

Bedfordshire, Luton and Milton Keynes Integrated Care System Digital Strategy Resident Engagement Report May 2023

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1.0 Background

The NHS is committed to using digital services to improve the delivery of healthcare services. The use of technology and digital access to services was accelerated during the Covid Pandemic and many of the ways people receive treatment or advice, have changed and may have been replaced by digital or remote services.

A Digital Strategy has been developed by the Bedfordshire, Luton and Milton Keynes Integrated Care System (BLMK ICS) to reflect how health and care services will be delivered in the future, making best use of the technology available as an enabler to deliver excellent care to residents.

The current digital strategy sets out the following strategic goals;

- Our residents are at the centre of everything we do
- Quality underpins every decision we take together in providing care
- Health and care professionals lead our strategic decisions
- We take a digital first approach and ensure we remove digital inequalities
- We support our two health economies to provide delivery of high-quality integrated care
- We share and consume data with other systems for our residents care
- Attract, retain, support and train the best staff, to provide the best care

It is important that the views of our residents are understood and used to help develop the Digital Strategy for the Integrated Care System. We need to ensure we understand what people want from the use of technology in the delivery of their health and care services and any concerns they may have around digital services, which may be a barrier to uptake.

Whilst a large proportion of the BLMK population have access to the internet and smart devices we cannot forget those that do not and all residents should have equitable access to services however they are delivered in the future.

What are digital services?

When referring to digital services, this includes:

- Video consultations with a doctor or consultant
- Online counselling
- Being triaged or treated over the phone
- Online workshops
- Using an online system to book appointments
- Having access to advice or information online
- Being connected with people using services remotely

The resident engagement was undertaken to inform the Digital Strategy as it evolves. This report sets out the insight gathered, it then draws together key findings, which can be used to inform the ICS's Digital Strategy.

2.0 Summary of engagement activity

Bedfordshire, Luton and Milton Keynes Integrated Care Board (BLMK ICB) worked with an engagement agency for part of the project, the project encompasses three main elements:

- A desktop review; what we have already heard from residents regarding digital services
- A resident survey
- Resident focus groups

The resident engagement ran initially from 19 October 2022 to 31 January 2023 and was then extended to 12 February 2023.

Key engagement objectives

- Understand how residents have felt about the use of technology in health and care services, what has been their experience of digital services.
- Understand how residents would like to see services delivered and how they feel technology and the use of digital/online services can improve access to health and care services for them.
- Understand any concerns residents have over the use of digital services.
- Explore barriers to residents using digital health care services (e.g. digital exclusion, literacy and poverty).
- Gather residents thoughts on how things need to be different in the future.

2.1 Desktop Review

To help inform the design of the resident engagement we conducted a desktop review. This included the following research:

‘How are you doing? Gathering feedback from the public and professionals on how they are coping during the Covid 19 pandemic: Being digitally excluded’ 2021 – Healthwatch Luton

Healthwatch Luton wanted to find out from some of the Luton population, how being digitally excluded affected them. 60% of participants were over 65 and 80% were female, with a mix of those with known health conditions, including mental health and no known conditions.

‘BLMK Digital Inclusion Review Full Report 10 September 2021’ – We are digital

The purpose of this review was to better understand digital inclusion provision across the region, particularly in relation to sections of the population known to experience digital inclusion more acutely. The review collected information from local authorities, housing associations, VCSE sector organisations, NHS providers and further education providers

‘Briefing Paper: Digital inclusion and older people – how have things changed in a Covid – 19 world?’ March 2021 – Age UK

This briefing presents new data from the English Longitudinal Study of Ageing (ELSA) Covid-19 Sub study (Wave 1), which looks at the impact the pandemic has had on internet use among people aged 50+ in England and what needs to be done to ensure that everyone can benefit from digital technology.

‘The Doctor Will Zoom You Know: getting the most out of the virtual health and care experience. insight report’ July 2020 – Healthwatch, National Voices and Traverse

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. The majority of participants were over 65 and 20% were of an ethnicity other than white.

‘Health and care in Sussex: Deliberative engagement findings’ February 2022 – Traverse

Part 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. 42% of participants had a long-term health condition, 24% were carers and 24% were of an ethnicity other than White.

A short summary of the key insights from the review was produced and used to inform the design of the resident survey and resident conversations during the focus groups.

The themes from the desktop review can be seen in Appendix 1.

2.2 Resident Survey

The survey was available online (via the Survey Monkey platform) and a printed version was available on request. The survey was provided in an Easy English and Easy Read format both online and as printed versions.

In total 563 responses were received to the survey, these can be broken down into the following groups;

Online standard version: 530

Online Easy Read version: 23

Online Easy English version: 10

For reporting purposes, the results from the Easy Read and Easy English versions have been joined together. They have been reported separately to the standard survey as the questions were adapted for the Easy Read and Easy English versions.

Printed copies returned: 28 printed copies were completed, these are accounted for in the online standard version (25 of these were returned to Milton Keynes Healthwatch and inputted into main online survey).

A copy of each version of the surveys can be seen in Appendix 2.

2.3 How we engaged with Stakeholders and residents

[A media release was issued](#) on 17 November 2022 to encourage residents to give their views via the survey or join a focus group. The story was published in The Bedford Independent on 17 November 2022.

A further [media release](#) was shared to encourage residents to respond to the survey on 7 February 2023.

2.4 Social Media

The resident engagement was promoted on social media on the BLMK ICB owned channels. *Total Impressions* - Impressions measure how often the advert was on screen for the target audience.

Social Media Platform	Impressions	Engagements
Twitter	2,318	31
Facebook	5,234	96
Instagram	577	4

2.5 Focus Groups

To encourage in-depth conversations and to understand residents' experiences of digital services we held a number of focus groups.

Focus Group Location	Date	No of Attendees	Notes
The Rufus Centre, Flitwick	22 November 2022 PM	6	
The Rufus Centre, Flitwick	23 November 2022 AM	9	
St Andrews Church, Bedford	23 November 2022	22	
The Milton Keynes Centre for Integrated Living	7 December 2022	8	
St Andrews Church, Bedford	1 February 2023	6	British Sign Language (BSL) facilitated event

The feedback from these events can be seen in Appendix 3.

A number of residents were not able to join the focus groups but wanted to give their views, individual conversations were held and comments have been added to the focus group feedback in Appendix 4, in addition an attendee shared a number of case studies from other local residents, these are also included in Appendix 4.

The key themes coming from these conversations are set out below with some examples of comments made under each theme;

i. Initial perceptions of digital services

A great opportunity but risks marginalising those that can't/won't use digital services

Digital health and care services sounds like jargon – what does it actually mean

Deaf people are often reliant on quality digital services to assist them

Professionals often lack the knowledge / understanding how to use/book interpretation services.

Some GP practices have better online services that others eg access to E-consult

ii. General Sentiment

Participants of some groups were positive overall about the opportunities digital services might bring, particularly in easing some of the pressures on the NHS

Some thought that digital advances should be behind the scenes in systems and medical advances and not at the interface with patients

Feelings were mixed in the group, most were able to use digital services, but found them confusing and were not particularly confident

iii. Positive Experiences

Organising repeat prescriptions online is very easy and efficient

Some attendees were positive about e-consult which they found they got a quick response from

Some have found the access to their medical records through the NHS App very useful

National system for booking vaccinations was extremely useful

iv. Negative Experiences

GP Practices in Milton Keynes and Milton Keynes University Hospital use different systems, this needs to be integrated

Inaccuracies showing on health records

Phone and video appointments are not appropriate for very difficult or personal situations

Receiving links to booking platforms is worrying in case they are scams

Having to go into the surgery to obtain a number to create an account online – tedious

Not having a specific time for appointments over the phone means you end up waiting around all day for a consultation you know will need to be face to face anyway

It is a lack of digital systems that is a problem, different places have different systems, which is frustrating

v. Barriers

Lack of confidence in using digital technology

Not having access to a computer or smart phone

People must not be forced to engage digitally

Lack of information, where do people go to find the information they need to access services

Lack of volunteers to support and train people with sensory needs to use/navigate digital health systems

vi. Enablers

Training could be provided

Tablets could be provided to those who don't have the means to buy one themselves

The design of platforms must be accessible to as many people as possible eg language choices

vii. What would help improve experiences

A simple to use public interface and a fully integrated system

Websites that meet accessible standards

Having a technology hub for the visually impaired – to provide training or support to navigate systems

Dedicated physical spaces like libraries or citizens advice to drop into to get help

Give patients a specified time for telephone and video appointments

NHS App to be more deaf friendly using appropriate language and BSL videos

Make communication flags on medical records accessible and easy to use for staff

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. Such as there are sensory needs and communications is only possible in certain ways.

Case studies and additional feedback were provided by an attendee of a focus group these can be seen in full in Appendix 4.

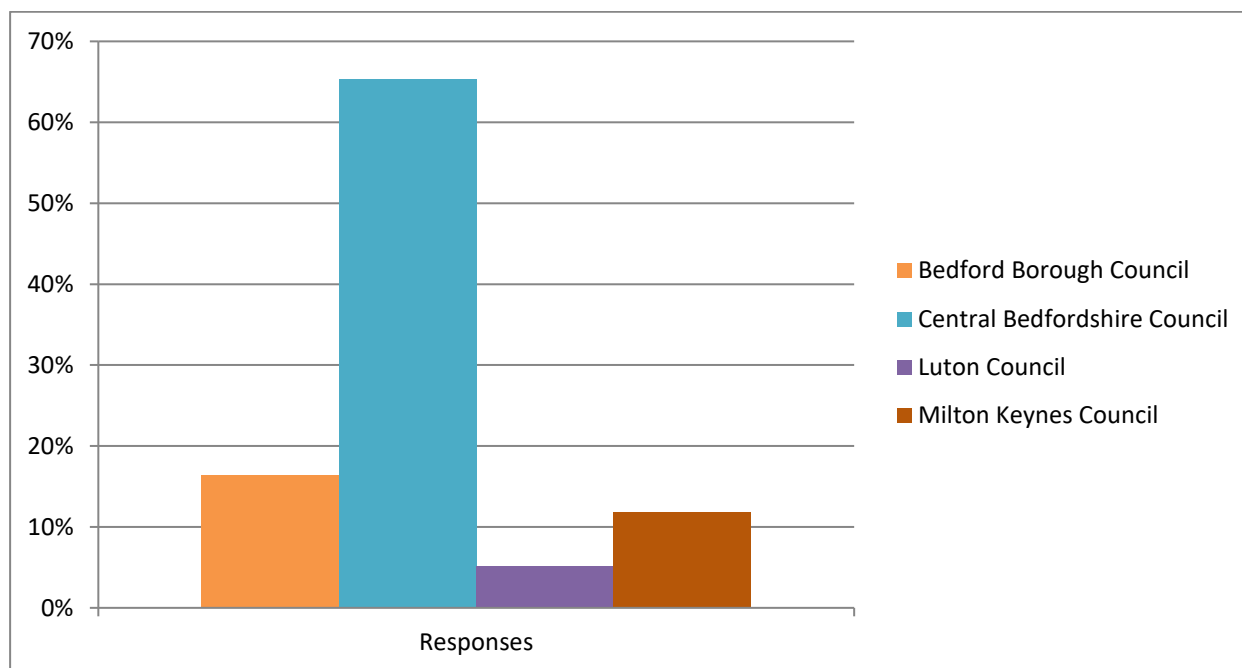
Attendees of the focus groups were asked to complete a diversity questionnaire, the responses to this questionnaire can be seen in Appendix 5.

3.0 Survey Results

Standard Version

In total 530 responses were received to the survey, not all respondents answered every question and some questions allowed for multiple answers, therefore not all totals will equal 530.

Q1) We asked respondents which local authority area they lived in.



43 respondents were not sure of the local authority area, so provided their postcode. Table 1 below shows the total answers by Local Authority area.

Table 1

	No. of responses by Local Authority area	Postcode provided	Total responses	Total %
Bedford Borough Council	86	6	92	16.37
Central Bedfordshire Council	344	19	363	64.59
Luton Council	27	12	39	6.94
Milton Keynes Council	62	2	64	11.38
Other		4	4	0.72
			562	

A significant number of responses were from Central Bedfordshire residents (64.59%) the lowest number of respondents in the BLMK area were from Luton (6.94%).

Q2) We asked which health and social care services respondents you used since March 2020, the beginning of the Covid Pandemic?

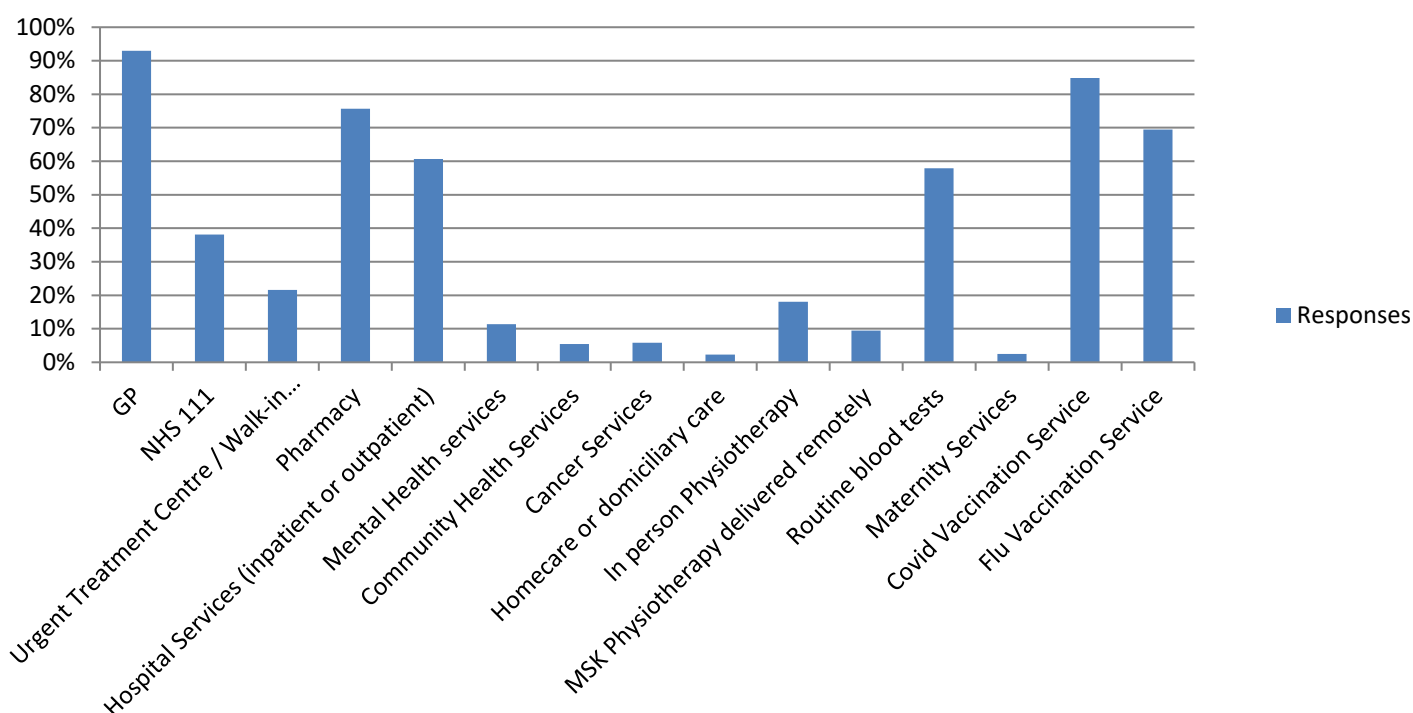


Table 3

Service	Percentage	No. of responses
GP	92.98%	490
NHS 111	38.14%	201
Urgent Treatment Centre / Walk-in Centres	21.63%	114
Pharmacy	75.71%	399
Hospital Services (inpatient or outpatient)	60.72%	320
Mental Health services	11.39%	60
Community Health Services	5.50%	29
Cancer Services	5.88%	31
Homecare or domiciliary care	2.28%	12
In person Physiotherapy	18.03%	95
MSK Physiotherapy delivered remotely	9.49%	50
Routine blood tests	57.87%	305
Maternity Services	2.47%	13
Covid Vaccination Service	84.82%	447
Flu Vaccination Service	69.45%	366
Other (please specify)		43
	Answered	526
	Skipped	4

When asked which services they had used since March 2020, 92.98% of respondents had used GP services, 84.82% had used the Covid Vaccination Service, 75.71% had used the pharmacy, 69.45% had used the Flu Vaccination Service and 60.72% had used Hospital services. Routine blood tests had been accessed by 57.87% and NHS111 by 38.14 % of respondents.

43 respondents indicated they had used 'other' services, see below Table 4 below.

Table 4

Other
Routine Bowel cancer screening
MSK assessment
Shingles vaccination service
A&E x 4
glasses, Hearing Aids, Diabetes nurse
Dentist. Blood donation.
Retinopathy screening
But have been unable to see a face to face GP
Private MRI scan via Vista Health Milton Keynes
Dermatology. Luton and Dunstable Hospital.
Eye Care but this was at Stoke Mandeville Hospital.
AMD service at Amersham
Nurse
Bedford - unexplained seizure.
Lister - Heart Attack
Breast clinic
Physiotherapy was paid for privately as NHS wait was too long
Annual cardiovascular check by nurse at GP surgery
MK Dermatology Services (Skin clinic)
Emergency Eye Clinic
BLMK Wellbeing online services
Paid to see specialist in lockdown Saxon court
I paid for my in person Physiotherapy as in person not offered by Bedford Hospital
BP monitoring by GP
Lung disease exercise classes.
A&E Milton Keynes
Pneumonia vaccination
Refused acute foot care.
Adult Social Care
Optician
NHS Dentistry Services
ARMD services
Hospital Audiology Department
Diabetic nurse
Urology, Diabetes
Dentist. Sight Test.
Private optical surgery
None ! Can't get appointments
Private MRI scan (because I couldn't see a GP)
Not sure if this is the same as Urgent Treatment Care but I have been in an ambulance and A&E/emergency room in Watford.

I've been to my GP surgery but have seen nurses in person. I've only had phone appointments with GP.

MRI

X Ray- MRI scan

Q3 Have you used digital health and social care services?

