensor was great but then the company had a problem and they stopped working. very dangerous - this fed into a bigger negative of failure of the system in general. software becoming quickly outdated	Barriers - lack of information. where do people go to find the info they need to access services. what is the starting point. There is too much responsibility on the individual to just work it out. there is a lack of choice. even if face to face is a choice it is discouraged. Lack of clear instructions or the unfamiliar language of instructions add to a sense of fear of the platform and how it works. enablers - when there is a serious need (like covid) this breeds good solutions like the vaccine programme. Being able to easily find information offline that can help you online like PALS. This was described as an intermediary between the health service and the patient or having a human entry point. access to medical records makes them feel empowered.					
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Milton Keynes Focus Group	Initial participant perceptions of digital services	Exploring participant experiences of digital services			Imagining the future				
		General sentiment	Positive experiences	Negative experiences	Notes	what might help address some of the negative experiences	(drop-down) ways of addressing barriers that some people might face	Notes/comments	one wish for the future of digital health and care services in BLMK
	<p>Online hospital services have been great, prefer video to telephone appointments Easier to book an appointment using online services (easier than ringing) Prior to covid you could book a GP appointment online – now you can't Some GP practices have better online services than others – access to E-consult</p>	<p>Mixed views regarding home page of website Video consultations work better than telephone consultations</p>	<p>Patient record at GP surgery has communications requirements recorded, practice and GPs use this method GP practice website homepage clear and easy to use – ordering prescription, book appointments NHS App – self diagnosis National system for booking vaccinations was extremely easy to use Patient portal at Milton Keynes University Hospital (MKUH) – able to view record, change appointment</p>	<p>Records don't always record the persons communication requirements, or the provider ignores (providers ringing Deaf person to arrange an appointment) Operose do not record accessibility requirements on their system – the only way to contact the practice is via telephone When websites / systems are upgraded, the features for people with disabilities don't always work Changing the layout of homepages / moving or reordering information causes problems A patient had a scan at Milton Keynes Hospital, they then went to a private hospital and scan was not made available to them</p>	<p>Barriers For people with accessibility needs - Most appointment notifications issued by letter (for people with a Visual Impairment would be better if sent a text or received a phone call) - Being asked to ring a provider and no other communication methods offered (Deaf) - Waiting room screens displaying name of patient (visual impairments) - Lack of volunteers to support and or train people with sensory needs to use / navigate health and / or digital systems Use of acronyms Weak broadband signals Decent quality / fast connections (5G) only available if you have a good phone</p>	<p>A simple to use public interface A fully integrated system Notifications to inform patients that the prescription they have requested has been authorised / ready for collection Websites that meet accessible standards Screen-readers to support people to read the information Training on how to access / navigate different systems (Ability to amend appointments online – change, cancel etc Meet and greet services (to support people with sensory impairments) Information about how to get cheap broadband Having a 'technology hub' for the visually impaired – to provide training or support to navigate system Volunteers to support people with visual impairment (Royal National Institute of Blind People (RNIB) should be happy to train volunteers) Offering patients different appointment types – Face to face, telephone, video Schemes for people to buy equipment (means-tested)</p>	<p>Letters getting lost in the post Interfaces between different hospitals, clinics, health providers receiving / sharing information (either working in the same system or different systems) – example of patient record not updated to show they'd been vaccinated Medical inaccuracies showing on persons record (child's immunisation record) GP Practices in MK, and MKUH use different systems, need an integrated system Milton Keynes Council building (reception staff and security officers – lack of accessibility training)</p>	<p>Training to use equipment / interfaces – equipment / programmes are often expensive, and users do not know how to use them Ability to track the progress of a referral and next steps (like parcel track) Patient records to have a 'front page' which includes summary information with key information flagged Access to scans and x-rays (or ability to sign-post / direct to where they are)</p>	<p>A nationally talking system</p>

BSL Group Bedford	Initial participant perceptions of digital services	Exploring participant experiences of digital services			Notes	Imagining the future	
		General sentiment	Positive experiences	Negative experiences		what might help address some of the negative experiences	Notes/comments
	Deaf people are often reliant on quality digital services and digital technology to assist them It works very well in some areas – Cambridge has good technology / systems/interfaces which are easy for Deaf people to use Professionals often lack the knowledge / understanding of how to use/book interpretation services	The NHS app is not accessible for Deaf people, it would be useful to have an interpreter within the system	Using the NHS App to book consultations (however, difficult to navigate) Experiences at Cambridge Hospital – easy to rearrange appointment, provision of BSL interpreters. Person would choose to travel to Cambridge to attend an appointment rather than attend locally (as they know they their communication needs will be met).	Difficulty / timescales for making appointments – having a long-winded dialogue via email or text (which takes time to-ing and fro-ing). Sometimes it's easier to go to the GP practice to book an appointment. Running out of credit during a call (due to time on hold/in queue waiting for the appointment to start) Appointment late – therefore used over 50% of monthly allowance with interpreter on hold Receptionists ringing Deaf people who are unable to communicate Missing an appointment as they didn't hear the receptionist call their name No interpreter provided for a Sunday appointment, though informed an interpreter had been booked	No secure platform to allow three people to interact (patient, healthcare professional and translator) – advised that Zoom is unsecure Using credit / paying translator for the time waiting for call to be answered/conversation to commence	Give patients a specified time for telephone / video appointment (and to keep to time). Deaf awareness training for healthcare professionals (medical and non-medical) so they can use the book translators and use the system Ability to respond to texts from GP practices (texts usually request person ring practice for appointment). Cambridge hospital has a text service, where patients can respond to texts using Y or N Adopt similar systems (for accessing information, booking appointments etc as Great Ormond Street Hospital (GOSH) or Cambridge Hospital. To have high quality wi-fi in healthcare settings (regularly drops-out in some areas at BHT) NHS app to be more 'Deaf' friendly – using appropriate language and BSL videos Have similar equipment to Brighton and Hove – the hospital has a contract with Sign Live and has a trolley with a laptop with Sign Live running. Patient can take the trolley with them to their appointments Have additional equipment (such as a tablet) in hospital departments / GP practices with access to an online interpreter Providing 'sign-live' at Bedford Hospital, GP practices etc – Sign live provides access to interpreters 24/7. Have a provider / NHS account so residents / patients do not have to use their own credit / pay for the service Provide small vibrating devices to notify person that they're being called for their appointment (like TGIs) Provide alternative ways for Deaf people to contact the provider (often only method is to ring).	General experiences (not Digital related) Practice did not book a BSL interpreter for face-to-face appointment Provision of a male interpreter for an appointment about 'female' issues Length of time to answer a call / late running appointments Regularly having to remind providers and professionals, advise of communications needs/complain when not being adhered to Lack of / not adhering to 'communication' flags on person's record Expectations that family and friends can translate Lack of feedback from healthcare professionals / organisations – met with Adam Brown from BHT, so feedback regarding quality of wi-fi Suggestion of having a Deaf Equalities Officer employed in the system, to provide advice, support and training Due to the complexity / difficulties with accessing the service, communicating with healthcare professionals etc, some people don't use healthcare services

Appendix 4

Individual Conversations held during December 2023

Luton Resident
Experience of digital services had been mostly positive. Has found SystemOne a really good system to use which is very straightforward, but is aware of people who struggle with using the system and prefer to use manual prescription forms.
Has experienced issues with referrals to services as they are on the border of Luton and Central Bedfordshire, there needs to be improved clarity within services.
The NHS app could be made more useful by adding the ability to include referral and discharge information and letters to it so it is all held in one place.
Resident had been referred to MSK services during Covid, it transpired that although the resident had x-rays done at hospital the hospital system and the MSK providers system are not connected so the x-rays already taken could not be used and new x-rays or MRI's needed to be taken. Resources could be saved if systems were joined-up to prevent this scenario.
Secondary care sharing of information needs to catch-up with other parts of the system.
One platform should be used and shared across the system with all providers.
Sharing information and including it on patient records that they can access can help the patients understanding of their own treatment.
Need to be mindful of those people who do not have access to the internet, taking into account the elderly, those with Learning difficulties and also need to be mindful of cultural considerations. Need to find a way of getting information to people who are not online and find a central place for people to go for assistance.
Should work with patient groups to review planned upgrades to systems and software to user test the systems before they are rolled out. This would prevent issues arising with systems not being user friendly.

Milton Keynes Resident
Have found the GP online services good and has been able to link son's account to theirs which is good but the information available is limited.
Had received an email to join the NHS App and connect to the MKUH online system. Really useful to have the 2 apps connected as appointments and medical records are in the same place. Now receiving appointments and referral letters on the app. This has proven useful as a referral letter had gone to the hospital and not to them as the patient, but the letter was on the app so they were able to re-arrange the appointment to an alternative location 4 months earlier than the original appointment offered.
Would be good to be able to make a referral to secondary services through the app/online system so it is all in one place.
Only negative was there not being enough information on the type of appointment, wanted to reschedule but they were only able to offer a telephone appointment.
'Digital is the way forward for me as I can make arrangement at a time for me'.
Would be good to have the option to turn off paper notifications and just use the app.
Limited amount of info on child's account (age 5), why is the same level of information not available?
Bring together all services on one system incl 0-19 service. Had a scenario where the school nurse referred child to hospital for hearing test. The test was not needed as it had already been done. This was picked up by the hospital staff who stopped the unnecessary appointment. If the system were joined-up this would not be an issue.
Have a patient profile on the system which shows key medical information and communication needs. If there are specific needs they can then be taken into account by the health care professional. Could also be used to book 'quiet' time appointments for those who have sensory needs. Not good to have lunch-time appointments as it is too

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disruptive for a child who has sensory needs. Digital appointments are a preferred option as it is far less disruptive to the child's routine, which makes for a more successful appointment.
Video consultation better than telephone appointments, its much easier to explain and show conditions and does not waste the travel time of an in-person appointment.
Has had a private health care video consultation with son to listen to his cough which resulted in a prescription for antibiotics.
Telephone appointments with the GP practice can be annoying as you go through triage and then have to be seen anyway.
Appointment booking, online same day booking would be good rather than waiting on the phone to book.
Wishes for the future:
<ul style="list-style-type: none"> • Increase in appointments that don't need to be in-person
<ul style="list-style-type: none"> • Maybe an online chat function
<ul style="list-style-type: none"> • Booking system that shows the differently specialities for example for a child that need multiple appointments so you can book multiple appointments on one day.
<ul style="list-style-type: none"> • A calendar on the app that connects to your phone calendar
<ul style="list-style-type: none"> • Currently has folders of appointments and has started to scan them to hold them digitally, this could be done at source
<ul style="list-style-type: none"> • After appointments, someway to feedback to improve services, so the feedback is linked to the specific appointment and not generic
<ul style="list-style-type: none"> • Waiting time data on the app

Luton Resident
This resident through choice has no mobile phone and no internet access. They do not feel like they are losing out and are not connected to the internet out of choice.
It is their personal choice to be digitally excluded and they are happy that they are. They feel strongly that people should not be forced down the digital road.
Many use digital reluctantly, they would prefer to be non-digital but use it as they can't see away around it or any other option.
During the pandemic they missed the regular human contact, but did maintain telephone contact. However there has been less contact from services since the pandemic.
The ways in which information should be shared with those who are not online:
<ul style="list-style-type: none"> • Local newspapers (loss of local free papers is an issue)
<ul style="list-style-type: none"> • Via Healthwatch
<ul style="list-style-type: none"> • Community connections
<ul style="list-style-type: none"> • National TV and Radio for wider health campaigns

Case Studies provided by attendee of the Bedford Borough Focus Group.
A and B: Two homeless people, in receipt of basic state benefits, rough sleepers, on Bedford Borough Council's waiting list and are supported by a local homeless charity because there are some disability issues. They may be offered separate hostel places. A has good I.T knowledge and skills. They have little money and only a second hand 'smart' phone to share. Until they are housed, whether singly or as a couple, accessing online healthcare is unavailable to them.
J: Age 45 Lives alone with little family support. He suffers from chronic mental health issues which hamper his ability to use his smart phone for anything other than making phone calls. He has a care worker from a voluntary agency who will help whenever possible, but she needs to be advised by him. He relies on public transport and the ongoing support from a close friend whom he meets in Bedford Town Centre on a weekly basis who also relies on public transport. Because depression and anxiety often affect

Appendix 4

<p>him, he prefers to remain at home. He relies on telephone contact with his GP who is located 2 bus journeys away.</p>
<p>S.B Age 89 Lives alone, has restricted mobility and can't leave home without wheelchair assistance. She has been diagnosed with early onset dementia. She has no family but has a friend in Central Bedfordshire with a car, who visits once a week to help with shopping and whenever possible, will take her to the dentist, GP or hospital appointments. Online access is impossible for her. She is able to telephone her local chemist, her GP and friends for help (if she remembers). She has carers who visit 4 times a daily including weekends; one of these carers is exceptional and understand S.B.'s needs. She also has friend a friend who deals with a lot of her paperwork and will visit monthly when possible (friend has no access to a car) and they have regular telephone contact.</p>
<p>R.K Age 79 Lives alone, no family, No I.T skills. Relies on landline phone calls and handwritten letters. Highly intelligent but she us unable to cope with the digital world. She suffers from several serious physical disabilities and has limited mobility. She has only recently contacted GP and social services to request help and assistance after being persuaded by a friend to seek such help. They meet in Bedford Town Centre once a week. Neither of them has a car, so both rely on public transport.</p>
<p>S.T Age 90 Lives alone in social housing. In receipt of maximum housing and council tax support from Bedford Borough Council. No I.T skills. Highly intelligent, arthritic hands and fingers impede her use of a mobile phone. Has a friend who has a car, but he has limited mobility (he can drive, but not walk unaided). She has a grandson who has a car and will visit is she phones him. He has some I.T skills. She meets with friends in Bedford once a week who offer support and advice if and when needed.</p>

<p>Barriers which prevent residents accessing services digitally provided by attendee at Bedford Borough Focus Group.</p>
<p>Poverty: State benefits, on their own will not provide for the purchase of basic I.T equipment nor cover the cost of repairs.</p>
<p>Disability (whether physical or psychiatric, or both and those with other learning disabilities.</p>
<p>Those who are blind or partially sighted, or who have hearing impairments will need money to purchase special equipment. Extra funding is not always available.</p>
<p>People whose hands are crippled by conditions such as arthritis or have motor neurone disease, for example, find it difficult to use a 'smart' phone, tablet or computer, Again specialist equipment is expenses.</p>
<p>People with serious mental health conditions are often unable to use basic I.T equipment.</p>
<p>Isolation: people who live alone, with little or no support nearby, no access to the use of a vehicle other than public transport and no facility to access or engage with the digital world.</p>
<p>People who are homeless, of no fixed abode and in receipt of basic state welfare benefits often have limited access to online facilities.</p>
<p>Without additional funding and practical assistance, these people are unable to access healthcare online.</p>

Focus Group Diversity Questionnaire	
Which local authority area do you live in?	Responses
Bedford Borough Council	28
Central Bedfordshire Council	11
Luton Council	0
Milton Keynes Council	11
What gender do you identify with?	
Male	16
Female	35
Other/prefer not to say	0
What age category are you in?	
18-24	0
25-34	1
35-44	2
45-64	17
65+	31
How would you define your ethnic background?	
White British	45
White Other	3
Mixed/multiple ethnic group	0
Asian/Asian British	2
Black/African/Caribbean/Black British	1
Other ethnic group inc. Arab, Chinese	0
Other please specify	0
Prefer not to say	0
Which of the following statements apply to you?	
My day-to-day activities are limited a lot by long-term physical and/or mental health conditions or disabilities	9
My day-to-day activities are limited a little by long-term physical and/or mental health problems or disabilities	6
My day-to-day activities are not limited by long-term physical and/or mental health problems or disabilities	15
My day-to-day activities are limited a lot by temporary physical and/or mental health problems or disabilities	2
My day-to-day activities are limited a little by temporary physical and/or mental health problems or disabilities	8
My day-to-day activities are not limited at all by temporary or long-term physical and/or mental health problems or disabilities	16
Is the Chief income earner in your home?	
Working (full time or part time)	16
Retired/not working with PENSION/MEANS	23
Unemployed less than 6 months	1
Unemployed more than 6 months	0
Retired/not working with state pension/benefit only	12

Occupation of the Chief income earner?	
Job Title	
Sales director, charity founder, mortgage broker, psychotherapist, television Director (making content for platforms), test manager in IT, Sixth Form Teacher (philosophy A level) Programme Manger Administrator, support worker, training officer, BSL tutor, case worker	
Which of the following describes your housing situation?	
An owner-occupier	45
A social renter	4
A private renter	0
Supported housing	2
How confident are you with using the internet?	
Very confident	22
Quite confident	20
Not very confident	8
Not confident at all	1
Do you have access to an internet connected device at home?	
Yes	49
No	1

Appendix 6

Question 3.

Have you used digital health and social care services?

Verbatim comments grouped by theme.

Websites
I used the Ask a Question section on my surgery's website.
Online access for GP surgery
GP patient portal service.
GP service, online portal
e-consult
eConsultation with GP services
Tried to have an NHS e-consultation
Test Results
Recording BP readings and sending messages to GP
Online appointment booking, checking medication, repeat prescriptions, blood test results
I have spoken to my GP via phone but ended up needing to see them face to face.
I have spoken on behalf of my elderly father to the GP who then needed to be seen face to face.
I have used online services at my GP
I have viewed test results online via System one and requested repeat prescriptions
I have viewed test results and requested repeat prescriptions on the NHS app
I have used the menopause clinic telephone appointment system.
Phone consultation, NHS app for test results, online ordering of repeat prescription
Discussion of results after cardiovascular check / blood tests (with receptionist)
Phone consultations, ordering repeat medication, results of blood tests.
Booking COVID vaccinations; reading test results; telephone medication review; accessing medical notes
I have used the diabetes digital service to discuss my blood test results
Telephone and video appointment
Telephone consultation, communication through website/email
telephone consultation
NHS app
remote GP consultations
Had a remote consultation
Go video call
I have used telephone consultations with my GP - very convenient
Phone consultations
Online appointments at hospitals and GP are great
Zoom consultation
Telephone consultations with GP, information sent to me via text message
GP and hospital appt
Telephone consultations with a doctor
Video call with Endocrinologist at Bedford hospital
Video would be useful but not implemented by Dr
I had a phone chat with a doctor about a previous condition and how it relates to covid vaccines.
Video call with hospital consultant
GP consultation by phone

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Telephone consultation with my GP NHS app
Phone consultation with G.P. No access to NHS app, do not have a smart phone
GP only offered telephone consultations even for important things like asthma and medication reviews. This week is the first time I've had face to face appointment. My oncologist offers both options.
I have had GP telephone appointments only
Telephone appointments with GP / minor illness nurses
Zoom consultation with Bedford hospital blood clinic. Phone consultation with GPS.
Phone appointment with the nurse. Phone appointment with GP
Phone call with doctor and Physiotherapist.
Used for some GP appointments, it's helpful and convenient, but sometimes wastes time, especially if you know when you call in the morning that the GP will actually need to see you (to assess skin issues etc)
I have had phone consultations
Physio
Will not use online as I am deaf and do not have a computer, I feel I cannot hear clearly using telephone consultation, it is very embarrassing for deaf people.
Consultation with GP
Online physio.
Video calls with specialist at hospital during covid pandemic.
I prefer to use online (or telephone) where this is possible, but it is not always possible or practical, for instance I had to attend an Urgent Care Centre for a cellulitis in my leg (I believe online would have sufficed) and A&E for pyelonephritis which required blood and urine tests, and treatment with intravenous antibiotics (required in-person). I have also used online forms for things such as medication reviews, the biggest complaint is no tracking and no response - you don't know what, if anything, has happened to them. I have booked GP appointments online in the past, but lately cannot get an appointment as none are available.
Long covid unit
Phone appointment during covid, remote physiotherapy during pregnancy
Doctors appointment
I have had CBT via video call
Telephone consultation
Telephone consultation with physiotherapist resulting in online physio exercises.
Doctor consultation
I have used digital services such as Teams and Zoom for online therapy sessions.
Consultation via mobile phone
Pulmonary Rehabilitation via Teams
Have had telephone appts
We used video conferencing for a neurological appointment
GP and physio
Remote consultations with hospital
Remote appointments - dietitian, health visitor, and GP
We have had phone consultations with GP for my husband. I have not used these myself, as I am hard-of-hearing, do not have access to a text phone, and have great difficulty using the phone. Video appointments do not appear to be offered by our GP surgery; if they were offered via Zoom, I would happily make use of them, as lipreading would make understanding what was being said much easier for me.
Zoom meetings telephone consultation

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Online questions re ailment to get medication. With our phoning the surgery.
Results check Telephone consultations
Video call to Harefield Hospital. Also remote monitoring of heart via internet. Telephone call to High Wycombe Hospital and Stoke Mandeville and Amersham Hospitals for other medical issues.
Doctor, cancer services, MacMillan nurses
Consultation with consultant, surgeon, nurse
I contacted my surgery and had a remote consultation for a suspected urinary infection.
Online pain management I'm using this
Online appointments. Telephone consultations
Telephone GP appointments with photos, video consultation with GP
I have used the app and telephone/video consultations myself and I have also assisted my elderly parents with video consultations
Video & telephone appointments with GPs, Consultants & MSK Physio
Both my husband and myself have had phone consultations, with mixed success. My husband speaks very softly due to Parkinsons, and I am hard-of-hearing as well as telephone-phobic.
I have had online therapy sessions as it has been more convenient. Psychiatry appointments are in person, I assume because it is easier than online for the psychiatrist?
Prescriptions
Repeat prescription service used online, have had video appointment with a consultant at L&D.
I have received appointments for myself and family. I have received emails for physio information. I have requested prescriptions through my doctor's website.
Review of repeat prescription
NHS app, used regularly for repeat prescription
I have used digital services to order repeat prescriptions and also to speak with my GP.
Only prescription services online
I use the NHS app to order my medication.
I order repeat prescriptions online but that is all
Phone call with nurse who then recommended a sample be completed to be sent off. NHS 111 who then followed up with a phone call from a doctor who made recommendation for me to go to a&e. Ordering repeat prescriptions online. Yearly medication reviews online.
I have photographed my dad's 86-year-old leg injuries, with difficulty as I am not very technical, it was either do it or suffer. without my help I don't know what he would have done. same with prescription ordering he cannot do that either.
Ordering repeat prescriptions on the NHS app is easy. Booking a flu jab on the site sent by text to me was good. There is nothing else - I want to book appts online in advance but this not possible. Instead I have to waste an entire day phoning over 300 times to get through to Ivel Medical Centre, then wait in for a phone call to be told I have to come in to see a GP - which I already knew and which I could have booked a 10 min appt 'last week'
Repeat prescriptions
Prescription ordering.
I have been using what is available to me and that is repeat prescriptions. My current surgery does not have an option for online consults which has meant I have had to put up with symptoms as I am not able to get through to anyone by phone. I have used video consult for hospital appointments which works well I currently work as a paramedic practitioner in a surgery that does use a combination of online

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apt and telephone apt for initial consultation and if the patient then requires a face to face that can be arranged for later that same day. In order for healthcare to work effectively patients need to be assessed first by a professional rather than the patient making the decision they need an appointment.
To try to order repeat prescriptions and to book blood tests
To request repeat prescriptions
I use the on-line repeat prescription service and the telephone service with the doctor.
To order my medication only
I have used call back from our doctor and received text messages, ordered prescriptions online. I have received letters through post but also on my portal on hospital website.
Order prescriptions on NHS APP, econsult, booked appointment
My hospital appointment letters are sent to me by text with weblink (nobody asked me if this was OK, and I'd rather have a paper letter for various reasons). I've used the NHS app. I have not had remote video consultations but have had CBT remotely, both online and on the phone. I've used online booking systems (now withdrawn) and online repeat prescription requests.
GP website to book appointments and order meds. Emails to GP to chase up referrals etc. Telephone consultation with GP and pharmacist. Phone consultations with various consultants
I have used Video consultation with hospital doctor. Medication requests to GP.
Online video consults with a consultant at Bedford Hospital. Prescriptions ordered online from GP pharmacy.
Ordering of repeat prescriptions and checking blood test results via GP Surgery
Repeat prescriptions, asking GP for advice etc.
I've done private physio via zoom, private counselling over phone. Ordered prescriptions online, booked Covid jabs online
Ordering repeat prescriptions and sending messages to my GP
GP Appt booking, vaccination booking, prescription ordering
Telephone consultations Online prescriptions and appointment booking all worked well Video consultation would be better
Access to the GP practice to order repeat prescriptions when needed.
Renewing my prescription
Not used Digital
I do not have a phone that can have these services. I have an iPad but find difficulty in setting up the services I require.
My mum is 89 and never accepted smart phones or computers. Her eyesight is poor and she is forgetful now, gets confused and struggles to learn new things.
No access
Had no need to use these services
I have no interest in using digital services and I do not want my information to be saved in any digital format. I also don't want my GP giving my contact details to any third party - including any other NHS service. If I need any NHS service, I will request it.
This service is totally useless for my mother whom is registered blind along with not owning any form of a computer also not having any internet service at the age of 87. My father-in-law who is 86 has no computer or internet service to.
Not used because computer out of access, no mobile phone/ smart phone. Not keen on using new technology, especially for healthcare as computer was previously hacked etc
The opportunity to use digital services has never arisen
NHS 111

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Booking appointment with my GP. Phoning 111 and 999 for my wife when she had a gastro emergency. Booking Covid vaccination appointments. Confirming / checking referral status of appointments.
NHS 111 and GP Phone consultation
NHS 111 when the doctors and 111 wouldn't answer and I needed urgent treatment Video calls and phone calls with adult mental health services NHS eye urgent doctors
GP and 111
Used 911 & couldn't get through!!!! Called for an Ambulance- 4hr wait!!!!!! Pulled into GP surgery- it was shut!!!! I finally drove to A&E Milton Keynes
I used the 111 service I have used Econsult
Advice re blood test results from nurse at GP surgery Online advice from NHS 111
NHS App
NHS app, GP website to request prescriptions, book appointments etc, remote consultation
NHS App for Covid, physiotherapy
NHS app, MS Teams/Zoom for Talking Therapy sessions, sent a picture to the GP.
GP online consultation and NHS App
NHS App
I used the NHS app to identify/ diagnose a medical condition. I had a video consultation with my GP when I had an eye infection so she could see the problem.
NHS app, remote consultations by phone and by video.
NHS App
NHS app, COVID 19 test and trace
Used NHS app. Gp phone consultation
NHS app, online booking system for vaccines
NHS app for booking until GP surgery stopped offering appts.
I have used the NHS app
NHS APP
I have used the NHS app to remind myself of my NHS number.
NHS app, required for regular covid testing as u work in private social care.
NHS COVID app. NHS app to obtain COVID vaccination status. Paid for a private GP consultation (via video) as unable to get through to GP practice for days. Currently receiving CBT via video appointments.
Airmed and NHS Apps
I have used the NHS app and had telephone consultations
I have used the NHS app and also remote consultations with my GP
NHS app, remote consultations
I use the NHS app to review my blood tests, and to order repeat prescriptions
I have the NHS app which I use to check appointments, reorder prescriptions and check blood test results.
NHS app
NHS App, I have previously had a physiotherapy consultation online
I have used the NHS App
NHS App, remote consultations with GP and psychiatrist. Also increase in telephone appointments
The NHS App, GP Practice website.