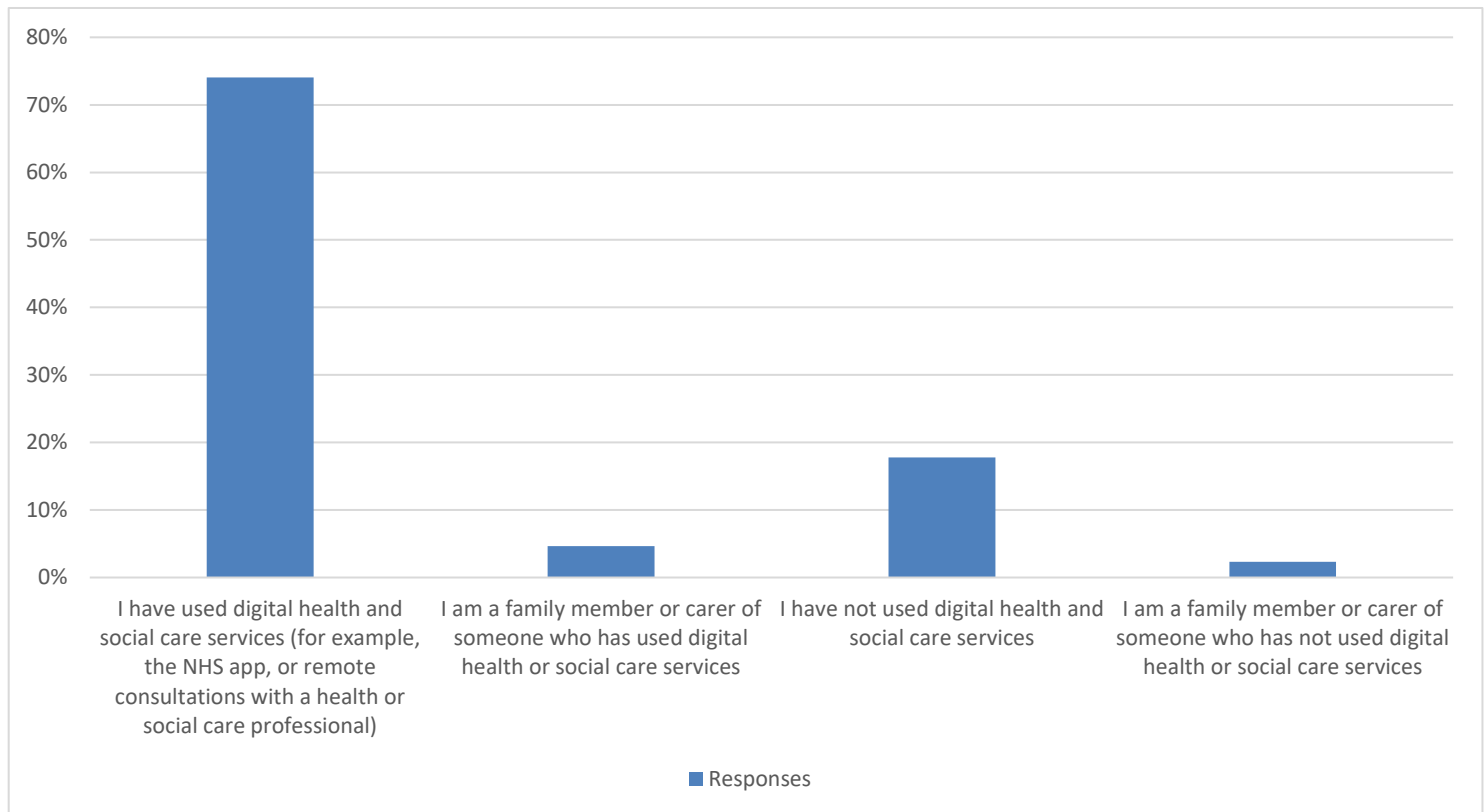


Table 5

	Percentage	No. of responses
I have used digital health and social care services (for example, the NHS app, or remote consultations with a health or social care professional)	74.08%	383
I am a family member or carer of someone who has used digital health or social care services	4.64%	24
I have not used digital health and social care services	17.79%	92
I am a family member or carer of someone who has not used digital health or social care services	2.32%	12
Please comment here on what digital health and care services have been used or why digital services have not been used.		262
	Answered	511
	Skipped	19

78.72% of respondents had either used digital services themselves or on behalf of someone else. 20.11% of respondents had not used digital services or were replying on behalf of someone who had not used digital services.

262 comments were received to the option ‘Please comment here on what digital health and care services have been used or why digital services have not been used.’

Themes are listed in the below table, verbatim comments can be viewed in Appendix 6.

Table 6

Theme	Number of Responses
Websites	7
Test Results	8
Telephone and video appointment	63
Prescriptions	32
Not used Digital	8
NHS 111	7
NHS App	47
Medication review	1
Issues / Negatives	43
Information / advice sent electronically	2
Hospital App	1
Communication	1
Booking / Confirming appointments	16
Apps / Systems used	4
Access to record / Covid Pass	14

Q4 What digital services have you used since March 2020, the beginning of the Covid Pandemic? (please tick all that apply)

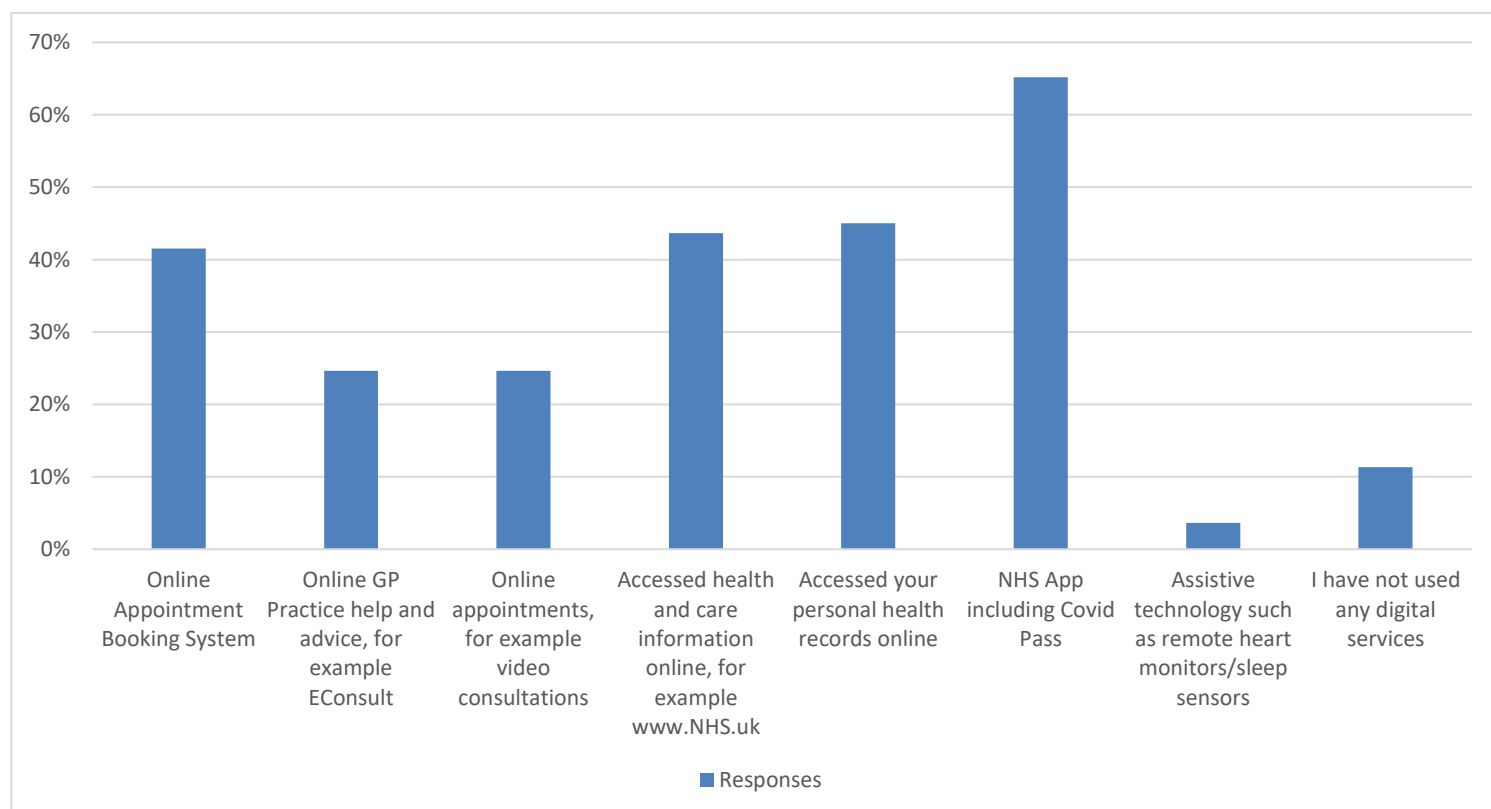


Table 7

	Percentage	No. of responses
Online Appointment Booking System	41.54%	216
Online GP Practice help and advice, for example EConsult	24.62%	128
Online appointments, for example video consultations	24.62%	128
Accessed health and care information online, for example www.NHS.uk	43.65%	227
Accessed your personal health records online	45.00%	234
NHS App including Covid Pass	65.19%	339
Assistive technology such as remote heart monitors/sleep sensors	3.65%	19
I have not used any digital services	11.35%	59
Other digital services (please specify)		65
	Answered	516
	Skipped	14

When asked which digital services respondents had used since March 2020, 65.19% had used the NHS App, 45.00% had accessed their personal health record online, 43.65% has accessed health and care information online and 41.54% had used an online appointment booking system. 11.35% of respondents had not used any digital services.

65 comments were received to option 'other digital services'.

Themes are listed in the below table, verbatim comments can be viewed in Appendix 7.

Table 8

Theme	Number of Responses
Book vaccination	2
Feedback	22
Health and Care info online	10
Log Test Results	1
Online appointment	10
Ordering prescriptions	17
Query re questionnaire	1

When asked if they had used digital services themselves or on behalf of someone else 104 respondents had not used digital services, however when asked what digital services they had used 59 respondents stated they had not used digital services and 14 skipped, this totals 73. Therefore, 31 respondents after stating they had not used digital services then marked which digital services they used, indicating a misunderstanding of what the term 'digital services' related to.

Q5 When thinking about your use of digital health and social care services, how much do you agree or disagree with these statements?

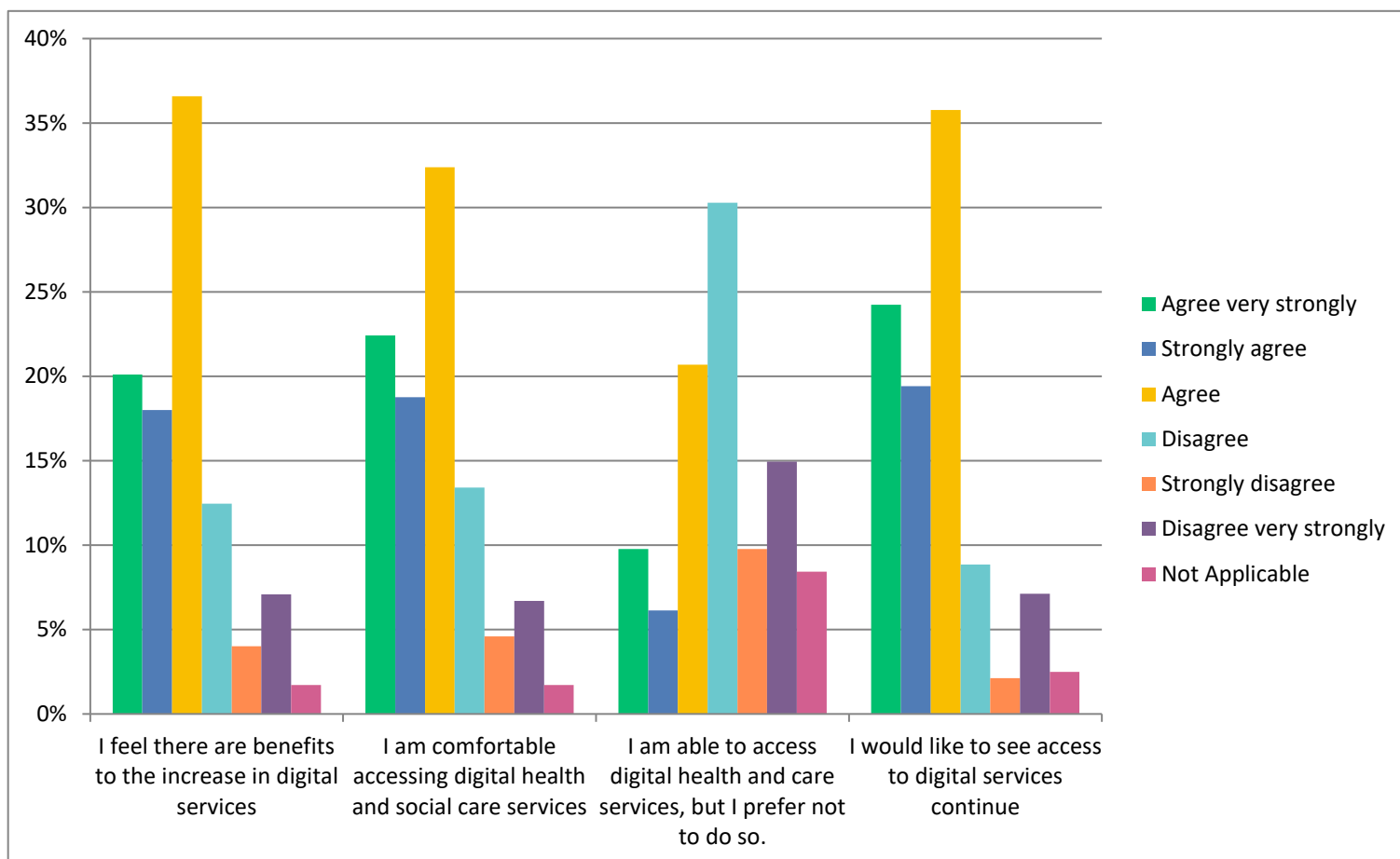


Table 9

Statement	Agree very strongly, strongly agree, agree	Disagree, Strongly Disagree, Disagree very strongly	Not Applicable
I feel there are benefits to the increase in digital services	74.71%	23.56%	1.72%
I am comfortable accessing digital health and social care services	73.56%	24.71%	1.72%
I am able to access digital health and care services, but I prefer not to do so.	36.59%	54.98%	8.43%
I would like to see access to digital services continue	79.42%	18.09%	2.50%

74.71% of all respondents either agree very strongly, strongly agree or agree that they feel there are benefits to the increase in digital services. 73.56% held this view when considering if they were comfortable accessing digital health and social care services, and 79.42% that they would like to see access to digital services continue.

23.56% of all respondents stated that they Disagree, Strongly Disagree, Disagree very strongly that there are benefits to the increase in digital services, 24.71% indicated they are not comfortable accessing digital health services and 18.09% indicated they would not like to see access to digital services continue.

Table 10 shows the response from those that indicated in Q3 that they or their family member had not used digital services.

50% of respondents either agree very strongly, strongly agree or agree that they feel there are benefits to the increase in digital services. 49.03% held this view when considering if they were comfortable accessing digital health and social care services, and 58.65% that they would like to see access to digital services continue. 45.20% either agree very strongly, strongly agree or agree with the statement I am able to access digital health and care services, but I prefer not to do so.

43.27% of respondents stated that they Disagree, Strongly Disagree, Disagree very strongly that there are benefits to the increase in digital services, 46.16% indicated they are not comfortable accessing digital health services and 33.64% indicated they would not like to see access to digital services continue.

Table 10

Statement	Agree very strongly, strongly agree, agree	Disagree, Strongly Disagree, Disagree very strongly	Not Applicable
I feel there are benefits to the increase in digital services	50%	43.27%	6.73%
I am comfortable accessing digital health and social care services	49.03%	46.16%	4.81%
I am able to access digital health and care services, but I prefer not to do so.	45.20%	44.24	10.58
I would like to see access to digital services continue	58.65%	33.64%	7.69%

Q6. When thinking about using digital health and social care services, how much do you agree or disagree with these statements?

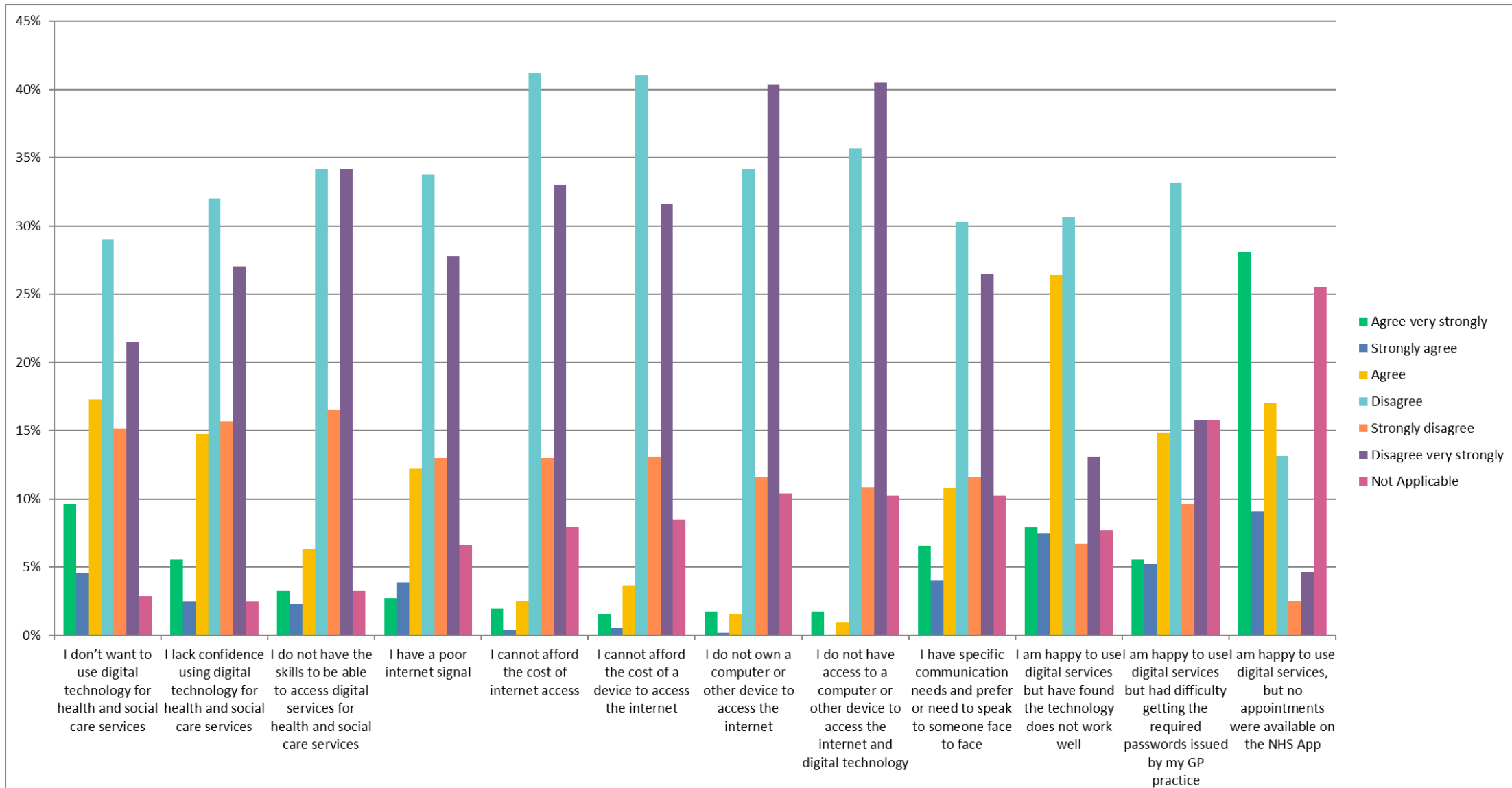


Table 11

Statement	Agree very strongly, strongly agree, agree	Disagree, Strongly Disagree, Disagree very strongly	Not Applicable
I don't want to use digital technology for health and social care services	31.48	65.64	2.88
I lack confidence using digital technology for health and social care services	22.80	74.71	2.49
I do not have the skills to be able to access digital services for health and social care services	11.89	84.85	3.26
I have a poor internet signal	18.83	74.57	6.60
I cannot afford the cost of internet access	4.85	87.19	7.96
I cannot afford the cost of a device to access the internet	5.78	85.74	8.48
I do not own a computer or other device to access the internet	3.47	86.10	10.42
I do not have access to a computer or other device to access the internet and digital technology	2.71	87.01	10.27
I have specific communication needs and prefer or need to speak to someone face to face	21.42	68.34	10.23
I am happy to use digital services but have found the technology does not work well	41.81	50.48	7.71
I am happy to use digital services but had difficulty getting the required passwords issued by my GP practice	25.63	58.57	15.80
I am happy to use digital services, but no appointments were available on the NHS App	54.16	20.30	25.53

The table above combines the % of respondents who stated they Agree very strongly, strongly agree, agree and those that Disagree, Strongly Disagree, Disagree very strongly, with the statements in the question. This allows for the comparison of the sentiment against each statement. The results indicate that:

31.48% don't want to use digital technology for health and care services, 65.64% indicated that they do. 22.80% stated that they lack confidence using digital technology, compared to 74.71% who disagreed with this statement.