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NHS app BLMK Wellbeing services
NHS app and Klinik at my surgery, The Stony Medical Centre Why doesn't every surgery have Klinik. Making appointments is so much easier now
Used the NHS app to book a GP appointment and to seek prescription repeats.
I have used the NHS app to check on my vaccination status, and to check my NHS covid pass for travel
I have used the NHS app for my travel pass required for travelling to Europe
NHS app, NHS covid app, gp website
I have used the NHS app and a remote gp and phone consultation
NHS app, GP digital access on behalf of family member, choose and book
NHS app (covid vaccinations) + remote GP consultation service
NHS app remote consultations with hospital and GP staff
I have used the NHS app to register regular COVID tests (as a school employee) as well as booking COVID vaccinations
NHS app and remote GP appointments
NHS app, reporting COVID test results, ordering LFTs, booking COVID vaccinations, booking flu vaccination, ordering repeat prescriptions, accessing COVID pass.
NHS App, On-line GP Consultation, On-line bookings, Patient record, etc. Unfortunately my GP doesn't yet offer video consultations.
NHS and covid 19 app Video consultation with eye hospital during lockdown.
CBT therapist, hospital appointment in cardiology, GP appointment. NHS website and App.
I have used NHS app
NHS app, order prescriptions, book flu and covid appointments and message my GP
NHS App, GP app to receive blood results. Recently the MKGen app to link to NHS app for hospital appointments/letters
Medication review
Medication review
Issues / Negatives
Difficult in accessing on-line websites due to poor sight and remembering logon credentials.
My doctors use a telephone consultation first which is annoying
I have had a telephone appt with my GP but no video which was a major limitation. I have contacted my dentist for appointments via email but am unable to contact my doctor or the audiology dept at MK Hospital that way. Audiology only offer phone - for people who are hard of hearing!!!
Used it as I can't see a doctor face to face!
used NHS app as never can get to see a doctor... so I leave complaints and then they reply.
I've had GP appointments over the phone, including my regular COPD test which, as it's not possible to use the equipment to monitor oxygen levels, lung capacity etc over the phone, wasn't much use as could only say what activities leave me out of puff!
I have difficulty using my phone as a computer
Rather speak to a person.
Neurology online apt for my husband which was not good. No rapport built between us, conversation not clear due to signal and accent, tests completed, and diagnoses given without fully seeing all tests being completed on screen. Next apt required to be face to face and more discussion held on diagnoses.
I used the NHS website. If the GP was easier to access, I might have tried for my knee pain. But, due to stories I read on social media it put me off as it doesn't seem easy. I read the NHS website and the main advice was to rest it, so in a way I have used a digital approach. It took about a month for the pain to fully disappear

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I don't believe it is available to me
I would have liked to select 2 options 1 and 4- I have used digital health services for myself. But I have a brother with learning difficulties and autism who cannot use online services himself. He and many other people who can't access the internet still need some in person services.
Digital services are NOT face to face.
My mother has had various health checks done over the phone as it is impossible to get a GP face to face appointment. My mother is mid 80s with many health issues, the inability to see a physical gp causes a lot of unnecessary stress
Prefer to speak face-to-face
My husband is 89 years of age and finds digital health services difficult to manage.
I have only been able to receive GP appointments via phone since 2020 even when I had hearing problems and would have benefitted from a face-to-face service. Similarly I have had to speak about distressing details relating to mental health over the phone when seeing a GP face to face would have been easier and a lot less stressful. I think video meetings using zoom or teams would be better than phone. On one occasion the GP hung up on me claiming they couldn't hear me. I had to call the GP survey again and again to get through and arrange for another call. They explained that their phone system was not working and though I could hear the GP he couldn't hear me. With phone appointments you also don't know when they will call. I've had to wait in all day waiting. If they called you at a set time it would be much better.
I have used our 'ask the surgery a question' which is part of Saffron Rd online service to try to get an appointment. There never seem to be any online appointments to see a doctor or nurse whenever I check online. I was sent a text telling me to book my flu jab at one of the surgeries sessions, but when I immediately went to book online there were no sessions available (for the whole month). I ended up booking my flu jab at a local chemist as I didn't want to wait that long (I have asthma). I had phone appts for my asthma reviews during COVID restrictions which I was very happy with as they supplied me with a peak flow tester.
Inability to use digital services confidently. Since working at home by my husband I don't have access to equipment x
Remote physiotherapy has been a disaster and left me with permanent weakness in fractured limb. It was not my choice to have remote consultations.
Previous experience with social care digital where questions not acknowledge or answered in appropriate timeframe did not instil confidence.
Prefer to go direct through surgery
Have not been used due to lack of digital services within Biggleswade.
Not everyone has access to Internet and elderly are not all confident in using it me included
I have the NHS app and Dr I.Q but they're rarely working.
Can't be relied on to work properly, especially if managed by Bedfordshire Hospitals (Bedford Hospital in particular)
Unable to use NHS app as our surgery had barred access to patient information for all patients
Online form to contact GP, NPMC, no choice other than phone which takes a long time to get through. The problem completing the online form on phone or tablet, if you accidentally sync everything is lost and you have to start again.

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Hard of hearing, do not use zoom
A lot of elderly people, including my parents, don't have a computer, iPad or smartphone
No digital service is good as face to face in person consultations.
Expect to see someone to talk about health issues - not phone or screen.
Digital was only option offered.
I don't agree this is the way forward as it excludes the old and those who cannot afford to pay a monthly subscription for an internet service plus the hardware required and don't understand the IT - I use Private Health care if I need anything where you are treated with respect and as a customer
Not adept with technology and prefer face to face.
I had remote appointments with a physiotherapist & would have preferred to see him in person as I don't understand how a diagnosis can be accurate without seeing the patient.
Hospital Nurse and Consultant appointments as part of Type 1 diabetes care. Digital is convenient as a patient, however it would be better to see someone in person at least annually. So to give for example the opportunity to get feet checked. Additionally it is helpful to speak to someone in person about adjustment to pump rates and additionally the overall impact of trying to think like an artificial pancreas and the day-to-day adjustment and decision making has on your mental health. There is a serious gap in any ongoing mental health support for adults with Type 1 Diabetes.
I have no internet or laptop
You should never, ever, assume that everyone has the knowledge, ability, technology, interest or trust, in digital services. The NHS has an appalling record with technology and patient confidentiality, I would trust you at all.
Our GP surgery doesn't offer online appointments
It was the only way to access my GP
Would like to see consultant face to face at least once
Information / advice sent electronically
Contact with GP
Search for vaccination centres requested repeat prescriptions
dermatology problem advice
Hospital App
Milton Keynes hospital app. ZB MYMOBILITY. OVIVA
Communication
I used the message app throughout the pandemic
Booking / Confirming appointments
I subscribe to Systmonline at my GP practice. I have had appointments confirmed by text and have had a telephone consultation with my doctor.
Dr appointment booking
After calling GP reception at 8am and 2pm and still not being able to arrange a call back from my doctor because all appointments had been taken I found on the NHS APP an email I could use to ask for a call back if not urgent. It actually worked and I got a call back. BUT when I tried again a month later to do the same thing the email had been taken off!! Why when it worked!
Online appointment booking
GP appt
I used the online doctor's appointment digital service.
I have been unable to go online to book an appointment with a GP. If you want to stand any chance, you have to be looking at the web page 12 times a day just in case more appointments are released.
Doctors appointment

Appendix 6

Booking GP appointments online Using NHS website to find information and resources
NHS App, hospital letters sent by text, booking GP appointments online, text messages from GPs, phone GP consultations.
No appointments ever available online to book
Gp appointments,
NHS app, GP online consultation and blood test appointment.
Book hospital appointments Book hearing & eye tests Book covid/flu vaccinations
Booking blood tests and Covid vaccinations.
I prefer to use only certain digital services such as booking flu and covid vaccinations but interaction with the GP needs to be face to face or by telephone.
I have been in contact with my care co-ordinator for MH services at Flo ball house... and digitally booked my blood test appointment. Don't I refused to speak with me GP via digital... I wanted a face 2 face appointment
Apps / Systems used
Phone appointment, online booking
NHS online and Babylon app
Phone conversation with gp Husband has used app to confirm appointment at hospital in Milton Keynes
Klinik now Accurx
Access to record / Covid Pass
Used NHS app for covid pass, online access to my medical record and ordering repeat prescriptions. Other digital services not used as my circumstances required physical examination.
NHS app to text surgery securely about a query, to send a scan of blood pressure readings, to receive phone GP appointment time and to receive vaccination reminders and to get covid vaccine certificate.
Ordering medication and viewing test results but as I am deaf cannot use for video consultations
NHS app Ordered prescriptions online Viewed health records online
NHS App, NHS Covid App, Airmid App, My Nets
While I've used the NHS App it doesn't provide all my medical history. I can only see records as far back as April 2022. My surgery said they would sort this but haven't
Covid vaccine booking, medication request, covid pass for travel, contact form for GP, check past appointment dates, book new appointment (but to no avail as there were no appointments available, surprise surprise!)
Appointments Patient Record Medication
I have used the NHS app for looking at test results, ordering repeat medication and getting my covid pass.
NHS covid records Ordering prescriptions
Covid app / proof of covid injections
NHS app used to access Covid Records. Digital services are not very good and do not meet most of my needs
NHS app, 111online, Video calls with GPs and consultants, GP surgery website, online medical records access.

Appendix 6

GP e-consult
Booking vaccination appt
phone review and sent photos of infected limb to access treatment
access my GP records online
booked appts for my elderly parents

Appendix 7

Question 4.

What digital services have you used since March 2020, the beginning of the Covid Pandemic?

Verbatim comments grouped by theme.

Book vaccination
NHS app, reporting COVID test results, ordering LFTs, booking COVID vaccinations, booking flu vaccination, ordering repeat prescriptions, accessing COVID pass.
Flu vaccination online with GP
Feedback
Tried to use digital services but they don't work. Tried calling support services but they don't understand either
I did not know about the Assistive technology , I will try and find on the app. Have never been offered a video consultation. What us EConsult. Just tried to log in to my NHS APP which I have used many times before and it is asking me to register. It is saying my password is incorrect when I know it is and it does not even give me the facility to change my password!!
Doctor does offer more services but we haven't accessed yet
didn't know about appointments on the NHS app.
As network in my area is horrendous
Rather speak to a person.
No online appointment booking for the past 3 years at Ivel Medical Centre
Online appointments have been stopped
We never have vacant appts nowadays for on line booking. . My on line records are no longer accurate or agree with the doctors letters I have
GP surgery doesn't offer online services apart from prescription requests and sick notes
No appointments available online booking at my surgery
Online gp service provided by private health insurance
No point as GPs are still not working as they did pre-Covid. Lazy and earning the money without the effort and putting unreasonable pressure on A&E in the area. Disgusting!
Unable to use online appointment booking as our surgery has removed this
There are never any online appointments available at my surgery. I would always use this method if it was more readily available.
GP appointments have not been available online for Shefford. Engage has always stated it has reached its limit, so couldn't use it
I've used previously NHS android app ARMID app GP Priory Gardens Surgery website All those services have major errors (I have reported them and waiting for over a week for help - so far not given) I cannot log in or request repeat prescription nor book an appointment. Couldn't even be connected over the phone because of over 25 people in the queues and someone on the gp side disconnected my call when I was on 3rd place. Absolutely disgraceful.
MK hospital portal was used at the end of 2021 for appointment letters and results but in 2022 they seem to have stopped using it ! This makes no sense as postal strikes significantly delay letters arriving.

Appendix 7

Note: I cannot get access to my personal health records via the GP's software, though there is provision in the software to do so.
We TRIED to use the online booking system to get a fairly urgent appointment for my husband to see a GP, but in the end had to phone the surgery.
Our GP surgery doesn't have online or offer any digital services.
Our GP Practice has cancelled online appointment booking service
Health and Care info online
Medical reviews
I had to access my own test results online as my GP didn't bother to contact me
NHS app to follow instructions when I had covid. Also to report results when I used covid tests.
I have used online appointment booking systems but only for education related purposes - not medical. I have accessed my NHS number online for vaccination records but nothing else as I didn't need to.
GP patient portal service.
GP service, portal pages.
Emails of physio exercises
Emails to get advice or clarify the situation with the GP surgery.
Travel apps for covid
I use GP text messages
Log Test Results
I recorded a lateral flow test online
Online appointment
Social worker elderly care zoom/video conference
Phone consultation
send a message to GP
Mainly just telephone calls
I have used "ask a doctor a question" / "ask the pharmacy a question" / "ask the surgery a question"
Phone appointments. I wish we had online video appointments.
Telephone appointment rather than video
111
Phone appointments with hospital and GP practice
Video call
Ordering prescriptions
Ordering repeat medication
Prescription reordering, sending in blood pressure reports
Prescription Ordering
Ordered prescriptions online
Regularly us online repeat prescription service
NHS prescription service via the app
Order medication on repeat prescription
Repeat prescriptions
Online repeat prescription requests. But We have been unable to book appointments online since before covid.
Order new prescription
Telephone consultation with GP
I have sent a doctor a question via the surgery website and received a reply by email.
Medication request

Appendix 7

Repeat medication ordering
Booking repeat prescriptions
Ordering prescriptions online
Online repeat prescription service
Test results
Prescription reviews
GP repeat prescriptions through SystemOne
Query re questionnaire
Question 5 and 6 - you have no discrimination within those. There are some things (e.g. ask about a repeat prescription) that I am quite happy to do virtually. There are others where I don't want to do it virtually (e.g. physio just being signposted to a few online exercises with no personal assessment or support). So your questions don't really have the nuance to actually get an accurate picture

Appendix 8

Question 9.

What would have improved your experience of accessing health and social care in a digital way?

Verbatim comments grouped by theme.