11.89% agreed that they felt they did not have the right skills to access digital services, 84.85% indicated they did have the skills to access services in this way. 18.83% have a poor internet signal, 74.57% disagreed to some extent with this statement.

A low percentage of respondents indicated that the cost of the internet (4.85%), the cost of the device (5.78%), not owning a computer or other device (3.47%), not having access to a computer or other device (2.71%) were barriers for them.

21.42% cited communication needs which mean they prefer or need to speak to someone face to face.

41.81% indicated they are happy to use digital services but have found the technology has not worked well 50.48% or respondents disagreed which statement to some extent.

25.63% stated to some extent that they were happy to use digital services but had difficulty getting the required passwords issued by my GP practice, 58.57% disagreed with this statement.

54.16% were happy to use digital services, but no appointments were available on the NHS App, 20.30% disagreed with this statement.

Q7 When thinking about your personal data including your Shared Health and Care Record, how much do you agree or disagree with these statements?

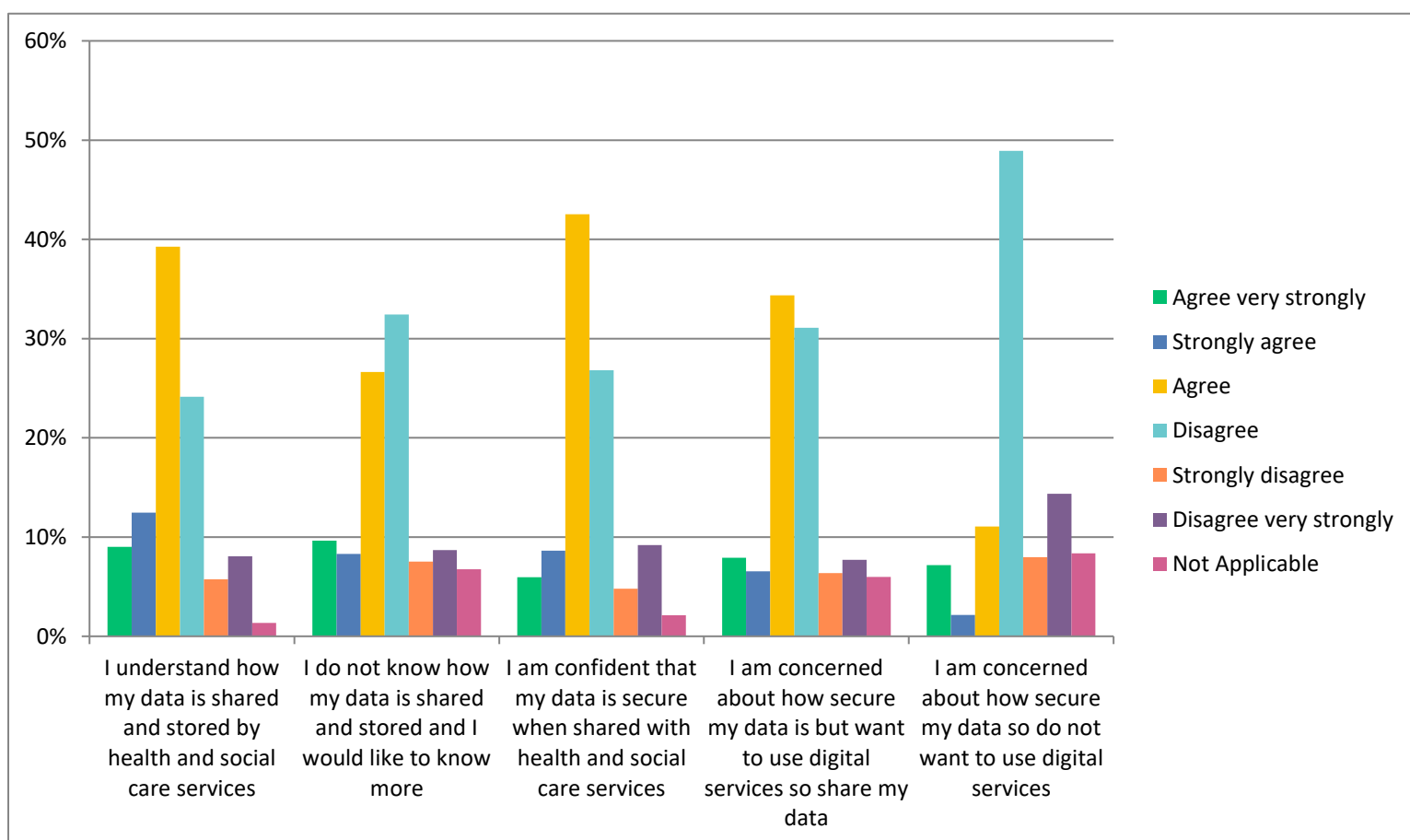


Table 12

Statement	Agree very strongly, strongly agree, agree	Disagree, Strongly Disagree, Disagree very strongly	Not Applicable
I understand how my data is shared and stored by health and social care services	60.72%	37.94%	1.34%
I do not know how my data is shared and stored and I would like to know more	44.59%	48.65%	6.76%
I am confident that my data is secure when shared with health and social care services	57.09%	40.81%	2.11%
I am concerned about how secure my data is but want to use digital services so share my data	48.84%	45.17%	5.98%
I am concerned about how secure my data is so do not want to use digital services	20.39%	71.26%	8.35%

Respondents were asked their views on their personal data. 60.72% agreed that they understand how their data is shared and stored and 57.09% were confident that their data is secure when shared with health and care services. 20.39% of respondents agreed they were concerned about how secure their data is so do not want to use digital services.

However, when asked to rate their agreement with the statement 'I do not know how my data is shared and stored and I would like to know more' 44.59% agreed with this statement and 48.65% disagreed and when asked to rate their agreement with the statement 'I am concerned about how secure my data is but want to use digital services so share my data' 48.84% agreed and 45.17% disagreed.

Q8 When thinking about using digital health and social care services, how much do you agree or disagree with these statements?

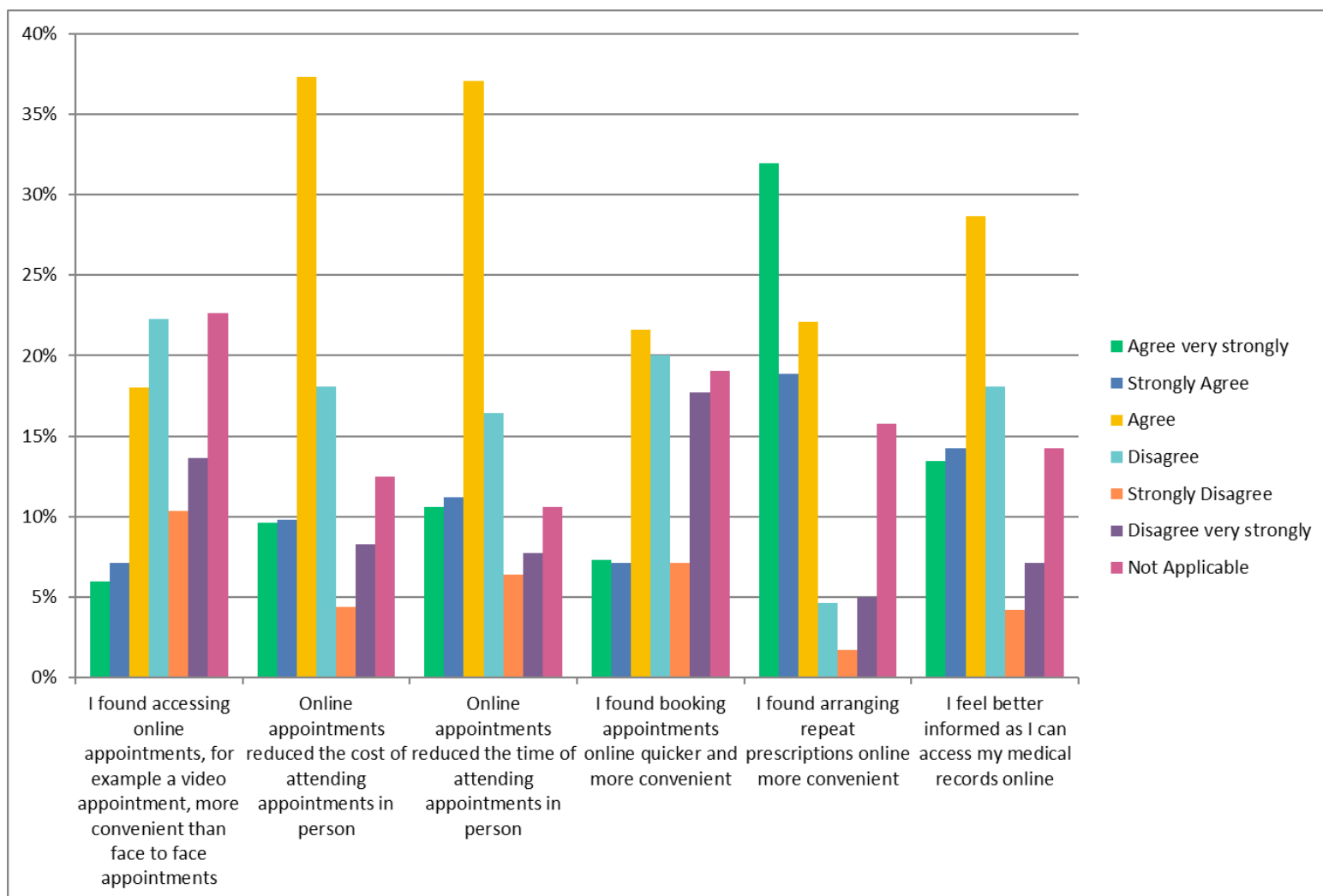


Table 13

Statement	Agree very strongly, strongly agree, agree	Disagree, Strongly Disagree, Disagree very strongly	Not Applicable
I found accessing online appointments, for example a video appointment, more convenient than face to face appointments	31.09%	46.25%	22.65%
Online appointments reduced the cost of attending appointments in person	56.74%	30.77%	12.50%
Online appointments reduced the time of attending appointments in person	58.89%	30.50%	10.62%
I found booking appointments online quicker and more convenient	36.03%	44.90%	19.08%
I found arranging repeat prescriptions online more convenient	72.89%	11.35%	15.77%
I feel better informed as I can access my medical records online	56.34%	29.43%	14.23%

56.74% of respondents agreed to some extent with the statement that online appointments reduced the cost of attending appointments in person and 58.89 % agreed that they reduced the time compared to attending an appointment in person.

72.89% agreed to some extent that they found arranging repeat prescriptions online more convenient and 56.34 % that they feel better informed as they can access their medical records online.

46.25% disagreed to some extent that online appointments were more convenient than face to face appointments and 44.90% disagreed to some extent that they found booking appointments online quicker and more convenient.

Q9 What would have improved your experience of accessing health and social care in a digital way?

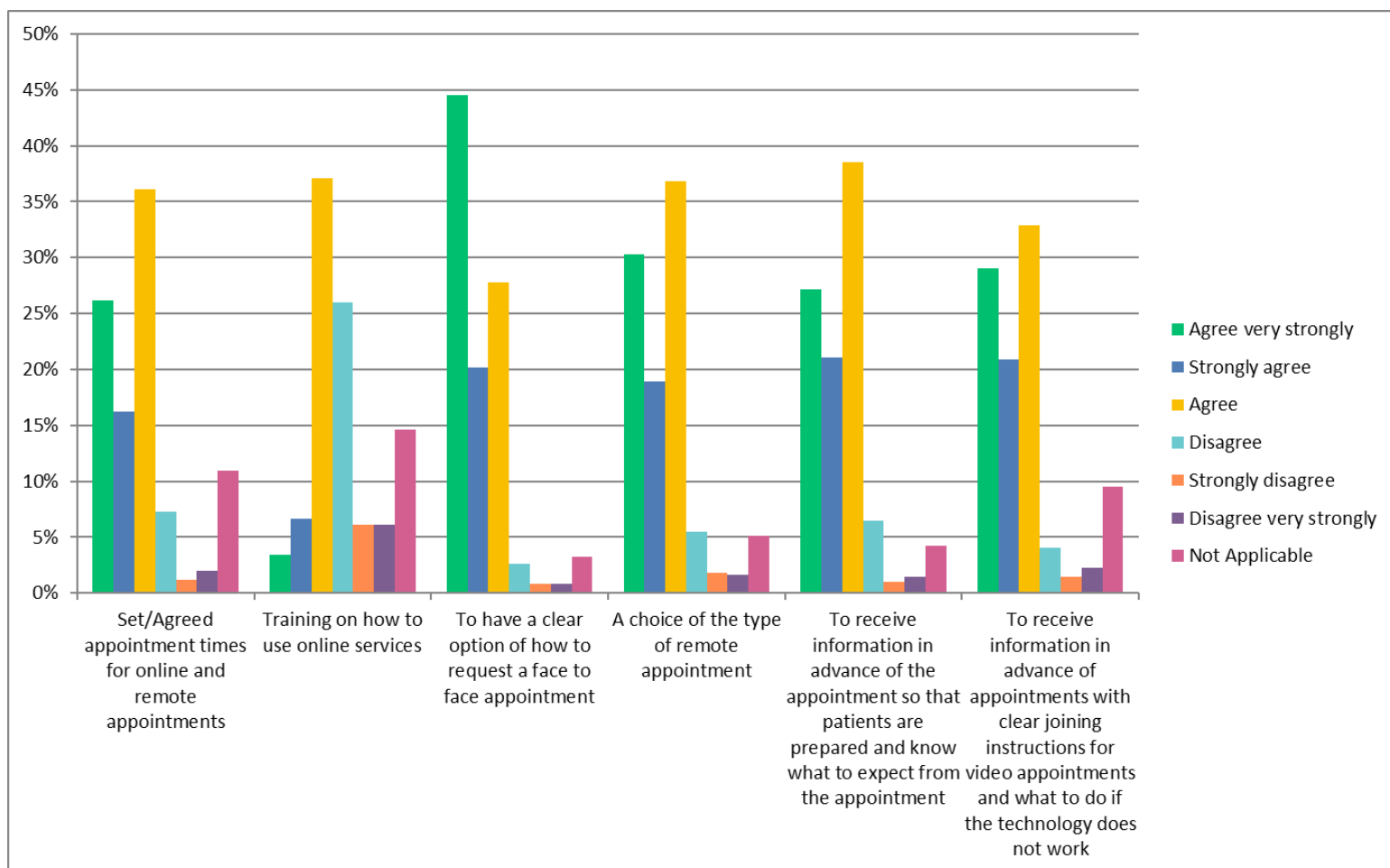


Table 14

Statement	Agree very strongly, strongly agree, agree	Disagree, Strongly Disagree, Disagree very strongly	Not Applicable
Set/Agreed appointment times for online and remote appointments	78.51%	10.55%	10.95%
Training on how to use online services	47.26%	38.14%	14.60%
To have a clear option of how to request a face to face appointment	92.54%	4.24%	3.23%
A choice of the type of remote appointment	85.97%	8.95%	5.08%
To receive information in advance of the appointment so that patients are prepared and know what to expect from the appointment	86.82%	8.92%	4.26%
To receive information in advance of appointments with clear joining instructions for video appointments and what to do if the technology does not work	82.76%	7.71%	9.53%

92.54% agreed to some extent that their experience would be improved if there was a clear option to request a face to face appointment, 86.82% that receiving information in advance of the appointment and 82.76% that receiving joining instructions for using the technology would improve their experience.

78.51% agreed to some extent that set/agreed appointment times for online and remote appointments would improve the experience and 47.26% that training on how to use online services would be improve services.

Respondents had the option to make an 'Other' comment on this question, 67 responses were received. The number of comments received by theme are in the table below. The full verbatim comments are included in Appendix 8.

Table 15

Theme	Number of Responses
Appointment Type	31
Disabilities	3
General Negative	8
Anti - Digital	2
Security	2
Software Training	4
Staff training	6
Communication / Contact Method	11

Some examples of comments made under the themes are;

i. Appointment Type

To have a choice about whether to have a telephone or face to face appointment. To be given a specific time for telephone appointments.

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.

Access to video consultations (I have never been offered a video consultation, either in primary or secondary care).

ii. Equal Access

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.

iii. General Negative

I don't like this at all. It is all done for those in charge, for their convenience, not for the patient.

Nothing would improve the experience as the whole scheme is fundamentally and fatally flawed.

Sometimes it is a minefield just to get through to doctors etc, so extra buttons to press is just more hassle.

iv. Anti – Digital

I do not want to use digital services. A doctor needs to see a patient in person.

Digital NHS Services should never be considered. The long-term implications are detrimental to all men and women.

v. Security

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

vi. 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!!

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.

vii. Staff training

I think a 5 hour time period for a doctors 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.

It would be better if NHS personnel were trained to use Digital communications competently first before trying to roll it out to patients.

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.

viii. Communication / Contact Method

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.

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.

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.

Q10 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.