Appointment Type
I think first appointments particularly for more serious or chronic cases, unless for something relatively trivial, should be F2F or until the patient is known and it feels safe / appropriate to do appointments digitally. Information may be missed and the opportunity of building a strong relationship if starting and continuing digitally.
There are some conditions that need face to face. As I would like to check my chest pains and congestion.
Much more information and consistency about what is available. I've never been offered a video appointment. Didn't know about half the options above. Can't even email the audiology department. It's a complete mess.
Appointments are not online at my surgery,
NHS are using these online services to reduce costs, but they do not replace face to face consultations. When people cannot get to see a doctor, they do not use online services they go to A&E, that is why A&E is overwhelmed.
I don't want online appointments! I want to be seen face to face with a Doctor /Nurse. When I am unwell I want to be seen face to face and checked not through a screen.
To have a choice about whether to have a telephone or face to face appointment. To be given a specific time for telephone appointments.
To be able to book appts online in advance at a time/day suitable to me.
I have never been offered a video consultation
I still think face to face appointments are best for me. I have rhinitis, a tendency towards asthma and have age related hearing loss. I am also short sighted and wear spectacles. I have had these issues for over twenty years. Being able to look at the doctor's face and lips and be in a quiet environment where I am not coping with technology is important.
If you try to go online to book an appointment with a GP, very often there are no available appointments for the next six weeks. As a consequence, many people won't bother returning to the online booking facility in subsequent days and weeks. They don't realise appointments are released in a drip, drip, random way. You might be lucky if you keep going back to the same page many, many times.
Do still need physical appointment.
I have had successful online (e.g. video) appointments that have worked very well, e.g. a video appointment with a hospital consultant at Addenbrooke's Hospital.
I have ticked agree but online and telephone appointments you cannot discuss some elements that you would like when family members are listening in. We should be able to have face to face appointments to discuss these things and for proper examinations.
if the consultant sounds as if they are in a fishbowl, how do you improve the sound. Could a video appointment be text enabled?
It would help if Saffron Health Partnership actually made online appointments available to book which whenever I have tried, they have not. Instead they offer telephone appointments which are OK but not as good as video would be
I prefer face to face, and though this wasn't usually an option during the pandemic, I would prefer it now. I don't always get the option. Booking appointments and ordering prescriptions online is much easier though as I struggle on the phone
there are benefits to digital if used appropriately for suitable tasks. Online appointments are not appointments, they are substandard substitutes for one. Basically i don't want to use digital services - but it looks like I will have to. Perhaps I can die digitally as well.
It is my opinion, as a result of experiences over the years, you cannot beat the doctor, who will prod poke squeeze smell listen see and ask about the patient with the ailment. In a methodical efficient way, determine the way ahead, refer or prescribe as their experience and knowledge suggests.

Appendix 8

I am computer literate and have qualifications - so I welcome having hospital appointment letters sent online but think we need a paper copy to be sent AS WELL. Nobody asked me if I was OK with this method of communication or offered me the option to have paper too, or instead. Frankly I don't think as a society we're at the point yet where the assumption can be made that it's OK to send out hospital appointments in this way. It's extremely inconvenient to be sent a text with a link which I don't access via my phone, so I have to retype the entire (LENGTHY) link accurately into my browser just to see the letter. And then I don't seem to have the option to download onto my computer, which would make life a lot easier, if only one thing was going to be done. But really, email me by all means. Don't send me blasted text messages which mean I have to get to my laptop and go through a whole production just to access a letter via this system. What is wrong with email, if you're going to do things digitally?
I don't like online appointments. I have used telephone appointments.
To have appointments available online. My surgery never has any. If they do they release 1 per day at 7.45. That's 1 available appointment fir all patients
Don't have zoom
Video appointments to actually be available.
Ensure the healthcare professional on the call is as requested. For example, book a GP and have a call with a GP, not triage and then a GP. Triage should be included as the first step but very quick
Face to face appointments are safer in reaching a diagnosis. How can doctors properly assess the patient remotely without seeing them? Also, patients are only allowed to discuss one topic at one consultation. Who knows whether other symptoms are separate conditions or all part of the same problem? There is also no continuity seeing different doctors.
Access to video consultations (I have never been offered a video consultation, either in primary or secondary care)
all appointments to be online and by phone, not just phone or visit
Training not required. Whatever platform is selected for digital appointments needs to be straightforward for people to use and reliable. The offer should be a mix of digital appointments and face-to-face. So for example with my care, I am seen 6 monthly by a DSN and a Doctor. One of those appointments could be face-to-face and the other digital.
I would happily have a VIDEO appointment, as I could then have a chance to lip-read to augment my poor hearing. However we have only been offered PHONE consultations, which are pretty well impossible for me to manage, as I simply cannot understand what the doctor is saying. I have to get my husband to speak for me (he is authorised to do so already).
Make online booking available at as many levels as possible currently no GP or Nurse appointments available & starting to phone at 08.00 frequently by the time the call is answered IF it is answered there are no appointments available & the process has to START AGAIN from scratch the next day.
Disabilities
I think it's important to ensure that this paper is considered for autistic individuals when considering access to services https://bmjopen.bmj.com/content/12/2/e056904
Ensure elderly and vulnerable patients aren't disadvantaged by digital access
The ICB should be aware that digital services are not suitable for all sections of the population including the elderly who seem to be completely bypassed in the quest for digital services.
General Negative
Sometimes it is a minefield just to get through to doctors etc, so extra buttons to press is just more hassle.
Nothing would improve the experience as the whole scheme is fundamentally and fatally flawed
if the technology does not work, I'm stuffed
I feel increasing use of technology disadvantages many with sight and hearing difficulties as well as the more elderly or those with lack of connectivity.
I don't like this at all. It is all done for those in charge, for their convenience, not for the patient.
Please note some questions have strongly disagree twice in this survey so appears sloppy work
To get the GPs to offer actual appointments!
Getting any appointments would be a great start our health centre in Arlesey never have any
Anti - Digital
I do not want to use digital services. A doctor needs to see a patient in person.

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Digital NHS Services should never be considered. The long-term implications are detrimental to all men and women.
Security
I also wonder why the username is my name and d.o.b. doesn't feel very secure
Appointment letters for covid vaccinations using my NHS details produce appointment letters using the wrong name so I am particularly concerned about my data. Despite contacting the NHS this has not been resolved. I am considering raising this with the Information Commissioner
Software Training
The very basic first step is understanding the software and how to use it - I don't find this very clear at all. Which software? Also it is annoying I have to go to the surgery to get a login. I would use all the digital services more if there was clarity about where to find those services and what each does... It is so confusing and I consider myself computer literate!!
I've used previously NHS android app ARMID app GP Priory Gardens Surgery website All those services have major errors (I have reported them and waiting for over a week for help - so far not given) I cannot log in or request repeat prescription nor book an appointment.
If technology doesn't work, it's a waste of appointment.
Good software to access video consultations. I had to use the software 'cold' when talking to a doctor. When one piece of software didn't work well, they switched to another package that I didn't know. WhatsApp would have been easier, frankly.
Staff training
It would be better if NHS personnel were trained to use Digital communications competently first before trying to roll it out to patients.
I struggle with the ridiculously long link to obtain the patient newsletter.
As my only experience of online appointments was a bad one due to Dr making a phone call, not at appointed time, or using the video link, which I had gone to great lengths to learn how to use I think the NHS should train their clinicians in the use of technology first before making any changes
I think a 5-hour time period for a doctor's appointment isn't ideal for anyone, so if it was ever going to work it needs to be a set time just like a face-to-face appointment would be.
To have my digital records available automatically on my NHS App. My local GP seems to want to give access only on request. This is a pointless unnecessary call and a waste of everyone's time!
NHS, doctor's surgery staff actually knowing how to use the technology themselves and responding positively when it is pointed out that they are currently messing up, rather than just pretending it didn't happen. Patients are often much more tech savvy than NHS/doctors' surgery staff.
Communication / Contact Method
Facility to email my surgery and get a response within a day or two
Frequent updates on appointment times when Doctor is running late. It relies on you to keep ringing the service to get an update. Should be a text every 15 minutes with the new expected time of the appointment. I waited 3 hours for a digital appointment with no updates given, I just sat waiting in the WebEx meeting.
Certain video systems only work on certain browsers. The hospital/GP practice should make it clear that this is the case. I had to revert to a telephone appointment as nothing told me that the software did not work on Firefox on a Mac only Google Chrome.
It would help if my GP practice were better engaged digitally. They seem to offer the absolute minimum provision required. Online, you can book only smears or blood tests. It isn't possible to message anyone in the practice. They don't share information with the major hospital where I have my cancer treatment.
Being able to book one from the start would be ideal. - Biggleswade Health centres aren't at ALL helpful. - They allowed me to go from 40mg pills for Mental health to 0mg without even checking up on me, now am back to square one and can't leave the house or get help...
it is better than waiting in the phone queue. Which can take forever. Also as I work in London I often phone from London wanting to make an appointment the next day, but they will only allow appointments for the current day and I can't always get back in time for them! More flexibility to book a few days in advance would be very useful.
I always telephone to make an appointment

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GP surgeries need to have infrastructure to allow digital. You can't get through on the phone and you can't book online appointments anymore at my surgery. It used to be great. I booked online on the time. Now it's phone or nothing and getting through takes 200+ calls.

I would like my GP surgery (Ivel Medical centre) to actually offer this service. I obtained a password to book online appointments, but they don't offer them. Only option is to call at 8am and the lines are so busy you get a message "the number you have called has not been recognised" and you cannot get through. You can call 40, 50+ times and never get through. When you do eventually get through, usually after 9am there are no appointments available and they will not let you book one for another day. No option to book a video appointment. It is ridiculous.

Actually being able to book GP appointments online with appointments always available to book online even if it's weeks in advance

Appointments with healthcare staff being available to book (online and/or in-person)

Appendix 9

Question 10.

What other ways do you feel access and availability of digital services could be improved?

Verbatim comments grouped by theme.

Security
Scrap them because they will lead to data getting into the wrong hands...think hackers and cyber-attacks...as predicted by the WEF (World Economic Forum).
Quality of Digital Services
Make sure the digital provider can offer a good service i.e. A system that is fast and efficient and easy to access.
Ability to add text information/questions when using online services
The NHS online services are very poor.
If the GP surgery turned the online booking back on! Been off since Covid!
Hearing impairment support to include closed caption text and sign language interpreters.
My practice has not yet resumed online booking for any appointments, and will only issue on the day Appt. Meaning everyone fighting to get through at 8am
Ensure audio quality is good (e.g. the health professional must be in a quiet environment with no background noise and using a headset/earphones/microphone).
Clear simple design and plain English. Nothing so complicated it could need "training"!
I have been locked out of my GP practice account for a long time. The password reset facility does not work, telling me to contact my GP surgery to get it reset. I am reluctant to do this given the pressures that they are under. A simple online password reset service via a registered e-mail address along the lines of other public service bodies (e.g. gov.uk) should be possible?
I nearly have a degree in IT and even I struggled a little with getting online for my appointment. I cannot imagine how vulnerable or elderly people feel when faced with challenges of trying to get online to a digital appointment. It must be excruciating for them!
Password management system
Password management system.
It's fine as long as the GP replies to my emails.
For GP's and hospitals actually to use this technology
Phone queue systems could work better. Not directing you to a phone no one is going to answer... ring-ring.
Good IT team to sort out problems. Several digital errors occurred in last couple of months, and it is impossible to request prescription not to mention book an appointment
A chat facility being available if a patient gets stuck.
It's consistency of software that is designed so the public can use it easily. It must be intuitive, and doctors should be familiar with using it as users, themselves.
Stop provider disabling services.
Quality of Care
The best way to improve services is to concentrate on reducing waiting lists and to improve performance. I believe digital health are a distraction on achieving primary objectives.
Digital services do not provide any pastoral care which I regard as an essential element of health care. They will never effectively replace face to face appointments in that respect and will only be good for routine non-controversial issues.
This is geared to provide information on digital access; however it has been shown to increase demand on health professionals (a finite resource) therefore reducing capacity to see those needing / wanting face to face consultation.
These should be for minor things or advice only

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<p>https://bmjopen.bmj.com/content/12/2/e056904 This needs to be taken into account</p>
<p>Stop wasting money (our) on digital that is not appropriate and does not replace human!</p>
<p>access and availability of digital services would be improved by ensuring there is an adequately staffed NHS.</p>
<p>GP patient record needs to be accurate!</p>
<p>Quick question and Answers</p>
<p>Quicker response from the surgery, with push notifications</p>
<p>Joined up systems</p>
<p>I have found failings on the app when I have tried to get help about prescription help and delivery. The app told me to contact my surgery and gave me a password to give to the reception. Reception did not know what I was talking about. So they would need to be firstly trained.</p>
<p>Appointment booking systems at GPs seem to vary hugely across the city and I don't know of any on-line booking. Ditto dentist though mine will take emails. Much more info on what is available (and what's not) at particular practices/hospitals etc would be the most useful followed by more consistency.</p>
<p>Integrate all health services in 1 place for viewing information.</p>
<p>When digital services go wrong communication between the various agencies and the patient is vital and does not necessarily happen.</p>
<p>Still have to call as it's not very joined up. Not all records are accessible on the app.</p>
<p>Enforce the use of Klinik or similar standard of system in every surgery with receptionists trained to help patients complete the forms over the phone - See Stony Medical Centre. Infinitely improved service as a result.</p>
<p>I am computer literate and have qualifications - so I welcome having hospital appointment letters sent online but think we need a paper copy to be sent AS WELL. Nobody asked me if I was OK with this method of communication or offered me the option to have paper too, or instead. Frankly I don't think as a society we're at the point yet where the assumption can be made that it's OK to send out hospital appointments in this way. It's extremely inconvenient to be sent a text with a link which I don't access via my phone, so I have to retype the entire (LENGTHY) link accurately into my browser just to see the letter. And then I don't seem to have the option to download onto my computer, which would make life a lot easier, if only one thing was going to be done. But really, email me by all means. Don't send me blasted text messages which mean I have to get to my laptop and go through a whole production just to access a letter via this system. What is wrong with email, if you're going to do things digitally?</p>
<p>Better connectivity (I can only access a full patient record by consulting three separate sites, and my record on each of these is incomplete or inaccurate)</p>
<p>Counselling isn't so good via phone. It needs to be zoom or in person as by phone you miss the physical queues provided i.e. plucking eyebrows, picking fingernails, biting lips etc. Timings of phone calls by GPs would be easier if it wasn't just sometime today – it's hard to adjust work around the appointment. Also if GP wants forms filled in or mental health ones, they need to be looked at same day. I filled forms out immediately after appointment and GP said he'd ring once he's assessed it. It's been more than 24hrs with a person that is suffering panic attacks and still no call. Asking reception to chase GP they just said you have to give him more days he'll get to it eventually. The uncertainty is not helpful to those with anxiety. You feel alone.</p>
<p>During the merger with Larkfield Our health centre has not linked up with the NHS app so we cannot use the NHS app now we used to be able to before the merger. This is now a stressful situation caused by the health centre</p>
<p>I think the main thing is having a consistent process and then training staff on what kind of appointment you need, I've been refused a face to face appointment told I have a 5 hour window for a doctor to call, to then be told by the doctor they need to see me at the surgery which was a huge waste of time, so definitely clarity on what can be done virtually.</p>

Appendix 9

Clearer system of organising medical appointments, such having to phone twice if an afternoon appointment with an in-person doctor or nurse.
Simplified and easier systems and aps
Only use NHS services! Just one system not others
being able to book your appointments, hospital referral appointments are never available to book
Joined up Care
I really want appointments bookable on a calendar with choice of gp, nurse etc and more out of hours/ eve a Saturday not daytime. Records in the NHS app are limited/ not joined up e.g. Had consultant appt at hospital, results by a posted letter, really wanted it sooner as biopsy taken. Record does not appear on app. And link between gp and specialist is not at all clear on app.
An email facility to follow up appointments or referrals
Consistent system across providers. Different systems add confusion.
making sure IT systems between providers talk to one another. No point sending an image from one provider to a second provider when it can't be read/ decoded by the second provider - a total waste of time and resources.
Internet access
some people do not even have a computer etc, so how on earth are the elderly or those who have no access to computers / iPad/phones going to manage.
I feel online series are totally unacceptable for the elderly. My NHS does not contain all of my records and none of the appointments/prescriptions issued to me by the menopause team show on my records
Although I personally have access to computers / phone many don't so it's important to consider that.
Free online access
information / guidance
I have never used this service as I have no idea how to go about it
Train and assist the elderly and people without any computer skills
Some information on which website to go to in order to self-serve and book appts/repeat prescriptions as they are the key services I use
Either you are comfortable using digital apps or you're not. It's the same for banking apps et al. Provide short video tutorials for each task
A lot of local people do not know about the access to online NHS services. I have 3 colleagues at work this week who I have helped to get their medical needs answered by digital means so that they got prompt treatment. If they had left it, it would have resulted in a hospital visit thereby adding to the pressure. They did not know their surgery had a "Ask the Dr a question" page, nor did they know that other online services they could access from the NHS. One of my colleagues had not heard of 111online.
Making people aware of what services are available digitally. I regard myself as a digital native after 30+ years in IT but I certainly don't feel well informed as to what is available online or via the app.
Again, better training for the NHS/doctor's surgery staff.
Devices
It would help if the technology actually worked. We do not always have a strong signal in rural areas. The technology is not compatible with older phones.
Assessing people's technology confidence and access to technology at home before meetings are suggested online.
Really, we are not all of an age of digital knowledge and I personally have no access to equipment - As my husband now splits work between home and office, I wouldn't dare use the computer in case so lost his material which is sensitive.
terminals at GP practices for patients without home technology to use
Choice

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It would be helpful if it wasn't assumed that everyone has the option to take part in video appointments etc as, for a lot of middle aged and the bulk of elderly people, their computers, phones etc don't have that option.
Still offer Face to Face appointments
Would prefer face to face appointments have only been offered telephone consultations even when discussing symptoms at a Med review after I had been sent a questionnaire by text regarding my Med review. Not good enough
Doing this survey on behalf of my elderly parents who don't have the internet and have no interest in getting it, so anything online is not suitable for them
Make patients aware of them and how to access them. As an older person too much is digital, and older people can get overlooked. I have poor eyesight and hearing so without family help phone call appointment are difficult
That's a tricky one as many people still have no idea how digital stuff works, what happens to them?
Clear instructions o web sites but prefer face to face anyway.
The same services should be available via a PC as well as a smart phone. My wife for instance does not or want a smart phone.
It is important to recognise that for some people, digital services will never be the answer. This could be due to age, disability, circumstances or just personal preference.
Appointments
To be able to access my health records as at the moment I either can't, or I don't know how to. Being able to access chemist to know my prescriptions are ready to collect. Being able to rearrange appointments online
Understanding that some conditions and disabilities (e.g. autism or ME/CFS) make attending appointments in person or making phone calls very challenging. It would be helpful if there were more options/availability to make appointments and request prescriptions online without needing to call GP surgery
I'm not sure where to record this, so I'm recording it in this space before the survey ends. I strongly believe a telephone or video GP appointment is no substitute for face to face. Particularly for things such as Cardiac Reviews, the elderly and the vulnerable. I had one telephone appointment during this time, and despite the doctor's good intentions to educate me on my condition, because there was no face-to-face communication there was no flow of conversation back and forth and the appointment was not as satisfactory as a face to face one. I have heard of a patient with cancer, with a prognosis of further treatment etc. who died prematurely and suddenly in the opinion of his wife, because his chest was not listened to in person, and he died of a chest infection. Patients will be paying the true cost of any digital service savings which substitute face to face, in the price of their health and lives. I am not alone in this opinion.
Make more doctors available for appointments at Larksfield. Making 2 or 3 appointments available at 8am is useless when over 30 people are trying to make an appointment.
The systems I've experienced are not consistent, and their reliability has been patchy (one appointment made was not needed, but not only did the text function fail, but the online cancellation function did as well, leading to me still being expected at the appointment). Too many disparate systems, and these should NOT be a substitute for an easy way to make a face-to-face appointment (try that and you're waiting 3 weeks to get one).
Want to gp back to face to face appointments
A face-to-face appointment is the best, as digital appointments can be miss understood. Face to face is a lot better for the older generation don't understand digital world.
I do not want to be railroaded in to having an NHS app. I want to be able to choose the type of communication I have. Services just saying - oh you have to use the app is unacceptable - they need to be flexible
I have had to choose an in person appt for something that could be done on the phone, because

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for the phone appointment I had to be available for a 5 hour window - with the in person appt I had a timeslot.
Don't want 'NHS app' - want easy access from my desktop Others I know, mainly who are elderly or infirm, would not be able to access digital services, so alternatives must be in place to ensure all users are catered for
The technology should be used and encouraged but face to face appointments are still vital and should be available
Age 85 I cannot see how to improve, need face to face at least twice a year, have only seen my go once in last 3 years
If patients had the same access to info, booking appts etc....despite where they live.
More appointments available
Defined appointment times not 'sometime between 2 and 4'. An actual opportunity to book an online appointment.
Are you implying that if my dad did not have me at home helping him, he would have to go to the library to access medical online care ??????
Ability to reschedule an appointment if circumstances change. Advice on how long you would be expected to wait if you have a trip to A&E. Was 6 hours last 2 times but much quicker to see out of hours doctor appointment at Lister Hospital - was seen immediately. Having said that it would be great if we could attend Potton Road Hospital in Biggleswade for out of hours appointments like we used to.
Ability to book appointments online in advance not just for emergency/on the day appointments
Appts to be available in advance.
More information on its availability
I live in Leighton Buzzard. We are desperate for a Health Hub. Digital services are very important but cannot replace our urgent need for a drop in clinic/health hub. The digital services need to function all the time but in an area like the one I live in where connections and websites still sometimes become inaccessible, until that improves, they are limited in value. The services need to be constantly accessible.
Appointment booking online as long as there are appointments available each day as currently their rare!
Not everyone has internet access or an ability to negotiate digital services. Large areas of population will be marginalised by its growth. Face-to-face appts should be prime with digital services optional and secondary.
Getting through to the Dr's to get an appointment is impossible.
Booking non urgent appointments online would free up 8am phone calls
The option of a phone or video appointment would be quicker and more convenient
Having appointments available consistently for GP appointments so it isn't necessary to keep ringing at 8am every day and then being told there aren't appointments and repeating that every day. If it's not urgent to be able to book an appointment for a specific time rather than you will be called at some point today would make things easier when it's not easy to be available on the phone all day.
I would like to be able to FaceTime or Zoom my GP for remote appointments, rather than phone. I would like to be able to send email messages to my GP for simple questions. I would like to be able to book a GP appointment online rather than queueing on the phone at 8 am.
Video calls rather than voice for physio would be useful. Getting an appointment would be very useful with reminders with name. I receive all the families' reminders but with no name referenced.
Always have a phone contact number that is answered in an acceptable period of time.
Make them actually available! It would be a lot easier than having to get my husband to come with me to appointments because I cannot self-propel my wheelchair up the slope to the surgery.

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This is, of course, assuming F2F appointments for "ordinary" illnesses ever become available again.
Security and data privacy Strong individual password to Access App that can be reset when forgotten (Automatic generated) Home health monitoring Availability of Appointment Tips of ailment symptoms medicine prescription for a period of days GP to issue Fitness notes digitally with security features it can be special generated code per form. Availability of appointment
Making appointments and accessing general information would be useful online but being able to see a doctor in person is essential.
stop forcing folk to use them - if I am ill, I want to see a doctor not fill in lots of online forms!!
When I see a health worker, I am present. If I fail to express myself or fail to mention something the health worker might tune into my problem and resolve it quicker. A GP has a most dynamic role in the NHS and should not be underrated or overworked.
I have no idea if the NHS app is suitable to operate appointments. To re-iterate the point above it doesn't matter which platform the NHS uses it just needs to be easy to use and reliable.
Give Hilltops Medical Centre patients the option to use ZOOM for remote consultations.
Ensuring options to speak to a human still exist- if people are worried/ need advice urgently to help them feel confident
Other
Give Leighton Buzzard a Health Hub. Find the money for it in your huge budget.

Appendix 10

Question 11.

What has been good about the digital services you have used and what could be improved?

Verbatim comments grouped by theme.

Quality of appointment
Nothing! Fed up with one part of the NHS not knowing my history and the difficulties in being able to see anybody.
<ol style="list-style-type: none"> 1. I use the Lloyds chemist app for repeat prescriptions and that is excellent. They liaise with the GP practice to get the prescriptions renewed for me. 2. It would be good if all local pharmacies would take used blister packs for recycling - have to take them to Letchworth super drug as local one. 3. The phone calls I get from the surgery are from withheld numbers that an app on my phone tries to block - then I have lost the opportunity to have the call - they should enable you to be able to call them back if there is a reception issue - my open plan office at work also has terrible reception so I find they ring off before I have managed to get to an area with a good phone signal in a private area.
Time and cost saving could be good. Concern about the number of people who feel health problems were overlooked, minimised or misdiagnosed during online consultation
They've been good for medication reviews and appointments where it doesn't need to be face to face but for illnesses and diagnosis face to face is ideal
The convenience but I struggle with remote appointments due to autism a lot
Good: Talk to the Dr about something Things to be improved: Not to be diagnosed over the phone. Not have Physio diagnosis over the phone and then be given the wrong advice. They should see you. Not to be told to go to the walk-in centre when you have a condition that puts you at risk of infection from other people, especially when you have to sit there for 7 hours
All have been very good but I would like remote consultations with my GP, especially booked phone calls, to be reinstated. At the moment we are told they should be face to face.
I have not used them in this context. Since it is my body I am not likely to cut corners, tell lies, waste time etc. By being there the GP can look, talk, examine poke prod to his hearts delight to determine the way ahead and get the best result quickly.
Discussion blood test results helpful. No need for face to face. Remote discussion with doctor not always appropriate especially with my 94 year old husband
See above comments. It is good that I don't have to pay for hospital parking, and that I can access appointments easily from home when I am working. However, face to face appointments should also be provided eg once a year for people such as myself who have a long-term condition.
Digital services can save costs in transportation to appointments as well as saving time. However, depending on the purpose, a remote digital service will never replace face to face contact with a medical professional
Negative general
Nothing. I don't like being diagnosed over a telephone or video. I want to see a doctor
Digital services good but the appt not within the timescale allocated
To find out I have health issues from Hospital Results that the doctor has FAILED to tell me about.
It is good if you can get a consultation, but it is now impossible
All needs to be improved, having the option for a digital GP appointment would be very beneficial to all.
For my son with pots and chronic fatigue it has been a godsend.
Used NHS 111 number for mental health support but the person that responded was very unhelpful and quite rude. This worsened the mental health situation and made it more difficult to avoid needing to attend a&e for support instead of using the phone service.
Just them working at all would be an improvement.
I don't like it when I only have that choice. The cost of using the internet is a problem.
Good - appointments with my rheumatology consultant, who I know well. Appointments with Haematology at Luton & Dunstable running late, gave up after waiting for over 45 minutes & then the person who I talked to didn't have up to date blood results!
I've not had any good experiences with online services

Appendix 10

Physically seeing a GP is now nearly impossible so I paid for a GP online appt! A lot of the digital services I've used have been good but I still need blood tests that I'm not getting!
Positive general
Convenient and efficient. Easier access for me
Quite easy to use
Booking of appointments. With the move to digital the doctor available does not necessarily need to be from your GP. This could be any GP in the country or world if approved by regulators were studied in a UK approved university and has passed regular yearly knowledge checks.
It's good that you can have a digital service, and this is quick and convenient. I also like that you can speak with someone quickly about something which might not need looking at in person. However, I do really like face to face appointments because the doctor or nurse can pick up on anything else, a symptom that you might not have picked up on and can see something for themselves.
Digital service on my phone therefore can access it anywhere
Physically seeing a GP is now nearly impossible so I paid for a GP online appt! A lot of the digital services I've used have been good but I still need blood tests that I'm not getting!
Can't think of anything specific - the convenience factor is important though
Easily accessible and haven't found that they need improving.
Autonomy Convenience
Anti-digital
I do not use digital services
Have not used. Do not wish to use. I want to be able to see my GP when I need to. I am not a 'frequent flyer' and do not use services I don't need but when I do need the service, I want it to be available.
Face to face is the best. I have mental health issues and can hide/lie on digital services so not get the treatment I might need.
Nothing good about digital - face to face much better
Everything appears to be moving towards remote, internet consultations rather than the ability to see a GP face to face Very retrograde step
Never used them
Nothing has been good.
Nothing good about these very poor services.
They may seem convenient for those who cannot see the bigger picture, but they are truly disastrous for everyone.
It looks like digital services are replacing face to face appointments with GP. Not good. Health Conditions are missed and GPs have less experience attending to patients in person. You can't treat everything via phone or video call.
None has been good, phone call doctor useless, rings at 9am not 11am when arranged for then, impatient, rude
Nothing good so far. Not sure remote Physiotherapy works when the Physio has not actually seen the problem they are trying to treat.
No digital services could or should replace face to face contact with health professionals. All the NHS services - hospitals, GP, physiotherapists etc should not be relying on online consultations to diagnose or provide care/support service users. Digital platform should only be used as a starting point to get service users to address their health concerns.
Nothing good need face to face don't do technology
Repeat prescriptions. Easy to use especially when you have long term conditions but if they could contact you when a medication review is needed that would speed things up and ensure no one runs out of medication.
Nothing is good - see comments above.
Sorry but I'm old school