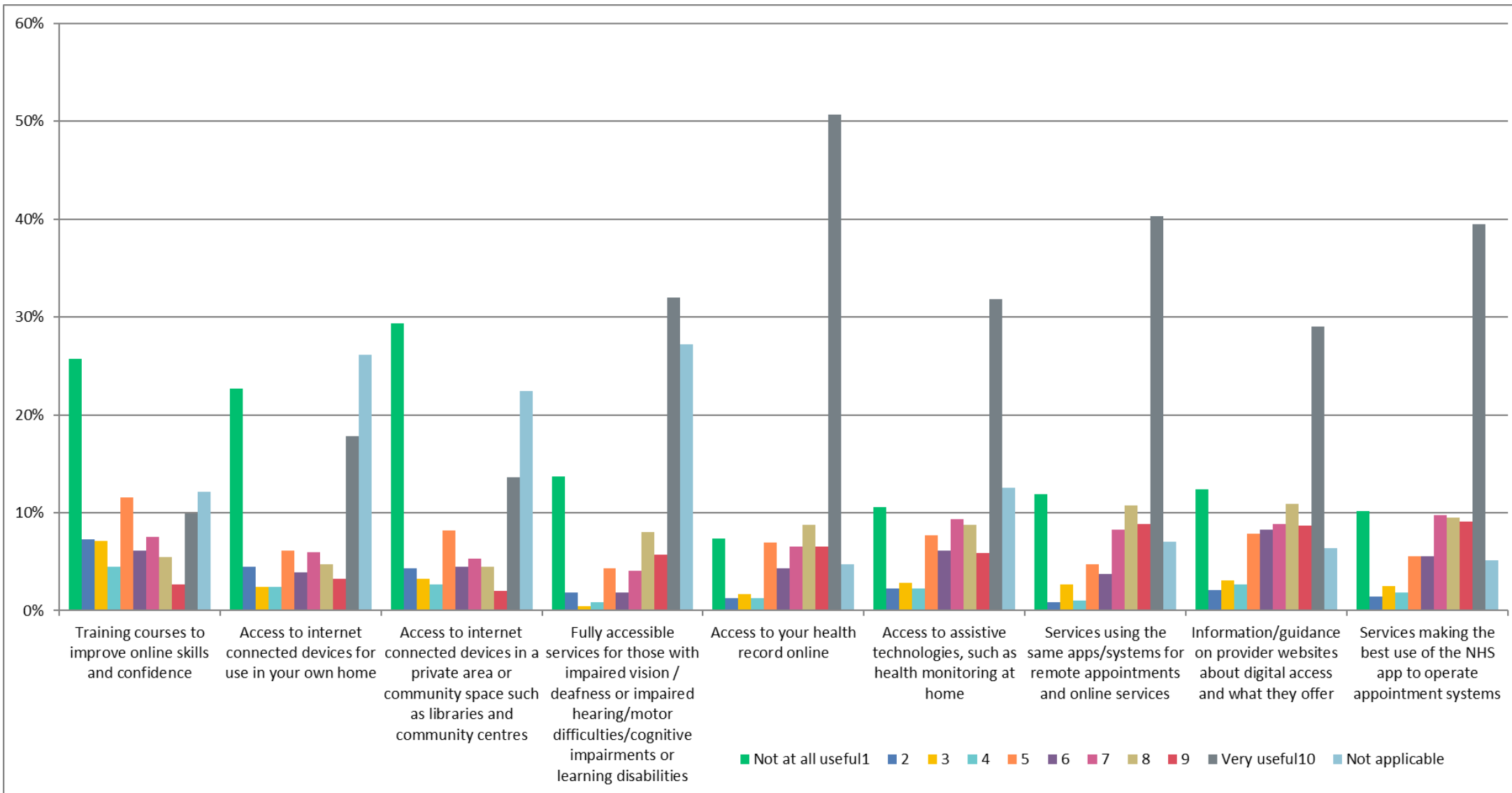


Table 16

Statement	10,9,8,	7,6,5,4	3,2,1	Not Applicable
Training courses to improve online skills and confidence	18.06%	29.62%	40.16%	12.17%
Access to internet connected devices for use in your own home	25.76%	18.40%	29.65%	26.18%
Access to internet connected devices in a private area or community space such as libraries and community centres	20.17%	20.58%	36.87%	22.40%
Fully accessible services for those with impaired vision / deafness or impaired hearing/motor difficulties/cognitive impairments or learning disabilities	45.70%	11.06%	15.98%	27.25%
Access to your health record online	66.05%	19.01%	10.23%	4.70%
Access to assistive technologies, such as health monitoring at home	46.45%	25.36%	15.62%	12.58%
Services using the same apps/systems for remote appointments and online services	59.88%	17.69%	15.42%	7.00%
Information/guidance on provider websites about digital access and what they offer	48.56%	27.57%	17.50%	6.38%
Services making the best use of the NHS app to operate appointment systems	58.05%	22.73%	14.05%	5.17%

Respondents were asked to rate how useful they thought options would, this was on a scale of 1 (not at all useful) to 10 very useful. To show the overall sentiment for each option the responses have been grouped. (1,2,3 not useful) (4, 5,6,7, somewhat useful) (8,9,10, useful)

Those options that were considered to be useful (highest % 8,9,10 scores):

66.05%	Access to your health record online
59.88%	Services using the same apps/systems for remote appointments and online services
58.05%	Services making the best use of the NHS app to operate appointment systems
48.65%	Information/guidance on provider websites about digital access and what they offer
46.45%	Access to assistive technologies, such as health monitoring at home
45.70%	Fully accessible services for those with impairments

Those options that were considered to be somewhat useful (highest % 4,5,6,7, scores):

Those options that were considered to be not useful (highest % 1,2,3 scores):

40.16%	Training courses to improve online skills and confidence
29.65%	Access to internet connected devices for use in your own home
36.87%	Access to internet connected devices in a private area or community space such as libraries and community centres

Respondents had the option to make a comment on '*Other ways you feel access and availability of digital services could be improved*', 120 responses were received. The number of comments received by theme is in the table below the full verbatim comments are included in Appendix 9.

Table 17

Theme	Number of Responses
Security	1
Quality of Digital Services	19
Quality of Care	10
Joined up systems	16
Joined up Care	4
Internet access	4
information / guidance	7
Devices	4
Choice	9
Appointments	37
Access to record	2

Some examples of comments made under the themes are;

i. 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).

ii. Quality of Digital Services

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?

Hearing impairment support to include closed caption text and sign language interpreters.

I nearly have a degree in IT and even I struggled a little with getting online for my appointment. I can not 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!

iii. Quality of Care

Stop wasting money (our) on digital that is not appropriate and does not replace human!

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.

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.

iv. Joined up systems

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.

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).

Should be able to book GP appointments (remote AND face-to-face through the NHS app).

v. Joined up Care

I really want appointments bookable on a calendar with choice of gp, nurse etc and more out of hours/ eve a Sat not daytime. Records in the NHS app are limited/ not joined up eg. 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.

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.

vi. Internet access

Although I personally have access to computers / phone many don't so it's important to consider that.

Some people do not even have a computer etc, so how on earth are the elderly or those who have no access to computers /ipads/phones going to manage.

Free online access.

vii. information / guidance

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.

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 111 online.

ix. 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.

ix. Choice

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.

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.

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.

x. Appointments

A face to face appointment is the best, as digital appointments can be miss under stood. Face to face is a lot better for the older generation don't understand digital world.

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).

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.

xi. Access to record

You are given full access to your health record and not just part of it.

As far I know, my surgery Bassett Road in Leighton Buzzard doesn't offer video appointments, so I haven't used these, only phone appointments. I don't like the fact that accessing my GP records is through a private company. I don't feel they should have access to private medical records, so I haven't accessed them.

Q11 What has been good about the digital services you have used and what could be improved?

We asked respondents to let us know what has been good about digital services and what could be improved.

346 comments were received in total, 184 respondents skipped this question. All comments have been tagged and arranged as themes. Some comments fall under multiple headings, and, where this is the case, the comment has been tagged with multiple themes. Therefore, the total number of comments includes duplicates.

The number of comments received by theme is in the table below the full verbatim comments are included in Appendix 10.

Table 18

Theme	Number of Responses
Quality of appointment	11
Negative general	12
Positive general	11
anti-digital	22
Prescriptions, Reviews and Records	101
Booking Systems & Appointments	73
Staff training	6
online video telephone	13
Speed / Time / Cost	11
Extend to all providers	2
NHS App /111	11
Interface	2
Communication	15
Data Security	2
Information and Resources	13
Internet and Hardware	1
Training / Simple System	21
Suggestions	4
Other	5

The most comments received to this open question related to Prescriptions, Reviews and Records (101 comments), Booking Systems & Appointments (73 comments), there was an even spread of comments on other topics.

Some examples of comments made under the themes are;

i. Quality of appointment

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.

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.

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.

ii. Negative general

Nothing.. I don't like being diagnosed over a telephone or video. I want to see a doctor.

I don't like it when I only have that choice. The cost of using the internet is a problem.

I've not had any good experiences with online services.

iii. Positive general

Easily accessible and haven't found that they need improving.

Digital service on my phone therefore can access it anywhere.

Can't think of anything specific - the convenience factor is important though.

iv. anti-digital

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.

They may seem convenient for those who cannot see the bigger picture but they are truly disastrous for everyone.

v. Prescriptions, Reviews and Records

Access to my health record is excellent

Access to health records and test results. Remote appointments with HCPs when visual/ physical assessment was not required, and the time that saved.

Excellent for ordering repeat prescriptions. Improvements could be made to making appointments online with GP. Cannot book an appointment currently only on the day.

Repeat Prescription is excellent. Have been very happy at response to email requests on e-consult & surgery usually phones me same day.

vi. Booking Systems & Appointments

Lack of ability to book GP appointments on line. 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.

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.

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.

vii. Staff training

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.

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.

Making the digital services work would be welcome but you need to employ capable people to do this.

viii. Online video telephone

It has been convenient - I only needed one face to face appointment as one could be done online and saved the GP time.

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

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.

ix. Speed / Time / Cost

Less time consuming than face to face appointments

Saves a phone call and wasting peoples time and easier quicker for myself.

Not having to pay parking and get stuck in traffic.

x. 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 other's are useless.

xi. NHS App /111

NHS app works well but does not show all data such as hospital records. I don't believe Bedford hospital shares this data.

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.

NHS app is good. NHS app could be better if it included more services e.g. booking GP appointments.

xii. 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 ie London hospital like UCH different to lister or Bedford.

xiii. Communication

I was able to send photos of my skin condition before having a telephone conversation with the GP.

Sending hospital appointments via text is excellent but it is then unnecessary and not cost effective to post the same letters.

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.

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.

xiv. 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.

xv. Information and Resources

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 who are not techy minded and are never likely to be!

Pros- asking questions, repeat prescriptions, vaccination records, seeing previous and upcoming appointments. Cons- never any appointments online to book, asking a question to a doctor has now disappeared, don't have access to your full record.

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. Could be improved - websites that are poorly designed and hard to negotiate, over complex use of written language.

xvi. Internet and Hardware

My experience the connection has been so poor, can't hear or distorted. Or connection did not work they had to ring up.

xvii. Training / Simple System

Convenience and easier access. Better coordination, better messaging and more intuitive systems, more appropriate use of relevant digital formats.

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.

Improving - Consultant not moving away from screen and screen not to be on blurred setting.

xviii. Suggestions

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.

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.

Being able to fit in with normal routine rather than having to go out. Set times for calls rather than open windows.

xix. Other

Covid at home pulse oximetry monitoring was a fantastic nursing service. They rang me everyday 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

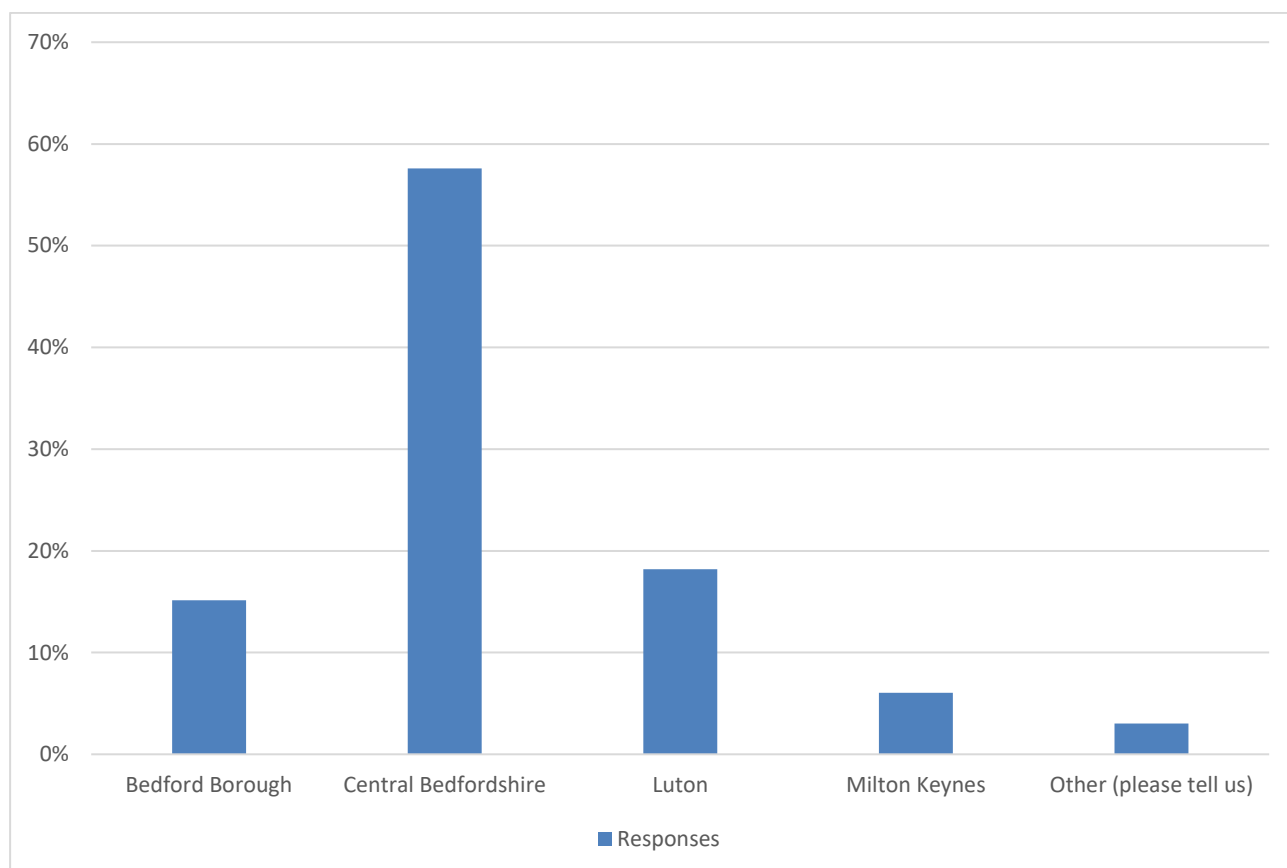
I have not had any good interactions so far with digital services. Security could and should be improved.

With postal delays in receiving letters getting it on line has been better.

3.1 Survey Results - EasyRead and Easy English Versions

In total 33 responses were received to the survey, not all respondents answered every question and some questions allowed for multiple answers to a question, therefore not all totals will equal 33.

We asked respondents which local authority area they lived in.

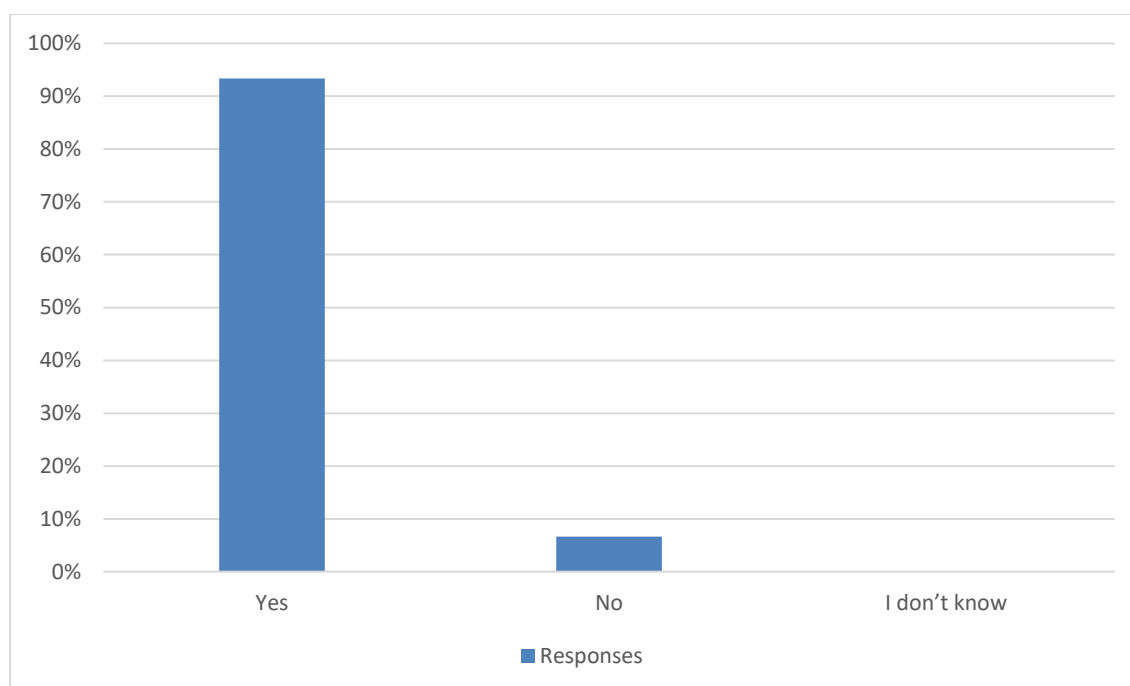


	Percentage	No. of responses
Bedford Borough	15.15%	5
Central Bedfordshire	57.58%	19
Luton	18.18%	6
Milton Keynes	6.06%	2
Other (please tell us)	3.03%	1
	Answered	33
	Skipped	0

Of those that stated 'other'

	No. of responses
Bedford Borough Council	1

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



	Percentage	No. of Responses
Yes	93.34%	28
No	6.66%	2
I don't know	0.00%	0
	Answered	30
	Skipped	2

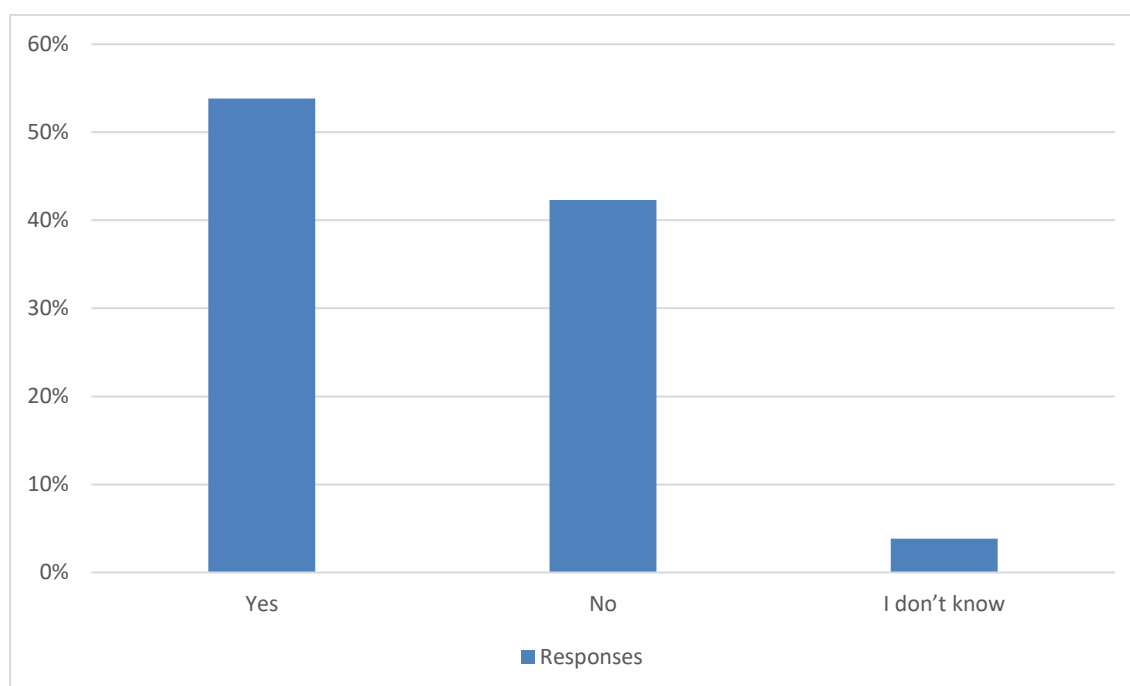
93.34 % of respondents had used health or social care services since March 2020.