Appendix 10

<p>I tried to use systemonline at my GP practice some years ago and it was frustrating - constantly shutting me out, so I gave up with it. So nothing was good about it. Please acknowledge that many of us older patients dislike new technology and deeply dislike digital healthcare. Quite frankly, at my GP Practice it is a farce/ I do not feel I have access to health care, just a stressed out GP doing her best but leaving me feeling uncared for, frustrated, processed, neglected. Also due to my health issues I'm too tired to cope with new technology as well. It's a juggernaut designed by politicians to wreck NHS</p>
<p>Regretfully it seems that NHS wants everything digital and no face-to-face appointments. It's rubbish</p>
<p>Nothing good. Face to face is much better.</p>
<p>I don't use them.</p>
<p>I have not used any digital services</p>
<p>Prescriptions, Reviews and Records</p>
<p>Appointments with L&D Consultant have been just as good as face to face but without stress of having to drive there and find a parking space. Online ordering of repeat prescription is very good and works well. Have been frustrated to only be able to have telephone GP appointments when the problem is clearly one that needs to be seen (eg skin problem).</p>
<p>Really easy to order repeat medications. Impossible to book appointments.</p>
<p>Good - ordering repeat prescriptions and access to medical records. Bad - no available appointments.</p>
<p>Repeat prescriptions and access to test results online - good. Not being able to successfully book an appointment online - bad. Disconnect between Systmonline through my GP practice and hospital departments to track the progress of referral requests. Could do a lot more online.</p>
<p>Useful phone consultation. Regular prescription ordering works well.</p>
<p>Zbmymobility was excellent. Daily messages and instructions. OVIVA dead loss no appointment for weeks and no feedback. Accessing letters on Milton Keynes Hospital site Good. Text messages from GP and Milton Keynes Hospital reminding me of appointments.</p>
<p>Efficient management of repeat prescriptions. Effective means of making appointments in the distant days when such things were available.</p>
<p>Only used to get a repeat prescription once. Would be happy with a remote G appointment but can't get through on the phone to make one!</p>
<p>Good:</p> <ul style="list-style-type: none"> • easy access for prescription requests • easy view of upcoming GP surgery appointments <p>Improvements:</p> <ul style="list-style-type: none"> • ability to see all of my medical information through the app eg test results • ability to view upcoming gp surgery appointments that are held in a different gp surgery group • single booking facility for vaccinations and flu jabs at all local options including pharmacies within a selected local area
<p>Saves travelling, time doing video calls. Access to records and medical records</p>
<p>Prescription monitoring is excellent.</p>
<p>More appointments and choices with more medical records and an ability to send notes particularly for prescriptions that the repeat has expired</p>
<p>Good - being able to submit photos when having telephone appointments Improved - my understanding of what systems are available and how to use them. Also registering for them should be made easy.</p>
<p>Telephone appointments, repeat prescriptions very good. NHS online guidance less useful and the ability to make GP appointments online has been removed</p>
<p>Always on, access to Health Data</p>
<p>Being able to order repeat prescriptions and to book face to face appointments with a doctor</p>
<p>I am happy to order repeat prescriptions and book appointments online (although my GP practice do not allow this)</p>
<p>Good to go online and book appointments, order repeat prescriptions, not so good when there are no appointments available for several weeks!</p>
<p>Useful to be able to request repeat prescription online.</p>
<p>Potentially it could be really efficient and convenient but currently my surgery offers NO online services and I have tried for 3-months to get an appointment of some sort but with their archaic telephone system and very limited opening hours, you have very little chance. An online appointment would be great for my needs. I can order prescriptions from the NHS app & a third party app but only when my surgery doesn't block my medication but that is it.</p>

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Repeat prescriptions. Making appointments could be improved. There are never any available
You can order prescriptions online out of hours
Even doing online repeat prescriptions, been hard as I've needed review for past 6 months, but told each time want prescription, have to try & copy each pill separately, or fill in my previous prescription & take to doctor
Good for ordering repeat meds and for sending enquiries instead of spending hours in a massive queue at 8am on phone trying to get through. Our GP practice does not do online appt booking as people misuse it, but they could at least have online booking for blood tests or medication reviews , which would lessen the amount being in phone . Websites need to be kept up to date and informative .
Use NHS app. It's convenient for ordering repeat prescriptions.
Ordering repeat prescriptions online. Text messaging from surgery times is very annoying.
The prescription service is very good. The only times I have looked for appointments online none have been available
Access is OK Confirmation of what has been requested is needed.
Repeat prescriptions
Access to bookings, medication, vaccination records, doctors info is great, there are just no available appointments anymore, it worked really well pre-covid but now all appointments are telephone and you don't know what time of day they will ring and if you want an appointment you have to phone the surgery at 8am when everyone else is which overloads the network, and that's only if you're not in the middle of driving to work or sorting the kids out. Every doctors' surgery should have routine appointments available online then it would ease the problem at 8am for those that actually need an emergency appointment.
Not much good other than being able to request repeat prescription without having to wait on hold for 2 hours to talk to someone. Impossible to book either a face to face or remote appointment now, so I've had to go private and would quite like my national insurance contributions back. The NHS digital services are all over the place, too many different systems which are not integrated and far too buggy.
I find booking appointments, doing repeat prescriptions etc online very quick and easy (when appointments are available, of course!) And GP telephone appointments are fine if just wanting to discuss something but, for anything where the Dr needs to see or feel the problem area, test urine, blood pressure etc, a face to face appointment is needed, so it's important that they are still available in person and not always on the phone or video links, although I appreciate this means more Drs can work hours to suit, from home etc, if only doing phone or video links, so could increase amount of appointments if they're not restricted to doing set hours in the surgery.
The repeat prescription system is useful, if pathetically archaic and inflexible
I only use digital services for repeat prescription with my surgery and find this complicated when it is time for a review!
Better use of time as not having to travel to appointments. Ordering prescriptions online is much easier. Need to improve GP appointment booking system as there's never any available appointments to book online anymore.
Repeat prescriptions. Not enough digital appointments available.
There's hardly ever any appointments available to book online so more availability would be nice! I have had problems with getting my prescription re-authorized by filling out the online form and ordering medication is awkward as well because I get my medication through Boots but now I have to go on my surgeries website and request it whereas before I was able to do it straight from the Boots app.
Ordering repeat prescriptions - good Never any online appointments - needs improving otherwise waste of time
Order repeat prescription has been good, could be improved? Actually getting my medication and not it constantly being out of stock
Ordering repeat prescriptions is so much easier online. Making an appointment online (for either face to face or digital) is impossible. I would like to be able to book appointments online to see a doctor.
Ordering prescriptions and knowing when you can order again. Would prefer to be able to book appts in advance at all, rather than the only option for an appt is to phone 300 times (not exaggerating) at 8am to not get an appt the same day. This is so inefficient, and GPs are unable to plan.
Has been good to request medication online

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Easy to obtain repeat prescription
The only good thing is ordering my prescriptions or asking my GP surgery a question via their website. I haven't been able to do anything else, which is not great
Repeat prescriptions online. Ability to ask for referral online. Ability to ask the practice a question....all good
Requesting repeat prescriptions online has been great. I haven't been able to schedule an appointment online since pre-March 2020, I have had to call at 8am for an appointment even if its routine sometimes taking around 200 tries to get through and then to be told a doctor will call you back but they can't give you an indication of the time. This really can affect work and scheduling meetings etc.
Being able to request repeat prescriptions online (& have them delivered to a nominated chemist) is very convenient now. Improvements - to be able to book same day appts online - to be able to book non-urgent appts online
It is very easy to request repeat prescriptions, but the booking online appointments menu is useless as you never can, there are never any available!
Online prescription request. Access to records although remains limited
GP surgery doesn't offer online services apart from prescription requests and sick notes. Needs to introduce e-consult
My family order online prescriptions which works well. Everything seemed to get pushed through quickly with COVID and shutdowns without reviewing what worked well and how to improve difficulties patients were experiencing
Very limited use of services at my gp. Only prescriptions, occasionally available appointments and econsult which is a pain to use
Reliable access to prescriptions
Access to my health record is excellent.
I like using the NHS app - I can order my prescriptions and access my test results. I also messaged my GP Practice to ask about a health query. The GP provided a prescription following my message. This saved both myself and my GP time and a trip to the GP Practice. On another occasion though I would have like to have seen my GP face to face but this was not offered.
The prescription service was/is very good. However, I would not want my only contact with the Dr through digital or the telephone as sometimes you need to speak face to face with someone.
I always access my online record and order meds via the surgery website. The surgery makes little use of other tech such as video appointments.
Ordering prescriptions has been fairly easy, sometimes they need reviewing which isn't always easy to organised though. Remote appointments are easier in terms of timing, I don't need to allow for travel time which means I don't need as much time out of work. But I'd like more of a choice in this, as I prefer face to face contact particularly in regards to my mental health. Phone calls ahead of time seemed kind of wasteful as I needed to be seen face to face anyway so it delayed treatment more. Booking blood tests online is so much easier too rather than having to queue all day. I can't access my health records on the NHS app which is frustrating as I know lots of people can, also managed appointments on there. Mental health wise I find the treatment/support is shocking, I don't feel supported at all by them. I'm unsure if this is due to remote working or just a below acceptable way of working
Ordering prescriptions Booking online appointment
I have only used for the vaccinations and covid pass, usually healthy- have not attended a GP
Availability of my personal records via the NHS App. I cannot currently book appointments online for my GP Practice as this was suspended during Covid, I would like to see this offer be available again.
111 able to help me get antibiotics when I could not get any type of apportionment with my GP Allow chemists to prescribe more medicines
GOOD <ul style="list-style-type: none"> I can access the services 24/7 and don't have to wait on the phone to speak to someone. COULD BE IMPROVED <ul style="list-style-type: none"> More joined up services between primary and secondary healthcare so that medical records can be shared and viewed by both patients and clinicians. Online appointment booking as opposed to the GP/Hospital/Physio booking it and then I have to change it. This could also reduce the number of missed appointments

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<p>I like being able to order prescriptions online. I like the option to have either phone back, text or in person. I have not been dressed or in bathroom on call back glad it was not on video, also being in a private space can be difficult online. I like my letters from hospital portal I am advised that I have a letter waiting. Would like to improve when hospital is ringing you to make an appointment if call is missed no message apart from them to say they will ring back and unable to ring back to them, it is an automated system.</p>
<p>I have always enjoyed booking repeat prescriptions online, and while my GP surgery offered bookable appointments online (for in-person appointments) that was great too. They stopped around the time of the first lockdown and haven't be reinstated. In fact, it's now probably harder to see a GP. A phone consult is NOT the same, my GP had 2 years to forget what I look like and what my issues are, and has clearly got someone else in mind from the things she was saying when we last spoke on the phone (my "appointment"). This is a clear deterioration in service. What could be improved: I am computer literate and have qualifications - so I welcome having hospital appointment letters sent online but think we need a paper copy to be sent AS WELL. Nobody asked me if I was OK with this method of communication or offered me the option to have paper too, or instead. Frankly I don't think as a society we're at the point yet where the assumption can be made that it's OK to send out hospital appointments in this way. It's extremely inconvenient to be sent a text with a link which I don't access via my phone, so I have to retype the entire (LENGTHY) link accurately into my browser just to see the letter. And then I don't seem to have the option to download onto my computer, which would make life a lot easier, if only one thing was going to be done. But really, email me by all means. Don't send me blasted text messages which mean I have to get to my laptop and go through a whole production just to access a letter via this system. What is wrong with email, if you're going to do things digitally?</p>
<p>Monitoring BP was good. Telephone repeat prescription/reviews/ pharmacy at GP practice good. Hospital appointment booking online good.</p>
<p>I still cannot get my GP to provide online access to my health records</p>
<p>Great that I can order repeat prescriptions. Booking appointments is pointless for urgent needs</p>
<p>Ordering medication, excellent No appointments online to book</p>
<p>Checking tests results, asking for new prescription and booking appointments on line (when appointments available to book are there) good.</p>
<p>I can see my medical history online. But booking GP appointments online needs improvement.</p>
<p>Repeat meds and online jab bookings, good. Lack of actual use of most of this technology by GP's, bad.</p>
<p>Repeat prescriptions</p>
<p>Seeing test result straight away Doctors appointments started up again</p>
<p>Ordering prescriptions</p>
<p>Access to my health records and test results. Need to link in outpatient records and referrals.</p>
<p>Only ordering repeat prescriptions is of use - everything else is useless - its about time the NHS started to treat patients (who pay for the service through tax after all) as customers not as dirt on their shoes!!</p>
<p>Access to health records and test results. Remote appointments with hcps when visual/ physical assessment was not required, and the time that saved.</p>
<p>Good prescription ordering. Once diagnosis complete video calls OK but telephone appointments not so good except for the most minor complaints. Doctors are all overworked gps need more staff. Reliance on non-face to face appointments will cause missing vital symptoms and Patient to Doctor relationship is lost. You are just a number not a person. Improvement needed in follow up treatment and physiotherapy. Also mental health related subjects all these are taking many weeks to be started. More pay for the staff would possibly stem the exit of staff.</p>
<p>Covid app useful for travel. Did not like physio by remote means. Physio is far better in person, and I wasted months of recovery before I had proper diagnosis and treatment. I don't have a lot of confidence in online diagnosis, and it is very impersonal. Every time resulted in the GP asking me to go in anyway, so not sure it ended up being more efficient use of time either.</p>
<p>Quick and easy mostly, but then when no appointments available, very frustrating.</p>
<p>Prescription online - very easy to do</p>
<p>Feeling of being more informed.</p>
<p>Repeat Prescription is excellent. Have been very happy at response to email requests on e-consult & surgery usually phones me same day.</p>

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Ordering repeat prescriptions
Access to vaccination record other than Covid.
Only used repeat perceptions which is good. Maybe a message to say that it's been sent to the pharmacist
Access to medical records and requesting prescriptions.
Easy to request repeat prescriptions
Excellent for ordering repeat prescriptions. Improvements could be made to making appointments online with GP. Cannot book an appointment currently only on the day.
It's so easy to order repeat prescriptions!
Face to face video consultation with expert at moor fields eye hospital was excellent idea. Give everyone total access to their records via app. Don't rely just on app, allow access via laptop/iPad. My Wi-Fi is weak, and I can't always get online via apps.
Access to records and repeat prescription ordering.
Being able to book appointments on-line, but these have now been stopped. Able to order repeat prescriptions and view medical records especially test results.
Only been useful for prescriptions
It is great to be able to order repeat prescriptions online, it would be useful to get a message to say that they were ready to collect. I like being able to email non-urgent queries to my GP and get a response within a few days. I like having a record of what date appointments were held, on the NHS app. I like being able to access things for my children on my app. When booking appointments online the majority have been at least 6 weeks away which is too long. I hate ringing my GP, I always feel guilty as it is impossible to get a non-urgent appointment in a reasonable time frame. You are either so ill that you have to be seen today or just not ill and you can wait 6 weeks. For less important issues I have taken to e mailing the practice as I am not made to feel guilty by the receptionists, and I get a response from a Dr more quickly.
Digital services has made the appointment bookings and prescriptions more efficient
Being able to order a prescription without having to jump through all the hoops of having to go to the surgery to place your request in the "special" box
Prescription reordering generally works well. Test results - when available - are in "medical language" & need explaining to patient - just putting "no action required" or similar doesn't help. Eg one blood rest result was put as no action but when I spoke to GP on a subsequent visit about something else I was told my cholesterol was within accepted levels BUT checking my notes was HIGHER than it had been & I was given Statin prescription IMMEDIATELY!!!
The good part of the digital services I have used is how quick is to order prescriptions. One improvement would be to make more appointments available.
Ordering prescriptions on-line. Would be good to get doctors appointments on-line.
Reordering prescriptions
Booking Systems & Appointments
I find it difficult getting appointments especially on e-consult and sometimes I rather had a face to face but keep getting told to do the e consult because there no availability
Needs to be rolled out to more GP practices. I used to have econsult at my previous practice in Hertfordshire but since moving into CBC I no longer have the option. Online appointment booking should be standard everywhere - none of this calling up at 8am nonsense. It's 2023.
If you are lucky enough to get an appointment online at Larksfield the doctors have been excellent. However the service is completely inadequate with far too few doctors available.
Sorry, very little. Booking an online (telephone / econsult) appointment left me waiting 3 weeks to discuss my health issue with anyone. Use of 111 and 999 for my wife's condition was a joke ("a doctor will call you within 8 hours" / "no ambulances for 8 hours" for what was an emergency). Digital services do work for routine matters, and I'll use them for those, but they are not suitable when you need face-to-face time with a doctor or the hospital services.
Easy quick access with information to hand. Accessibility to see a GP in a timely way as I couldn't get a same day appointment, even after going through NHS 111.
Improve practices. To re phone you if they don't get through first time. As when driving you can't answer phone.

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111 is very long winded and time consuming. We cannot book appointments at the moment nor see our records. I would like to book a face-to-face appointment for two specific problems. I would also like an M.E. check-up every so often to distinguish that from a new symptom or pain.
Able to book dentist on line. Eventually able to contact audiology online though after a run-around. GP phone conversation though lack of even approx. appointment time was a nuisance and lack of video serious.
Put appointments online in the app
You have to enable people to be able to book a doctor's appointment without having to have access to a phone for the entire day. I am an early year's teacher who is not allowed their phone at work, due to child protection, and this now effectively means that it is impossible for me to get a doctor's appointment. I do not think this is fair or reasonable.
Booking blood tests online so that I do not have to wait for a long time to be seen have been positive. Digital appointments, yes seem to be quicker however the care received is just a tick box exercise. I could be telling the health professionals anything in my reviews and because they are not seeing me face to face they are not examining me, which in turn could mean something serious is missed. It also frustrates me that you have to phone early for an appointment at your doctors surgery and there is not even an option of a face to face, all you get told is ' a doctor or nurse will phone you back'. If you then do not answer your phone you miss the appointment and have to start the whole process again. On the odd occasion I have been to the doctors (for a cervical smear) there has only been a maximum of 2 other people in the waiting room, when prior to covid it was near full. The digital services have actually made me stop phoning the doctors which could end up with people becoming seriously ill.
Needs expanding and can only be as good as what health services can offer. No good having only a few appointments available either in person or remotely. Need to be able to access health advice and assistance easily and move on from the 8 am weekday phone calls to access a surgery.
I don't think it is good. Have to call doctors at 8am for an appointment but phone lines a jammed if you manage to get through all appointments are gone and told to try tomorrow! It is almost impossible to get an appointment. Before covid you could queue outside doctors before open and they would guarantee you an appointment that morning. This service needs to be reinstated. At the very least doctors need a better phone system that puts you in a queue rather than give constant engaged tone
It WAS good when you could book an appointment online - this inevitably saved on resource surely? So why still have it turned off? Puts stress on phone calls. Should also turn on the appt registration when you arrive at the surgery too. Why would you keep that off? Again, taking up more unnecessary resource at reception and the phones!
Needs improving – <ul style="list-style-type: none"> • Being able to book online appointments • Being able to understand the notes on my online record - doctor will understand it but everyday people will not • Phone appointments can be useful - a more clearer time frame is needed though as those who work cannot be available to take a call 'all morning' • Being offered a phone appointment to question how. My sprained ankle isn't healing after 8 weeks seems a waste of time. It needed to be looked at/touched
Being able to actually book a doctor's appointment in the doctors surgery with an actual doctor, not over the phone
Could be improved - GP surgery only offers telephone appointments initially even when you know you will need to be seen in person. GP surgery not able to specify a time for telephone appointments or even say morning or afternoon. GP surgery has the ability to book appointment online, but none are ever available, and this system is not used.
Flexibility of booking. Data visibility.
BP monitoring is fair although erratic. Making appointments digitally is almost impossible because there aren't any.
Hope that new provider in Biggleswade will allow appointments to be made online instead of the farce of having to phone at 8 o'clock
Face to face appointments need to be reintroduced and the telephone system need a to be replaced as it is not fit for purpose
The idea is good but absolutely useless if you can't get an appointment online. Making 300 phone calls before 09:00 to then be told no appointments available ring again tomorrow!!
I like that I can go online and book an appointment or renew my child's medication. However there has been issues connect my children (both under 12 years of age) to my account. While booking appointments

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online is efficient the appointments are very few and I have no option of asking for a face to face and I still can't get an appointment for 2 or 3 weeks time!
Timed appts Video rather than telephone calls But face to face still should be available as a preferred option not as it is now rarely available. I'm concerned that people myself included are not accessing their GP because of this and serious health conditions can be missed or not well managed
Never been able to book an appointment online as none are ever available
Never any appointments available to book online.
Our surgery does not offer online appointment booking, or remote consultations. Their phone lines are not fit for the service they are supposed to provide. Waiting by the phone all day for the GP to call at some point is completely incompatible with having a job, as is having to ring 200 times in the morning to get through to the receptionist when you start work at 8am. Also when large swathes of Biggleswade have a very poor to non-existent phone signal, telephone consultations are an absolute waste of time & are actually dangerous when being prescribed medication when you can't hear what the doctor is prescribing, what it's for & how regularly & for how long it should be taken.
Receiving a text with a link to book a flu jab was good. The 8am telephone scramble to get an appointment, needs to change as appointments should be allocated by clinical need not by being lucky getting through on the phone! I would like to complete an appointment request online so that the most sick people are prioritised. It would be good if I could get the results of blood tests, urine tests, etc on line. Be good to look back to previous results for comparison too.
No doctor appointments available to book online. Digital services should only be used for booking appointments, routine jabs, ordering repeat prescriptions. Digital services should not replace the option for face-to-face appointments.
The system I use has a facility for booking appointments online yet there never are any available.
I think it's a great triage and should in theory free up HCW time, but the infrastructure doesn't work well enough yet and people are resistant to change. Promoting how this will benefit patients and the NHS should be done as a priority. And no hour-long calls to get a 3 minute GP call, needs to be far more efficient
Booking flu and covid jabs online was good.
Ordering prescriptions. Maybe an online triage for to get appointments face to face. Or phone or remote calls for those that don't need face to face appointments.
App was good for booking covid jabs doesn't work for gp appointments
Availability of appointments needs improving. It can be weeks before you can get one booked sometimes.
Efficiency has been good. Knowing exactly what time to expect a call would be nice so there's no fear of missing a phone consultation
Being able to give details of the problem for triage at a time that suits me and being able to provide a range of dates and times for a suitable appointment to be arranged. Ease of changing appointments with the online system. I felt there was no follow up from the telephone physio appointment. It was left to me to arrange a further appointment, which I didn't as I didn't want to waste anyone's time. I now know that was a mistake.
Access to go appointments online is so incredibly frustrating. Can't do it and no telephone appointments.
App for seeing records is good but our doctors do phone appointments, and I am not great at hearing so this could be improved
I have been able to use digital services but have struggled to obtain an appointment with the only ones available many weeks away. This is not helpful especially when I am being refused a face-to-face appointment by the Receptionist at the surgery.
I don't use the NHS much, but I find it easier using the NHS app or the airmid app rather than trying to phone my GP for an appointment
That I can access it when it is suitable to me. Would like more options like to book appointments at hospital with date and slots available instead of waiting for letter with appointment that could not suit. This applies for digital appointments (which I'm fine with) as well
To have appointments available to book, at my doctors there are never appointments online.
They should never replace face to face appointments when necessary. These have become fewer and further between as phone appointments have increased. Sometimes you need to see a GP in person - you

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especially want your child to be seen in person. Time is wasted by having to be triaged first in a phone call, before inevitably being asked to come to the surgery.
Nothing good at all. Improvement would be for the surgery to use it more and make appointments available
My surgery's (lack of) use of online appointment booking could be improved
Good - repeat prescription for my son's inhaler. All done over the phone, didn't have to travel to and from the doctors so saved time when I was working. Could be improved - telling people about the online services. I didn't know I could book through a website plus I never know when I need a same day appt when those appts are released and what are the next steps. Could be useful to have a decision tree almost on the website to explain what to do when you can't get an appt - would definitely take some pressure off the reception staff.
Made accessing appointments a lot easier especially with young children. Getting a gp appointment as they get taken very quickly. I got my appointment by looking in the early hours of the morning.
None of them are particularly good. Gp appointments are a joke and don't work, forcing patients to wait on the 8.00 am telephone rush. All communication with gp offices is difficult and quite frankly letting the public down. Poor quality service for what they get paid.
Covid booking system good. Lack of consistency across service is bad.
1. Available Appointment Date to avoid long wait hour in phone que 2. Health records should include laboratory test results and data security and privacy should be improved to avoid data leakage
Easy to use. Local GP only makes available small number of appointments at any one time, so you have to check daily to get one.
COVID vacc very good. GP does not offer digital service.
Non urgent ailments\needs can be reported and the GP service can then get back to you when able.
Found reminder txt or e-mail very useful. 👍
Blood test appointments very good. E-Consult with GP is too long, sometimes ambiguous and sometimes not good at identifying what is wrong.
More convenient than waiting ages for the phone to be answered
Lack of ability to book GP appointments online. Repeat prescription service is good, saves having to drop off prescriptions. Prescriptions sent direct to pharmacy good. Ability to change pharmacies when necessary online is good
Having an agreed time for an appointment. The face-to-face appointments note easily acceptable
Convenience and quickness of online services. Appointment online as before pandemic
No appointments 😞
I like having a phone call to determine if I even need to come in.
It would have been good to have not had to sit for over 45 minutes waiting for my appointment time as they were running late, no information was given to say they'd not be on time
Good = my information available across NHS; the NHS App improve = offer phone/online appointments via app or web
Should make face to face appointments more availability
It's helpful to be able to have a telephone or video appointment, but their use needs to be appropriate for the medical condition. E.g. a chest infection or a rash can really only be checked via a face-to-face appointment. However a simple prescription request or change could be done by phone. Also, using technology can allow patients to speak with a clinician during the working day, without the need to take time off from work to travel to a surgery or hospital. Time keeping for digital appointments needs to be improved. When waiting for the agreed appointment to take place there is currently no way of knowing whether the clinician is simply running late or if you've been forgotten.
It has been good to talk to a medical professional from my home as I do not have to find a sitter for the people I care for. It could be improved if the doctors rang the phone number, I asked for the call to be made too and not phone the people I care for.
Given choice to have face to face appointments
Quick, easy and more accessible
Would be good to have access to communicate via my health record- to email gp with non-urgent