Tell us what services you have used.

Responses	Tags
surgery. hospital	Hospital, GP Practice
B12 injection, Covid shots,	Vaccination service
Doctor	GP Practice
Local drs surgery Hospital services	GP Practice, Hospital
Bassett Road Surgery Crombie House/mental health services.	mental health, GP Practice
Vaccination centres Local pharmacy GP surgery Breast screening service	GP Practice, Vaccination service, Pharmacy, Breast screening
Local doctors	GP Practice
Gp. But can never see one. Atrocious.	GP Practice
Doctors Hospital	Hospital, GP Practice
Local doctors surgery, hospital services, medication requests.	Hospital, Pharmacy, GP Practice

Local doctors surgery Mental health services	mental health, GP Practice, Hospital
Hospital services	
Drs surgery Podiatry clinic	Community services, GP Practice
Local drs surgery, hospital services	GP Practice, Hospital
Local doctors surgery	GP Practice
all except mental health services	GP Practice, Hospital
None	
NHS app, online services to book appointments	online services
Local dr	GP Practice
GP - Hospital Services	GP Practice, Hospital
Attempted to see my local GP, unfortunately no appointments available in the foreseeable future. Did manage a face to face with a nurse	GP Practice
Doctor Hospital	Hospital, GP Practice
Doctors	GP Practice
Hospital Doctor - telephone consultation only GP - Nurse Blood test services at Arndale House Pharmacy	GP surgery, Hospital, Blood tests
Doctor's Surgery to see GP Nurse for bloods and dressings Ulcer Clinic - Houghton Regis Health Centre Haematology - Stoke Mandeville Vascular Consultation - Stoke Mandeville Dermatology - Luton & Dunstable Trauma & Orthopaedics - High Wycombe and Stoke Mandeville	GP surgery, Hospital, Specialist Hospitals (OOA)
Local doctors surgery	GP surgery
GP, hospital	GP surgery, Hospital
Doctors surgery. Eye clinic. Dermatology.	GP surgery, Hospital
West Street Surgery	GP surgery
I have camhs Crisis team Aquarius Youth offenders Social services	Mental health
Local doctor surgery	GP surgery

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



	Percentage	No. of Responses
Yes	53.85%	14
No	42.31%	11
I don't know	3.84%	1
	Answered	26
	Skipped	7

Just over half of respondents had used digital health and care services since March 2020. Those that had used digital services were asked why they had used them.

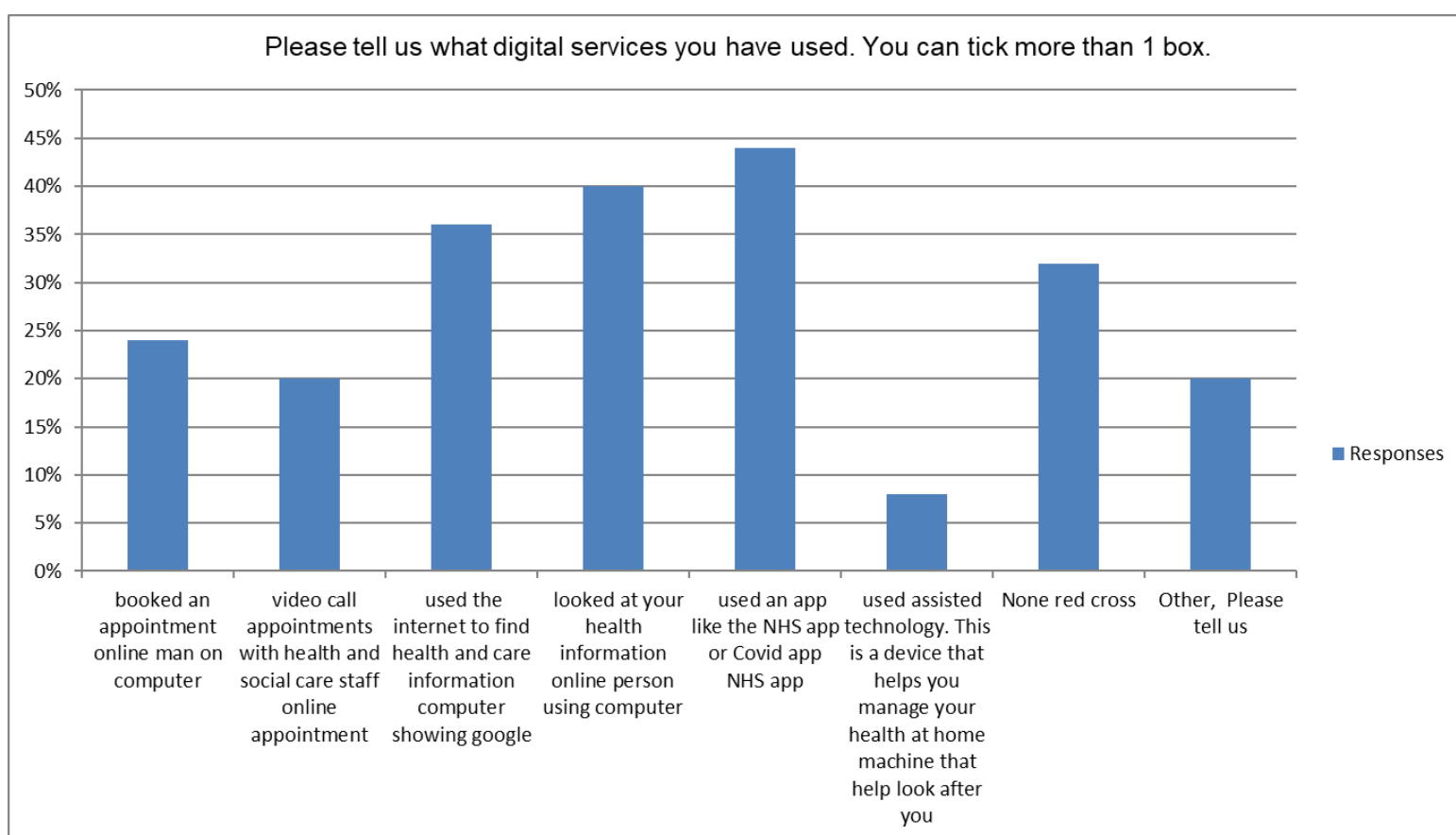
Tell us why you used digital services. This might be because you are:

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

Responses	Tags
Doctor appointment I was given no choice	Needed service
Items to use the phone and/or leaflets and booklets.	Request information
I use digital services already	Already user
I received texts and letters on my phone	Appointments
I'm confused. But I've ticked the boxes below!	
For myself and my son who has enduring mental health issues	Needed service
someone who uses digital services already	Already user
Yes	
NHS app	
Reply to Emails	Appointment
Confirmation to Hospital appointment	

Video link (although limited) we had to use this during covid as couldn't get face to face appointments. To book appointments online because couldn't get through on the telephone	Appointment, Needed service
Didn't have a choice, it's a nightmare to get a face-to-face appointment, everything is done over the telephone. You are made to feel like you are not worthy to see a doctor in person. It's disgusting that patient care has fallen so low.	Needed service
Not sure	

Please tell us what digital services you have used. You can tick more than 1 box.

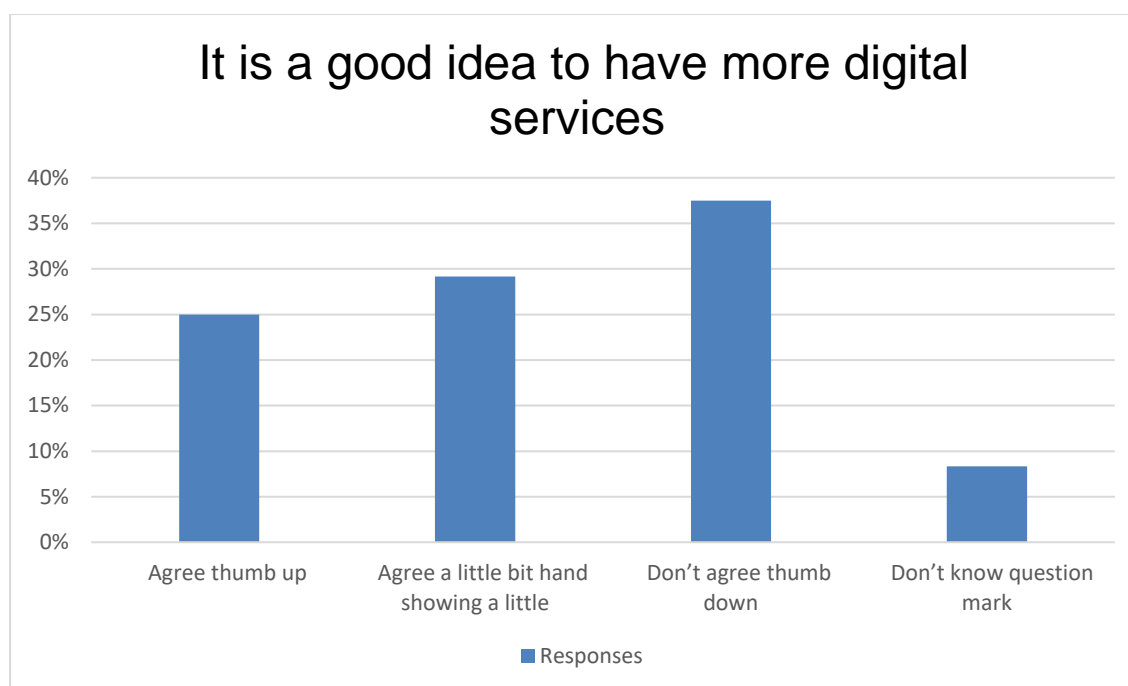


Answer Choices	Percentage	No. of Responses
booked an appointment online	24%	6
video call appointments with health and social care staff online appointment	20%	5
used the internet to find health and care information	36%	9
looked at your health information online person using computer	40%	10
used an app like the NHS app or Covid app NHS app	44%	11
used assisted technology. This is a device that helps you manage your health at home machine that help look after you	8%	2
None red cross	32%	8
Other, Please tell us	20%	5
	Answered	25

	Skipped	8
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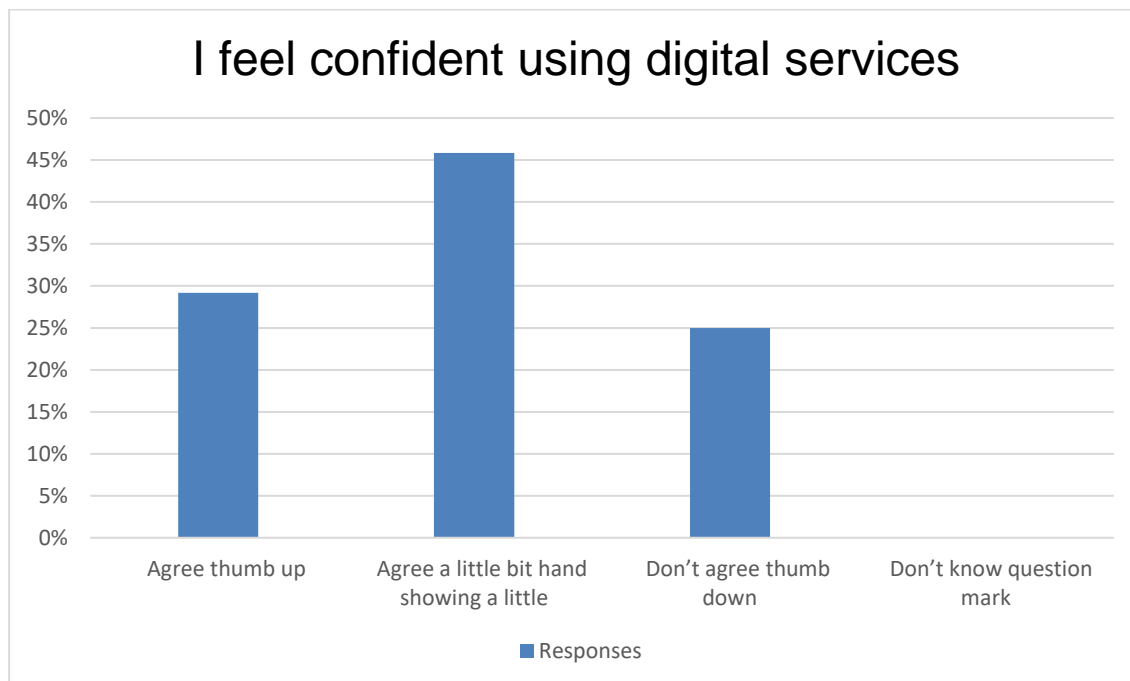
Other, Please tell us
Order medication
Order prescription and read my medical records to find test results
telephone appointment with consultant
Attended webinars, meetings, listening events, AGM
Online services are not always the best way to go, it's a sticking plaster on a failing system

Using digital health and care services



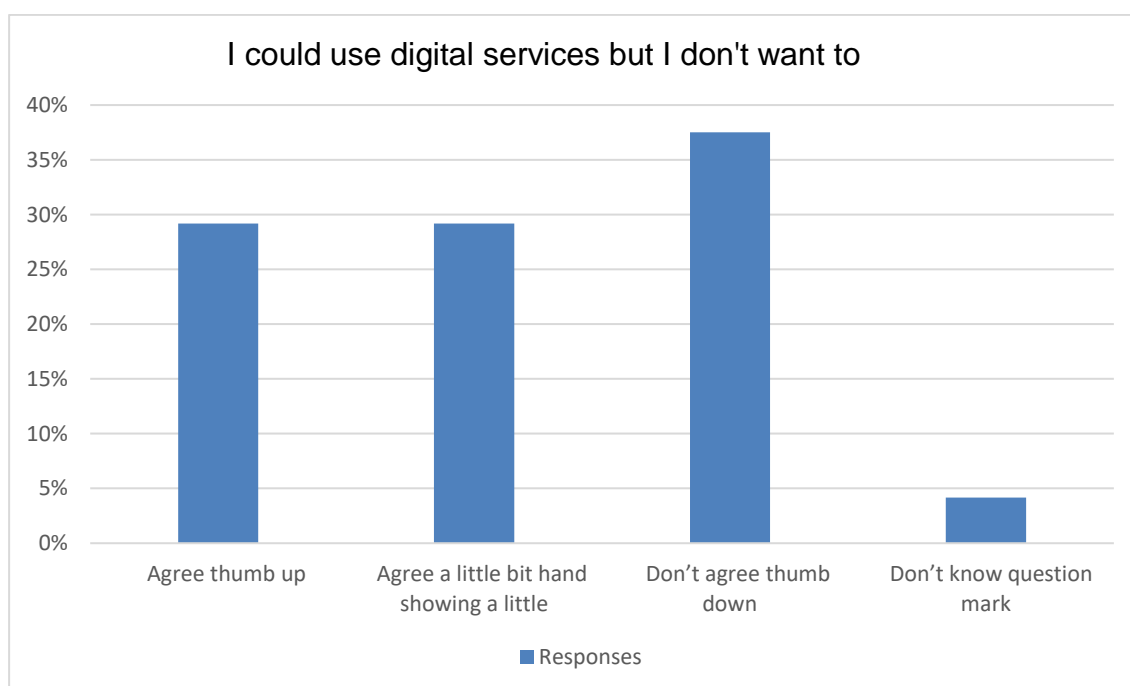
	Percentage	No. of Responses
Agree thumb up	25.00%	6
Agree a little bit hand showing a little	29.17%	7
Don't agree thumb down	37.50%	9
Don't know question mark	8.33%	2
	Answered	24
	Skipped	9

54.17 % of respondents agreed a lot or a little that it is a good idea to have more digital services 27.50% did not think it was a good idea to have more digital services.



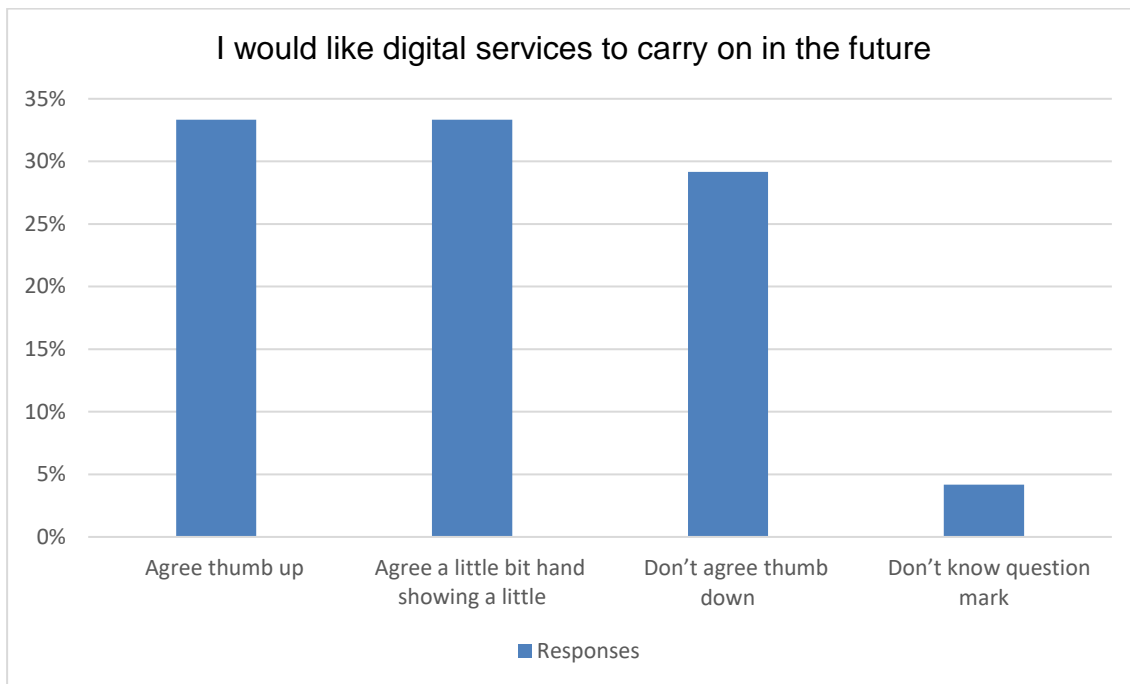
	Percentage	No. of Responses
Agree thumb up	29.17%	7
Agree a little bit hand showing a little	45.83%	11
Don't agree thumb down	25.00%	6
Don't know question mark	0.00%	0
	Answered	24
	Skipped	9

75% of respondents agreed a lot or a little that they feel confident using digital services
 25% did not feel confident using digital services



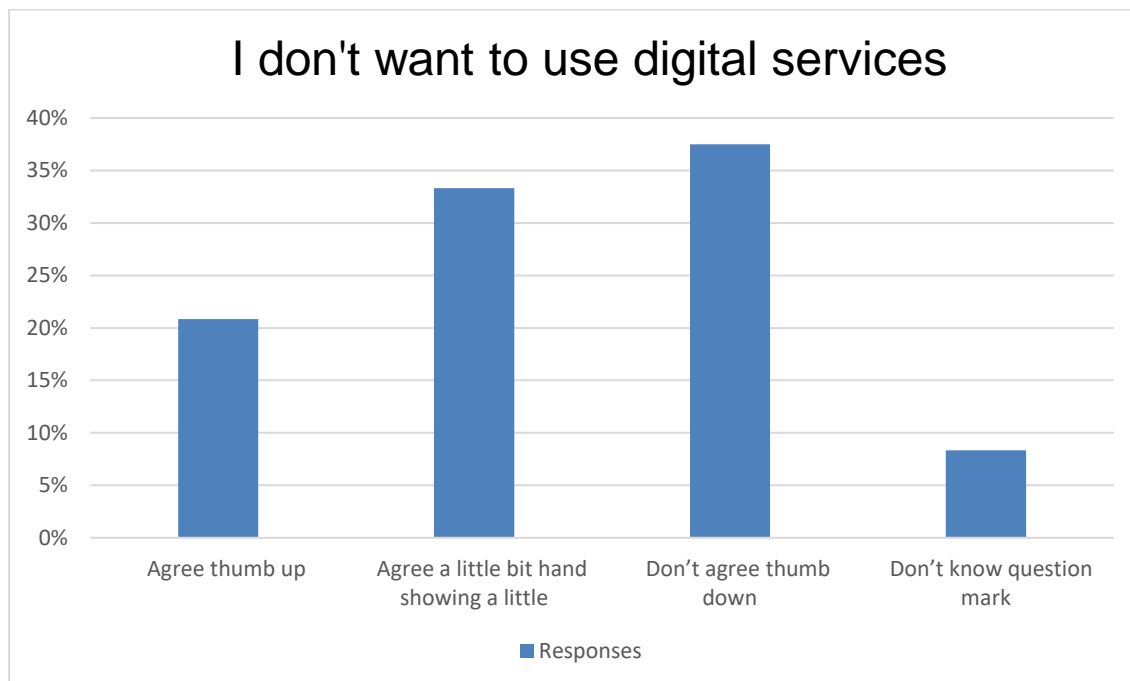
	Percentage	No. of Responses
Agree thumb up	29.17%	7
Agree a little bit hand showing a little	29.17%	7
Don't agree thumb down	37.50%	9
Don't know question mark	4.16%	1
	Answered	24
	Skipped	9

58.34% of respondents agreed a lot or a little that they could use digital services but don't want to 37.50% did not agree with the statement I could use digital services but I don't want to.



	Percentage	No. of Responses
Agree thumb up	33.33%	8
Agree a little bit hand showing a little	33.33%	8
Don't agree thumb down	29.17%	7
Don't know question mark	4.17%	1
	Answered	24
	Skipped	9

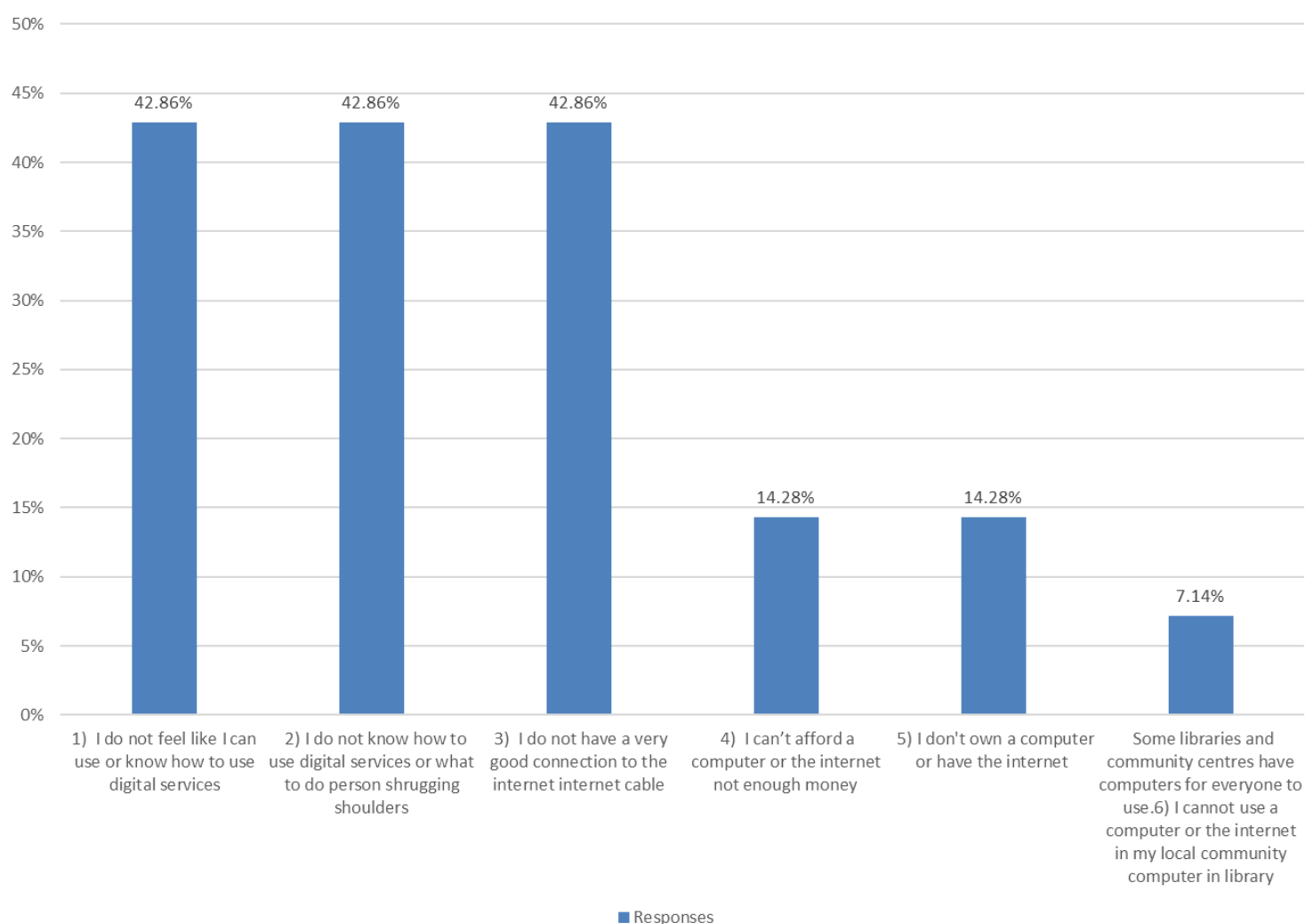
66.66% of respondents agreed a lot or a little that they would like digital services to carry on in the future 29.17% did not agree with this statement, 4.17% did not know if they would like digital services to carry on in the future.



	Percentage	No. of Responses
Agree thumb up	20.83%	5
Agree a little bit hand showing a little	33.33%	8
Don't agree thumb down	37.50%	9
Don't know question mark	8.34%	2
	Answered	24
	Skipped	9

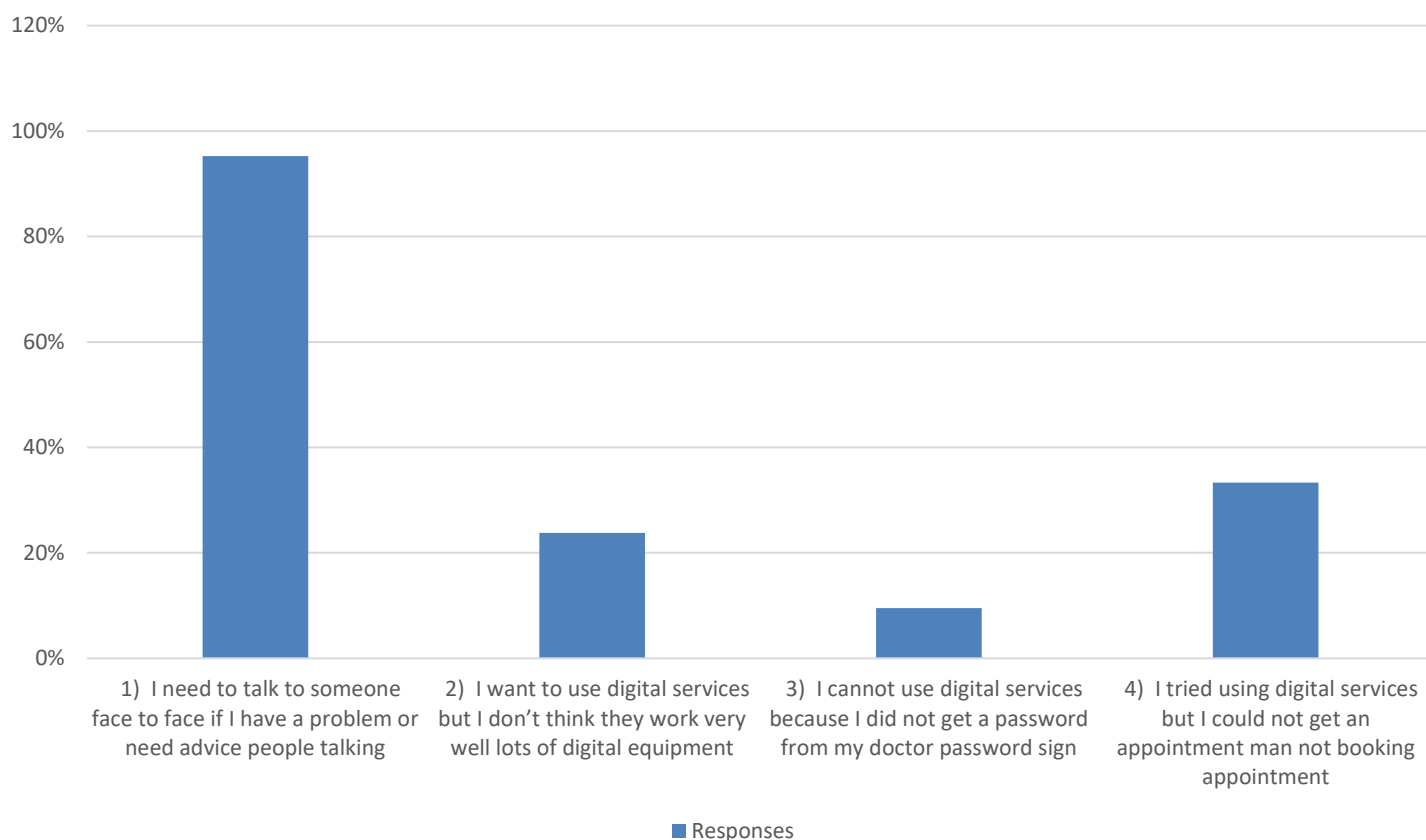
54.16% of respondents agreed a lot or a little that they don't want to use digital services
 37.50% did not agree with this statement, 8.34% did not know if they wanted to use digital services.

Things that might stop you using digital services For each one, tick the box if you agree.



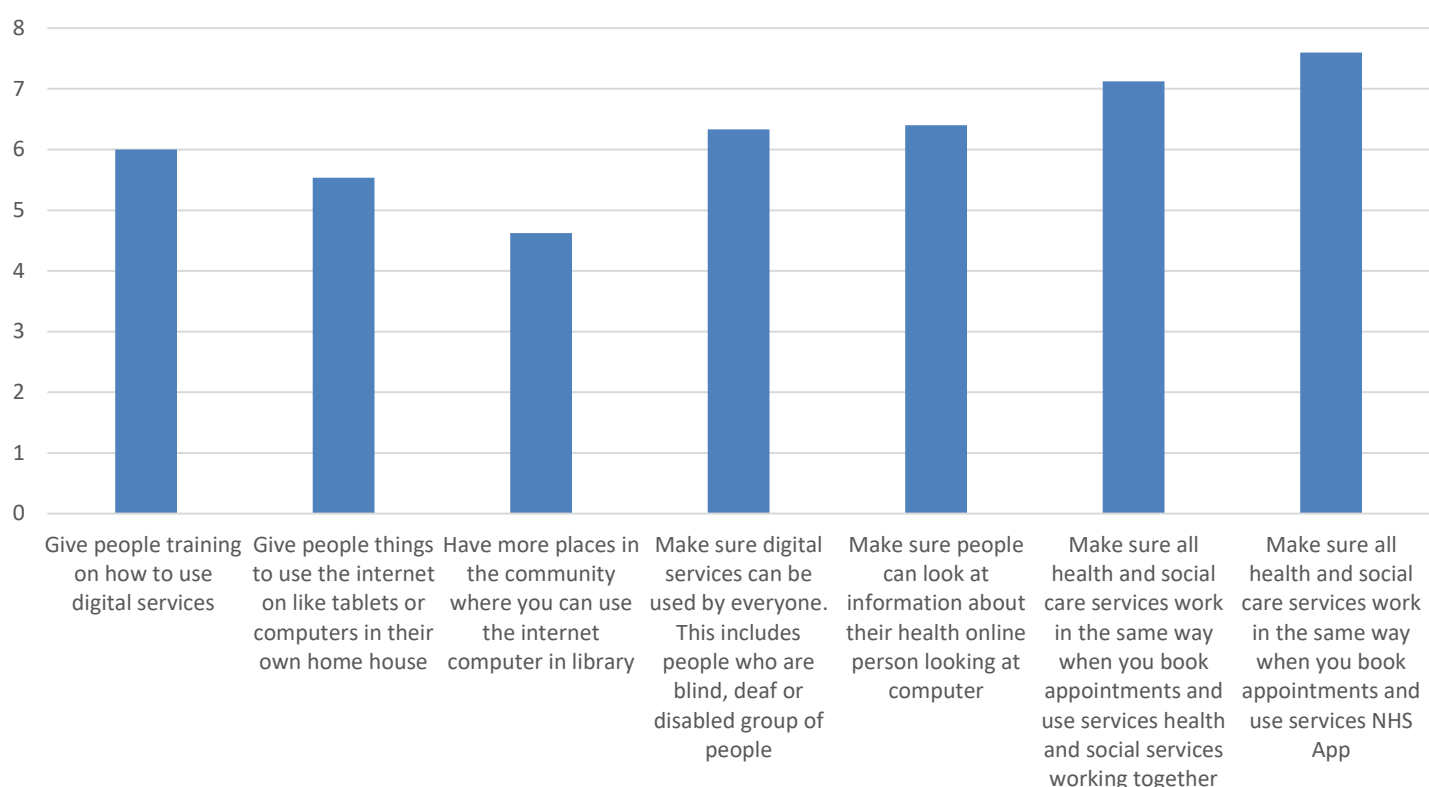
	Percentage	No. of Responses
1) I do not feel like I can use or know how to use digital services	42.86%	6
2) I do not know how to use digital services or what to do	42.86%	6
3) I do not have a very good connection to the internet	42.86%	6
4) I can't afford a computer or the internet not enough money	14.28%	2
5) I don't own a computer or have the internet	14.28%	2
Some libraries and community centres have computers for everyone to use.	7.14%	1
6) I cannot use a computer or the internet in my local community computer in library		
	Answered	14
	Skipped	19

More about using digital services For each one, tick the box if you agree.