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issues/enquiries would like to book appts directly online with my GP/Nurse
It's good for appoints such as review appointments but some need to be face-to-face and it would be great for the option
Appointment booking for flu and covid vaccinations have proved useful and simple to operate.
Reminders are very efficient for booked appointments. Preferred to have booked flu jabs online like COVID ones. In absence of GP appointment same day for painful situations like Male UTI we have to use drop-in centre and wait for 90 mins but better than waiting for GP Appointment in pain.
My surgery does not do online booking of appointments or telephone consultations. You have to go in for an appointment it is very inconvenient and have to wait about 3wk for a routine appointment. I have not been able to access my records online. Very disappointed
Staff training
Making the digital services work would be welcome but you need to employ capable people to do this.
In my experience, my therapist is consistently clear about setting appointments and what date/time they will happen. We have stuck to one app/system (Teams) for our meeting which is what is also mainly used in my work at CAMHS (as a service user) and that consistency is very helpful. I think that the app in use (whether it's Zoom, Teams, Webex etc) and the time and date of the meeting should be highlighted and much more clear as I have had experience of having to move around apps, however I have had a mainly very good experience. :)
The app used was terrible, sound cutting in and out and I have a great internet connection. In the end the doctor called me on my phone to have a conversation while the video was just about working. There needs to be a stable line of communication if you are going to use digital technology. There was absolutely nothing good about it.
Design is very poor at our practice - terrible website and poor delivery of information.
Specific requests put on the online triage form are regularly ignored - e.g. I specifically need to speak with a FEMALE GP; I get a SMS saying a FEMALE GP will call me. When the call comes, it is a MALE GP; hence I go into panic mode (I have PTSD and men are a specific trigger) and the consultation achieves nothing, wasting both my and the doctor's time. So specific requests such as a same-sex GP need to be complied with.
Confirmation of appointments by text has been useful, although often what is sent to you does not tally with practice records. Almost every aspect could be improved. For example, don't send 'you can book your flu jab' texts when the surgery then says that you can't. Listening and responding to 'critical friend' feedback rather than just sulking, or reusing to engage because you don't actually understand the problem, and have no designated person on staff who would. Cannot count how many times I've been told that: 'The person who deals with all that isn't in at the minute. Can you call back?' Instead of them trying to write down a message about the issue.
Online video telephone
Once knowing my psychologist and OT we could easily all meet digitally for follow-up appointments, including the wife, without needing to travel. I found it easy to use, some may not eg. Elderly, cognitively impaired.
Video/ phone appointments make life easier for carer and patient. Lots of appointments are sent electronically which you can store in your phone much better than letters, recently had a hospital appointment sent in post which got lost in post lucky telephone appointment happened when we were at home, or this would have been DNA
Telephone appointments are convenient but not always the best option as sometimes a face-to-face appointment is needed eg: depression and anxiety cases feel fobbed off when not seen face to face. Some people not able to express themselves clearly on phone. It would help if the people dealing with repeat prescription requests via email actually read the entire email and got the request correct. There is a distinct lack of communication from our gp for reasons why things have or haven't happened
Online chat with GP.
Appointments more on time. Less time off work with virtual Appointment
It has not been a good experience. Technology breaks down mid consultation and overall not as satisfactory as face to face. Also GP appointments are not available in any form!
Having phone hospital appointments when there is no need for a physical examination is brilliant as there is no need to struggle to get parked and wait for hours in a waiting room because they are running late.

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I have been able to talk to someone sooner than if I had waited for an in-person appointment. I have anxiety and getting public transport is very difficult for me so the digital services have been amazing. I would like to see video appointments with doctors/nurses next.
It has been convenient - I only needed one face to face appointment as one could be done online and saved the GP time.
The e-Gp as I can raise my clinical concern and the doctor will call me or answer in the chat all very efficiently undertaken
I find video calls to be very good but would like the option of a face-to-face appointment with GP.
Nothing good. Taking a photo of my private parts to send to the GP was very degrading for me. I was very concerned to be sending that type of photo across email.
Video calls much better than telephone as can see body language
Speed / Time / Cost
Saves a phone call and wasting peoples time and easier quicker for myself.
Zoom/phone consultations saved time/money travelling to appointment location
I find online access to test results, making appointments, requesting prescriptions, etc. Very useful. I have had successful remote/video hospital consultant appointments and wish more could be done this way as it saves time, cost and avoids travel pollution. What needs to be improved are: (1) Consistent access to digital health services, through similar look and feel systems (each hospital/GP surgery/other) currently seem to have their own and different systems, each with their own interface and foibles, and they don't talk to each other! (2) availability of appointments/access - no use if none are available online. (3) better audio quality (e.g. The health professional must be in a quiet environment with no background noise, and using a headset/earphones/microphone). (4) when using online/digital access for many things, you need to be able to confirm it has been received and track progress - not just send it into a digital black hole.
Reduction of time to attend - can log on
Taking less time to have appointments, prescription requests etc
Convenience.
My surgery is not well geared for digital.
Less time consuming than face to face appointments
More efficient, saving time
Easy to use and time saving re travel
Speed, able to do anytime, no need to sit on the phone.
Not having to pay parking and get stuck in traffic
Extend to all providers
Access 24/7- could be improved with other healthcare providers being online.
Some service's very good that I use but others are useless.
NHS App /111
NHS app to get vaccine proof was v good before travelling. Texts from surgery as reminders works well. Need more general keeping healthy info to local services on the app. Eg weight loss, wellbeing walks link, how to get blood pressure down, warning signs for ovarian cancer when to go to gp, well woman menopause so can know when it's worth getting appt.
The NHS app is very good and easy to use
Quick to identify if I need to attend in person and progressed to the next stage. Freed up in person space for someone else who needed that and also saved me missing work to drive to surgery in person.
Access to records, test results, prescriptions and covid app have all been great. GP appointments has been terrible. As mentioned before it's impossible to book appointments online. Phone appointments only ones available. Phoning GP a nightmare.
Except for NHS online and COVID app, all digital services I have used have been private as not offered at my practice. NHS app and COVID app worked well and are very useful.
NHS app etc "just works" - covid vaccination booking likewise. Whereas my gp had a lengthy process for explaining symptoms online then at the end told you no appointments were available.
The NHS app is very easy to use, blood tests are good in that links are provided to help explain what they mean. I tend to use the NHS app rather than my surgery's online system as I just can't get access to it.
I believe everyone should be opted into sharing yours records so that, wherever you are in the country they can be accessed digitally thus you are more likely to get take up

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I believe that a lot of hospital records could then be digital rather than the mounds of paper now. Virtual appointments play a part- although access to face to face MUST remain available, and Drs listen to patients in what they want- we know our bodies. I do believe that results of hospital tests, when they are normal, and no further actual is required could be delivered via a letter or online appointment- no need to attend face to face
NHS app works well but does not show all data such as hospital records. I don't believe Bedford hospital shares this data
NHS app good
NHS app is good. NHS app could be better if it included more services e.g. Booking GP appointments
The NHS app was reliable and robust in my limited experience (mainly Covid certification).
Interface
It is quick and convenient to use digital access. It would be helpful for services to be linked via one or two apps instead of multiple.
Each hospital has its own methods i.e. London hospital like UCH different to Lister or Bedford
Communication
I was able to send photos of my skin condition before having a telephone conversation with the GP
Fortunately, I have not needed or felt I needed a same day appointment. I use the ask the practice a question service on their web site. I feel it is a great way to provide information, which is then triaged, and passed on to the GP or Nurse. Who then call me back. If you have the written communication skills to do this, I found the fact the person I am seeing has been briefed beforehand has made the appointment much more productive. This system would not be suitable for everyone, but this service does need to be promoted more.
From personal experience I have felt although telephone appointments have been coinvent, I am not sure they are the best use of a clinician's time, They seem to go on longer than a face to face, and they are not suitable for all conditions. For example a telephone appointment for HRT worked really well. An initial telephone appointment for what turned out to be a bone tumour didn't. I suspect one of the main reasons I was eventually seen in person was in part because I had the communication skills to explain my situation to the clinician.
Sending hospital appointments via text is excellent but it is then unnecessary and not cost effective to post the same letters.
Speak to a doctor
Ask doctor/pharmacist question online at GP surgery website is excellent
It's fine, although sometimes there is no response from the GP.
I am not really aware of what digital services are available. It isn't about training or having the technology at home it's about understanding what is available and how you might benefit from what is available.
E mail communications preferred rather than phone messages. I rarely use my mobile phone and messages are often not seen until sometime after they have been sent.
Ease of access, quick response, very reduced time to obtain information, better communications with surgery.
Good - saves time and money. Bad - insufficient information available on your own records and no way of texting/emailing the surgery
Nice to have information in one place, though my practice's website and others using the same system not always easy to navigate.
Overall I have found them clear and easy to use but free text areas would also be useful allowing greater flexibility.
They exist!!!! They need to be standardised, intuitive and user-friendly. Doctors should be able to use them properly. Software should be accessible from a wide variety of devices and platforms.
Nothing has been. I've not seen any info from my GP since March 2020 on what digital services there are. Therefore communication needs to be improved
I would like my gp to offer video appointments with subtitles as an option not just telephone appointments. I am hearing impaired and find telephone appointments extremely stressful.
Data Security
Getting repeat prescriptions has been mostly good. Security has been very bad.
Registration and lack of data protection requirements when sharing data externally for example when 3rd parties requested medical records I have been informed they lack security
Information and Resources
COVID vaccination records and Q Codes very easy to obtain and use.

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<p>Sending information via email with contact/access information in advance</p> <p>Good....ordering repeat prescriptions....ask the doctor a question.....the NHS app re covid.....repeating reminders about appointments....updates about surgery and general health matters</p> <p>Could be improved.....websites that are poorly designed and hard to negotiate.....over complex use of written language....</p>
<p>Digital services are great for symptom checking which is all I use for! We still want Dave to face appointments which is so difficult to get especially when you work as can't afford to lose time queuing in phone line!</p>
<p>Nothing. It needs a massive overhaul. Booking and cancelling appointments and access to up-to-date health records</p>
<p>The appt. System no longer works - never any published appts. My records aren't accurate. When given a summary it is coded which means nothing - needs to have correct actual diagnosis to take to appts when u have multiple or rare conditions. Digital services not good for transfer of documents between health authorities. Had to go to full data protection means to obtain details biopsy report despite second hospital and gps and Pals trying to obtain relative info. !</p>
<p>Pros- asking questions, repeat prescriptions, vaccination records, seeing previous and upcoming appointments</p> <p>Cons- never any appointments online to book, asking a question to a doctor has now disappeared, don't have access to your full record.</p>
<p>Access to own records and checking test results, being able to book GP appts and online appts when face to face isn't necessary</p>
<p>Very useful to be able to order repeat prescriptions but it has its drawbacks. Access to medical history difficult to understand, need to be more simple. By and large am not really in favour of digital services. No substitute for face-to-face appointments, particularly for older people which are not techy minded and are never likely to be!</p>
<p>Accessing my GP health record.</p> <p>Gps online form is only available when they are open. It's very often not available because they are "very busy" and told to contact 111 or Pharmacy etc. These services are obviously not busy according to GPS!</p>
<p>Very little. On-line general information is good but face to face appointments are, in my opinion, essential.</p>
<p>Easy access once set up.</p> <p>There could be improved use of language. For example, I had to undertake a detailed analysis of some recent blood test results. I was tested for all sorts, and a few issues of concern were identified. But the detail was more written for a GP than a lay person, even with links to explain more. This renders the information less accessible and less comprehensible. Look at it in terms of, if I was reading this to the person waiting for the bus at the bus stop, what chances they'd say they knew exactly what I was saying?!</p>
<p>Speed of access to information has been good.</p> <p>Availability of GP appointments through apps could be improved</p>
<p>Internet and Hardware</p>
<p>My experience the connection has been so poor, can't hear or distorted. Or connection did not work they had to ring up.</p>
<p>Training / Simple System</p>
<p>Giving patients more confidence in the digital services provided and making sure all systems work.</p> <p>It was good the vaccinations were all online even though I had to ask for one to be added on a lot later than I had the vaccination which hindered my trip.</p>
<p>Easy to use service operating the app.</p>
<p>Straightforward quick and easy. IF there are ever any appointments available!</p>
<p>Easy access at any time</p>
<p>I.have never used them, I cannot work out how.</p>
<p>Improving - Consultant not moving away from screen and screen not to be on blurred setting</p>
<p>Older people find it difficult to use digital services and it is assumed they know and have the ability and resources to use digital technology which they do not so perhaps this should be taken into consideration.</p>
<p>Training to use digital services could be improved. There is a need for understanding that elderly patients aren't comfortable online, indeed have no idea how to use digital services.</p>
<p>Accessibility, does log in have to be so complicated?</p>
<p>Nothing good! Always been a struggle due to having a double-barrelled surname!</p>
<p>Very convenient.</p> <p>What could be improved is for the needs of those who do not use Digital - often the elderly/vulnerable to be recognised. A substantial percentage of the national and particularly our local population cannot or do not access digital.</p>

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Got used to klinik now getting used to Accurx. Have struggled to get onto my records though since Accurx started. Can't get into system online at the surgery. Don't know if that's stopped now.
Convenience and easier access Better coordination, better messaging and more intuitive systems, more appropriate use of relevant digital formats
E-consult is convenient. It gives me the opportunity to set out all the key facts that have a bearing on the issue (although it can be a struggle to find the right place to put the information - it is overly prescriptive in its structure).
Ease of access No recommendations for improvement
Convenient trying to get in
Any digital services need to work simply and effectively to make patient feel confident with services offered. This doesn't seem to be the case at the moment from my limited experience. More information is required exactly how to use digital health online services. Especially for Senior people.
MUST BE IMPROVED: Properly working app! I wish the app and website were working without errors.
A uniform user interface across all NHS services, so we don't have to figure it out each time
Clear instructions
Clearer knowledge of procedures by bus\can beds staff and better responses.
Suggestions
Being able to fit in with normal routine rather than having to go out. Set times for calls rather than open windows
Not everyone has access or digital confidence. Older people are being left out because of the drive for all content (including this survey!) To be online rather than having personal contact by phone or in person.
Sending a photo in and getting an opinion.
The whole things is good, what needs improving is the public awareness of these services. Educating children in schools and the wider public would be good - public education days, attending local events like carnivals etc and a lot about publicity. If the fire brigade can reduce house fires through 20 years of education then the NHS needs to start now to help people to help themselves.
Other
Clearer access of mute/video/hand raising facilities online in group meetings.
I have not had any good interactions so far with digital services. Security could and should be improved.
Be good if we can achieve use of what's meant to be available now!
Covid at home pulse oximetry monitoring was a fantastic nursing service. They rang me every day when I had Covid and I would not be alive without them. The nurses were from CNWL and were amazing. My husband died of Covid and I couldn't have coped without this lifeline
With postal delays in receiving letters getting it online has been better