	Percentage	No. of Responses
1) I need to talk to someone face to face if I have a problem or need advice	95.24%	20
2) I want to use digital services but I don't think they work very well	23.81%	5
3) I cannot use digital services because I did not get a password from my doctor	9.52%	2
4) I tried using digital services but I could not get an appointment	33.33%	7
	Answered	21
	Skipped	12

Using digital health and care services



Answer Choices	Average Number	Total Number
Give people training on how to use digital services	6	90
Give people things to use the internet on like tablets or computers in their own home house	5.5	83
Have more places in the community where you can use the internet computer in library	4.6	74
Make sure digital services can be used by everyone. This includes people who are blind, deaf or disabled group of people	6.3	95
Make sure people can look at information about their health online person looking at computer	6.4	96
Make sure all health and social care services work in the same way when you book appointments and use services health and social services working together	7.1	114
Make sure all health and social care services work in the same way when you book appointments and use services NHS App	7.6	114

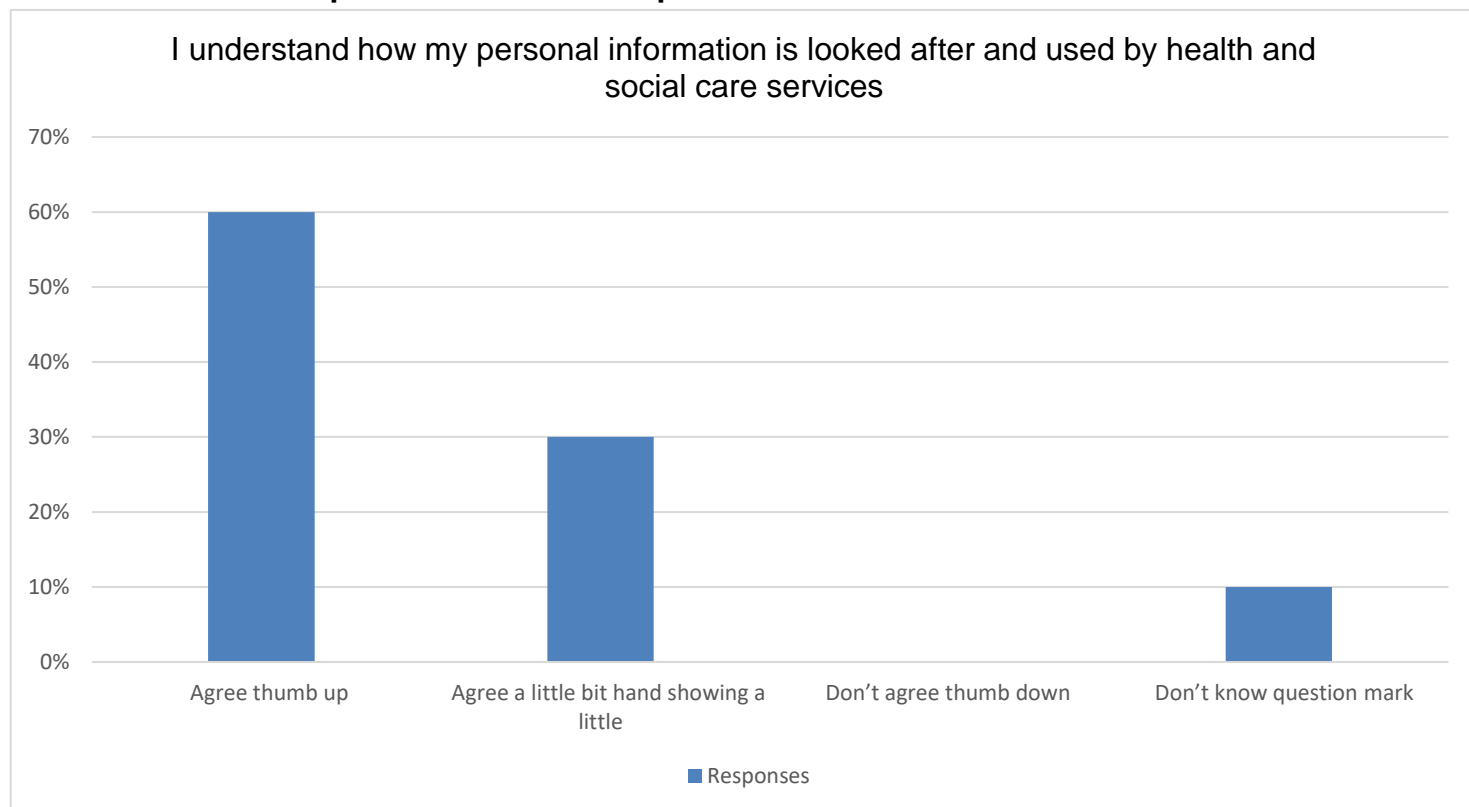
The average number is calculated by dividing the total number by the number of responses.

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

Responses	Tags
Help- talk through each move- people need help	training / support
I tried to go on line with a question but the surgery said they didn't receive my message.	training / support
Minimal links to get outcomes. Large print options. Links to phones with real people answering them.	Alternative ways, Simple systems, Alternative formats
Face to face is needed . Digital is not.	Alternative formats
Give training	training / support
Consider age related disabilities such as arthritis, mobility, fatigue, learning difficulties, eyesight, memory issues makes it difficult if not impossible for many to access the services. Affordability; many can barely heat and eat let alone afford internet or ability to go out to free internet cafes. Age related health issues obstruct learning new skills. Digital services are good for many but complicated and inaccessible for those on limited incomes. Whilst many have mobile phones others don't. Internet access must not be presumed. To improve the service a free internet and connection device must be available if the scheme is to advance.	Simple systems, Alternative formats, Device and Internet
You should not enforce digital services on vulnerable and elderly patients who cannot cope with digital services. Ridiculous !	Alternative ways
Give talks & demonstrations to community groups especially older people who are not computer literate.	training / support
I been on the phone for an and been told that all appointments gone. They can't offer me appointment on the next same thing and third day. I gave up after that. It's very disappointing. Then I walk into surgery and explained to the receptionist, and I was ask to wait 20 min. I was seen by the Dr. We try to raise issues in champions meeting and told they are very busy	Alternative ways
During the Pandemic most of us had to learn to continue our volunteer work online. Thankfully the MH Trust provided me with an iPad to use for the work data included. Unfortunately I can't afford internet connection and many in the community face those problems. I am a volunteer in the community where the elderly are living alone. Children have moved away. Sharing confidential information they feel unhappy. Regarding NHS services they need help to book appointments online and hospital appointments.	Device and Internet
Question 6 & 7 are identical. You need to keep in mind that not all patients want to use digital services so it wouldn't matter how easy you make it. You are either an online sort of person or you're not. As younger people come through it may tip in the favour of digital services, but you have to be mindful that you have many, many, many patients who have not yet reached the level of being comfortable with technology. Particularly with people 60 upwards. You need to listen to the needs of the demographic split	Alternative Ways

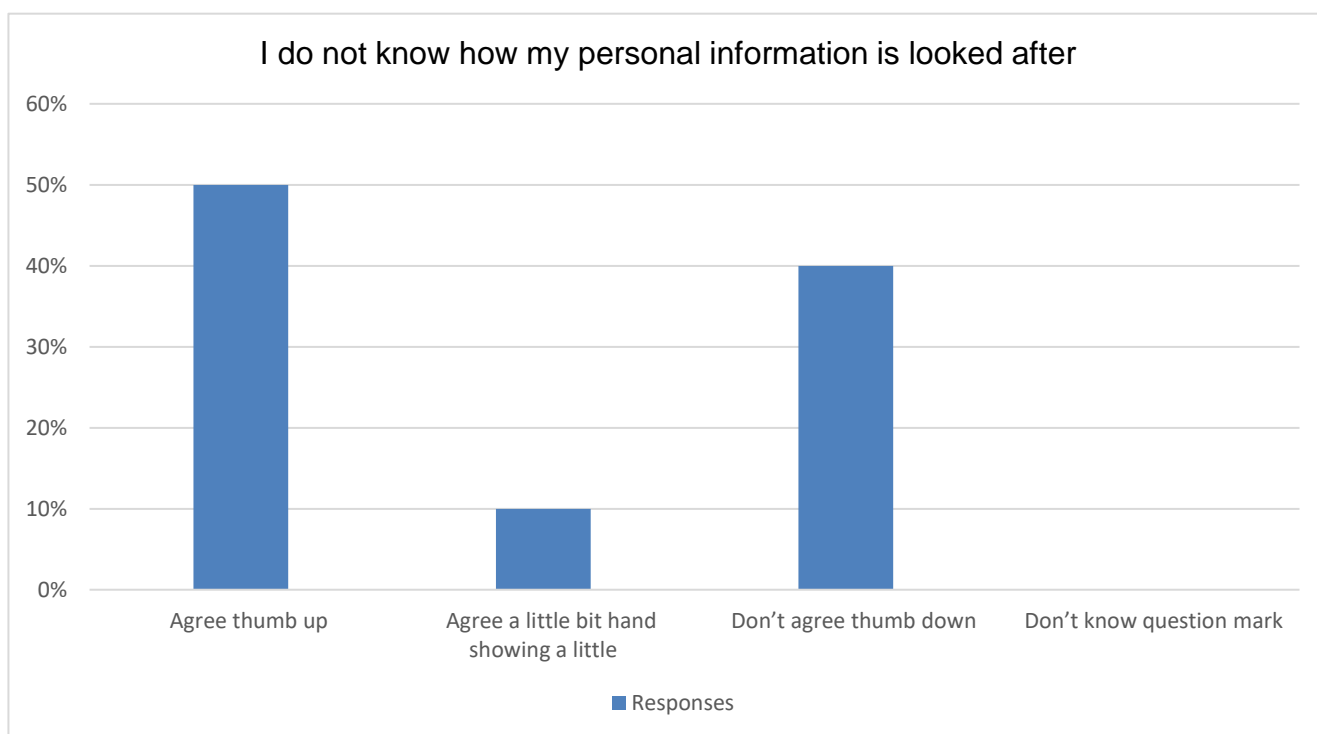
Reassure people that their private information remains private.	
You can't. One size will never fit all, and there will always be part of the population like elderly people who are not comfortable or confident using digital services.	Alternative Ways
Take into consideration that elderly people don't trust or even have the inclination to use digital.	Alternative Ways

We asked respondents about their personal information.



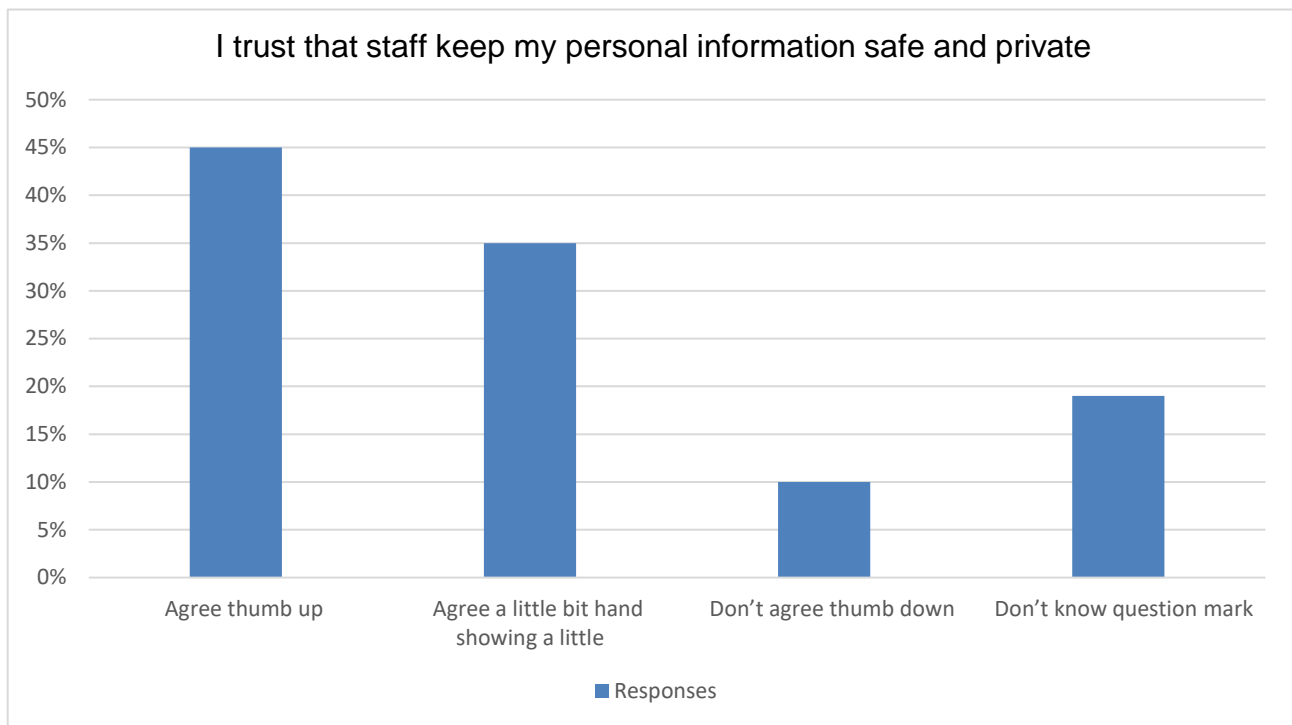
	Percentage	No. of Responses
Agree thumb up	60.00%	12
Agree a little bit hand showing a little	30.00%	6
Don't agree thumb down	0.00%	0
Don't know question mark	10.00%	2
	Answered	20
	Skipped	13

90% of respondents agreed a lot or a little that they understand how their personal information is looked after and used by health and social care services 0% did not agree with this statement, 10% did not know if they understand how their personal information is looked after and used by health and social care services.



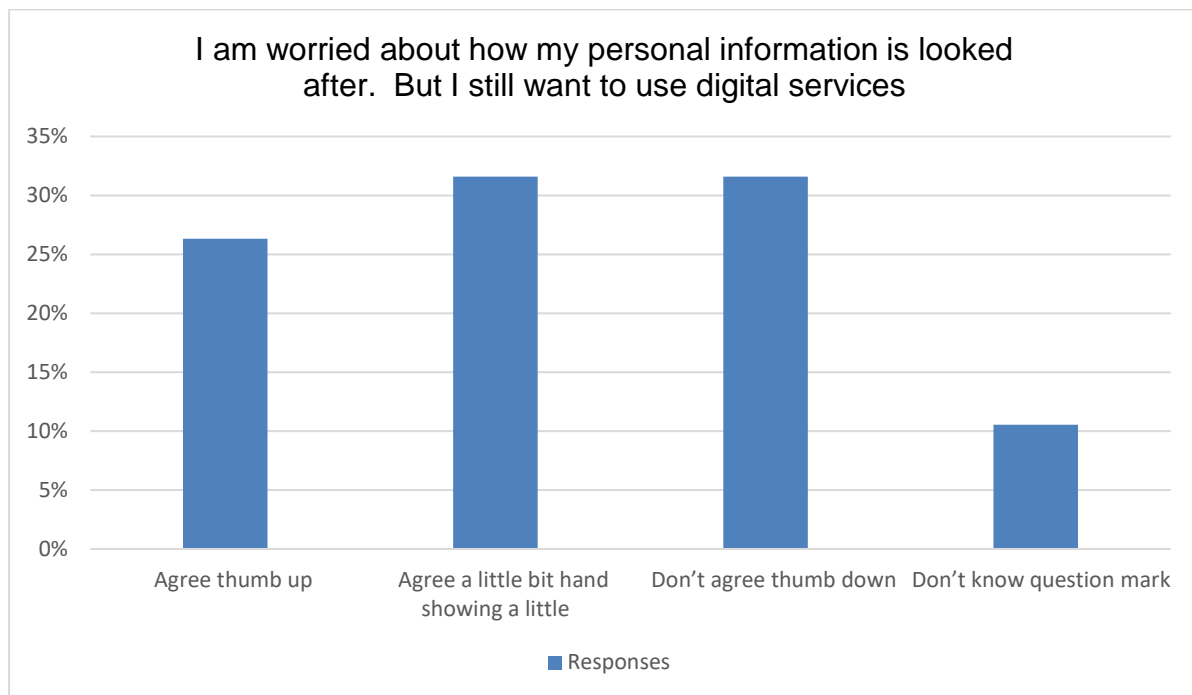
	Percentage	No. of Responses
Agree thumb up	50.00%	10
Agree a little bit hand showing a little	10.00%	2
Don't agree thumb down	40.00%	8
Don't know question mark	0.00%	0
	Answered	20
	Skipped	13

60% of respondents agreed a lot or a little that they do not know how my personal information is looked after 40% did not agree with this statement.



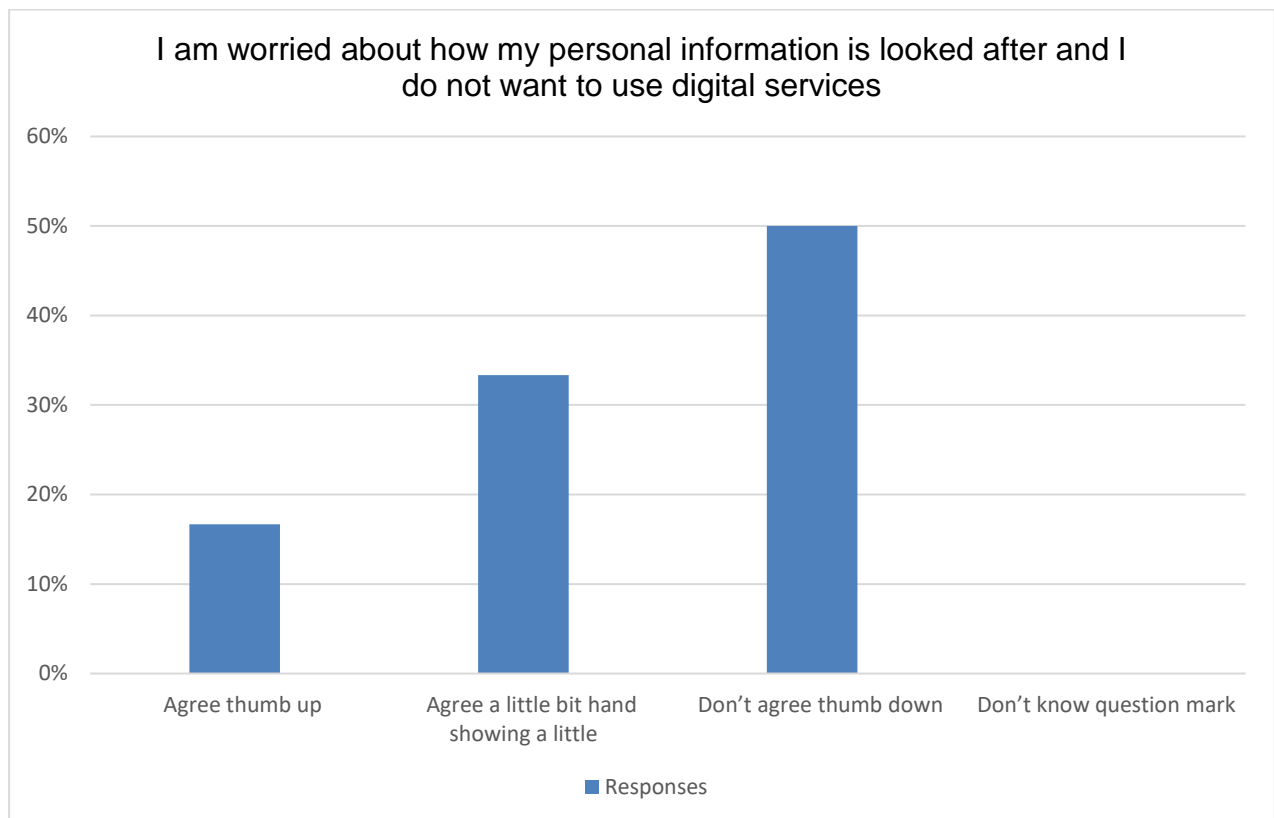
	Percentage	No. of Responses
Agree thumb up	45.00%	9
Agree a little bit hand showing a little	35.00%	7
Don't agree thumb down	10.00%	2
Don't know question mark	19.00%	2
	Answered	20
	Skipped	13

80% of respondents agreed a lot or a little that they trust that staff keep their personal information safe and private 10% did not agree that they trust that staff keep their personal information safe and private, 19% did not know.



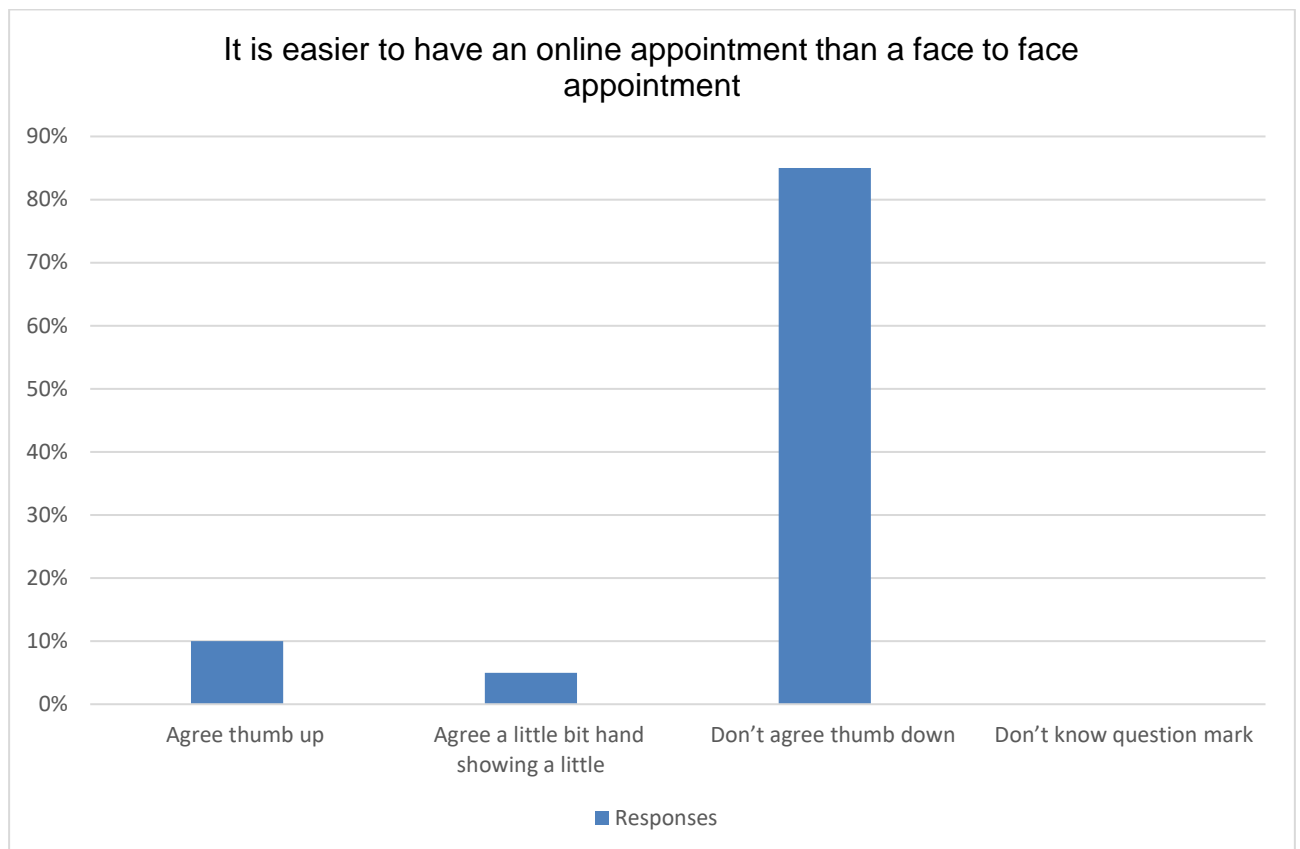
	Percentage	No. of Responses
Agree thumb up	26.31%	5
Agree a little bit hand showing a little	31.58%	6
Don't agree thumb down	31.58%	6
Don't know question mark	10.53%	2
	Answered	19
	Skipped	14

57.89% of respondents agreed a lot or a little that they are worried about how their personal information is looked after, but I still want to use digital services. 31.58 % did not agree, 10.53% did not know.



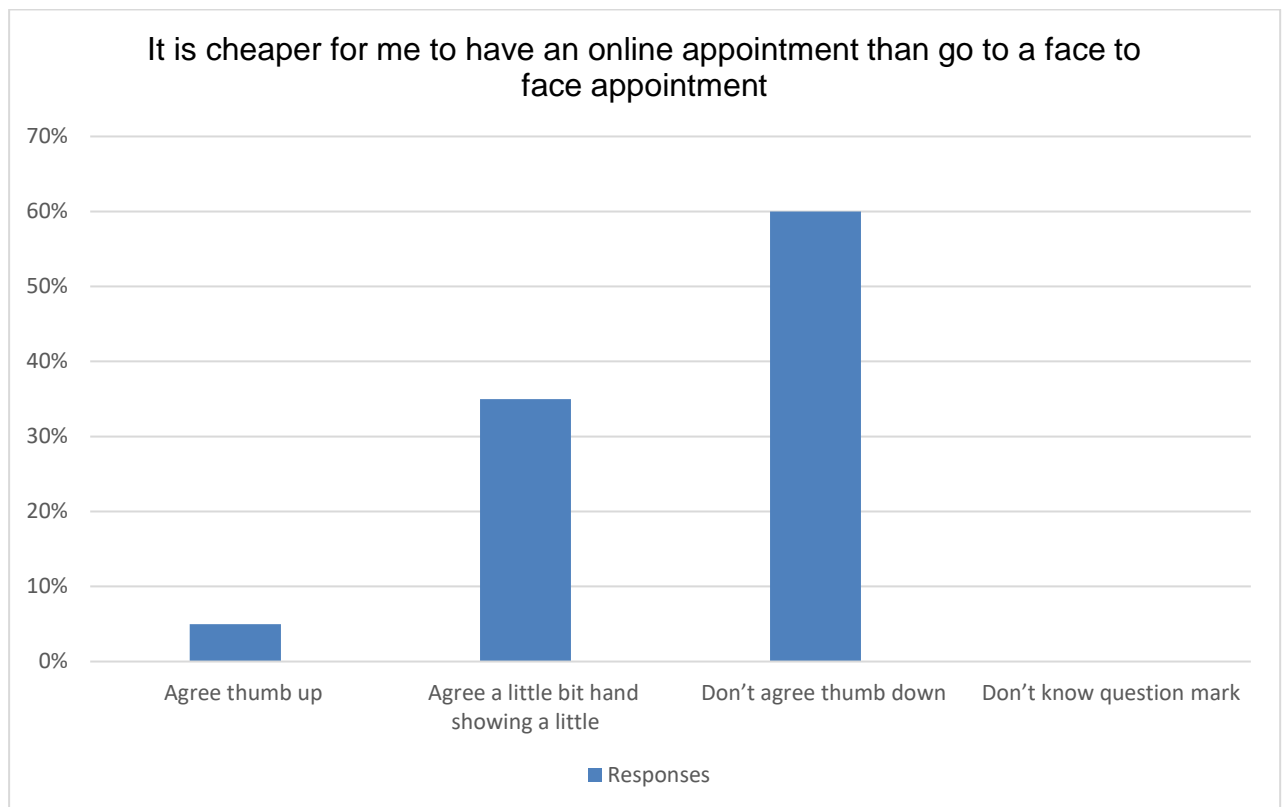
	Percentage	No. of Responses
Agree thumb up	16.67%	3
Agree a little bit hand showing a little	33.33%	6
Don't agree thumb down	50.00%	9
Don't know question mark	0.00%	0
	Answered	18
	Skipped	15

50% of respondents agreed a lot or a little that they are worried about how their personal information is looked after and do not want to use digital services. 50% did not agree.



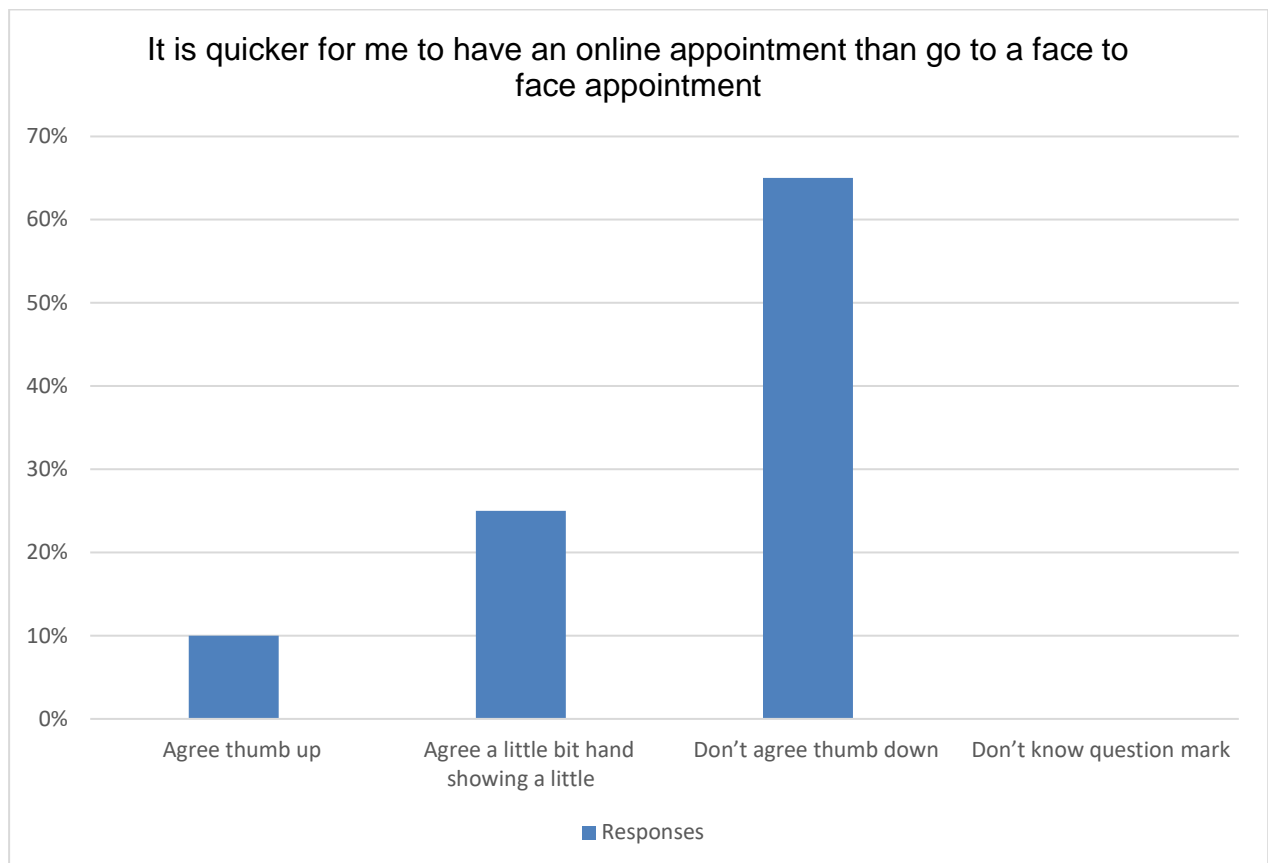
	Percentage	No. of Responses
Agree thumb up	10.00%	2
Agree a little bit hand showing a little	5.00%	1
Don't agree thumb down	85.00%	17
Don't know question mark	0.00%	0
	Answered	20
	Skipped	13

15% of respondents agreed a lot or a little that it is easier to have an online appointment than a face to face appointment. 85% did not agree that it is easier to have an online appointment than a face to face appointment.



	Percentage	No. of Responses
Agree thumb up	5.00%	1
Agree a little bit hand showing a little	35.00%	7
Don't agree thumb down	60.00%	12
Don't know question mark	0.00%	0
	Answered	20
	Skipped	13

40% of respondents agreed a lot or a little that it is cheaper to have an online appointment than a face to face appointment. 60% did not agree that it is cheaper to have an online appointment than a face to face appointment.



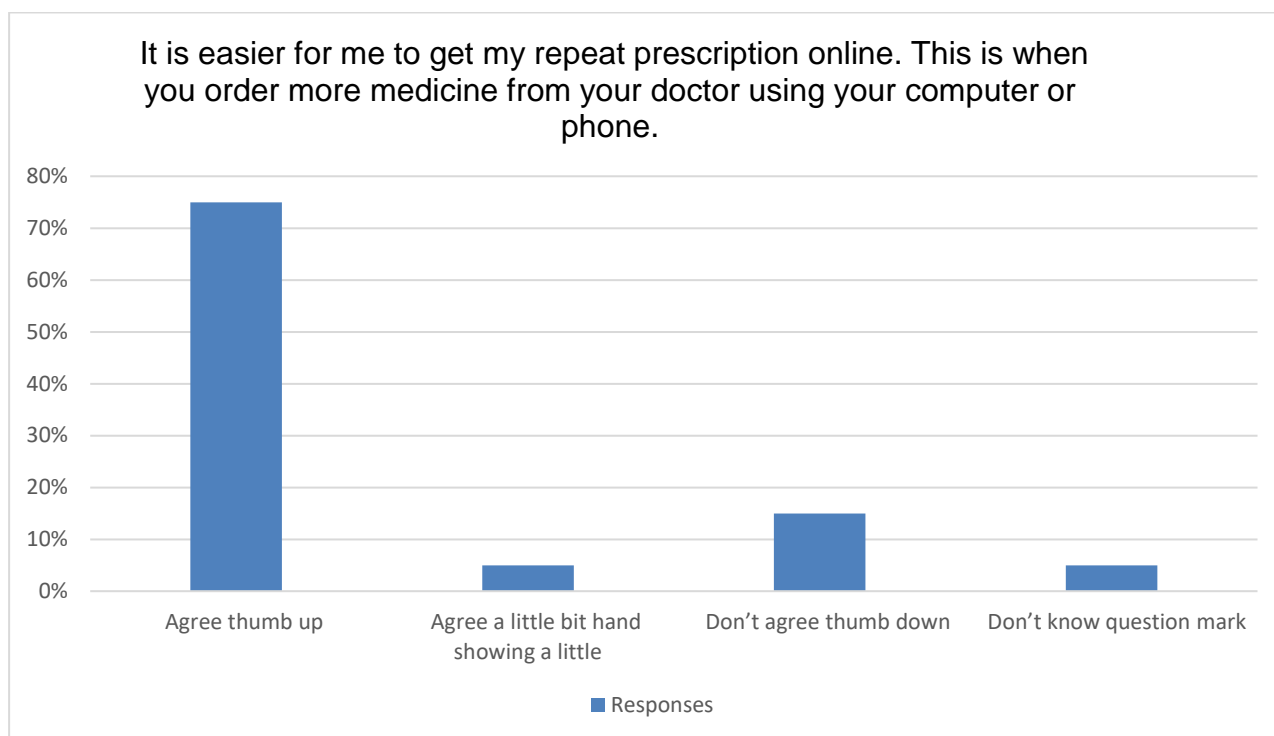
	Percentage	No. of Responses
Agree thumb up	10.00%	2
Agree a little bit hand showing a little	25.00%	5
Don't agree thumb down	65.00%	13
Don't know question mark	0.00%	0
	Answered	20
	Skipped	13

35% of respondents agreed a lot or a little that it is quicker to have an online appointment than a face to face appointment. 65% did not agree that it is quicker to have an online appointment than a face to face appointment.



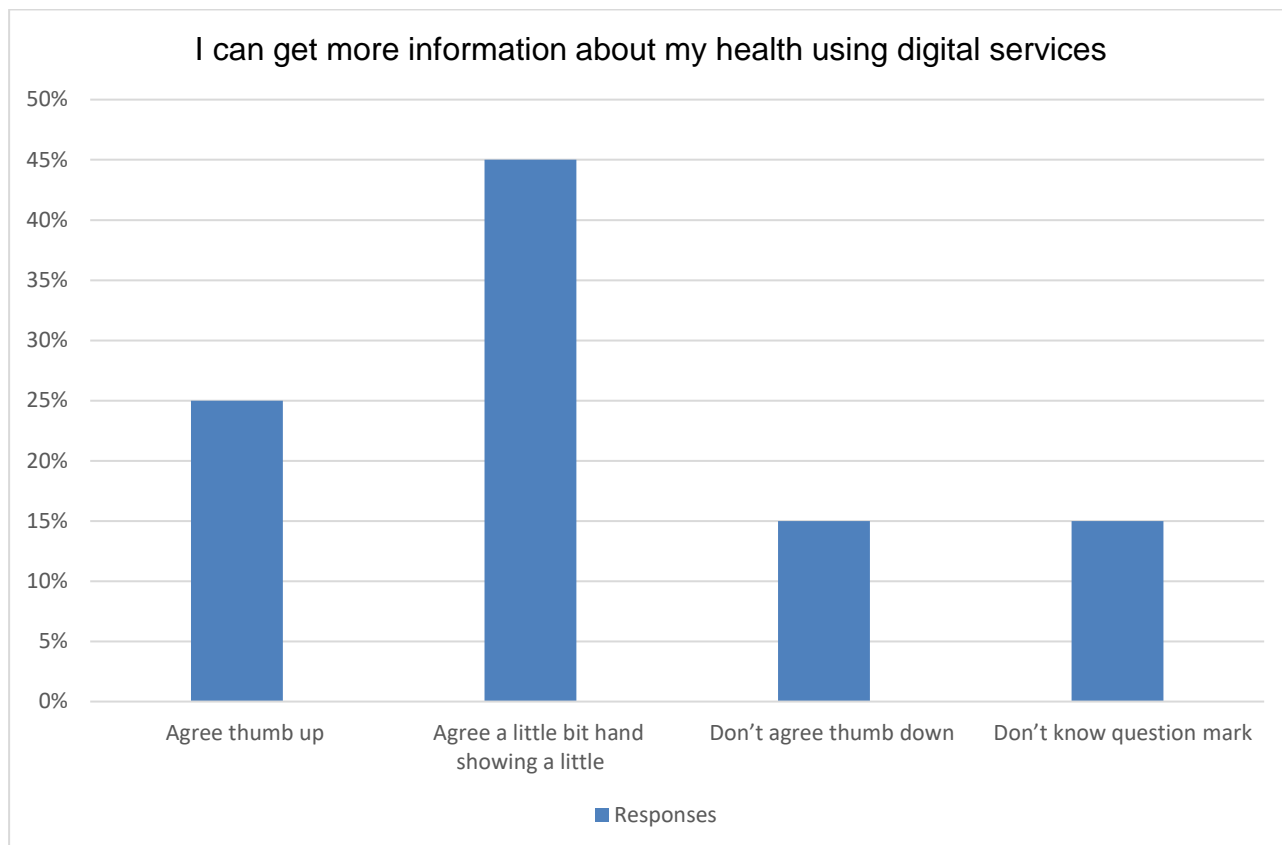
	Percentage	No. of Responses
Agree thumb up	0.00%	0
Agree a little bit hand showing a little	25.00%	5
Don't agree thumb down	75.00%	15
Don't know question mark	0.00%	0
	Answered	20
	Skipped	13

25% of respondents agreed a little that it is easier to have an online appointment than a face to face appointment. 75% did not agree that it is easier to have an online appointment than a face to face appointment.



	Percentage	No. of Responses
Agree thumb up	75.00%	15
Agree a little bit hand showing a little	5.00%	1
Don't agree thumb down	15.00%	3
Don't know question mark	5.00%	1
	Answered	20
	Skipped	13

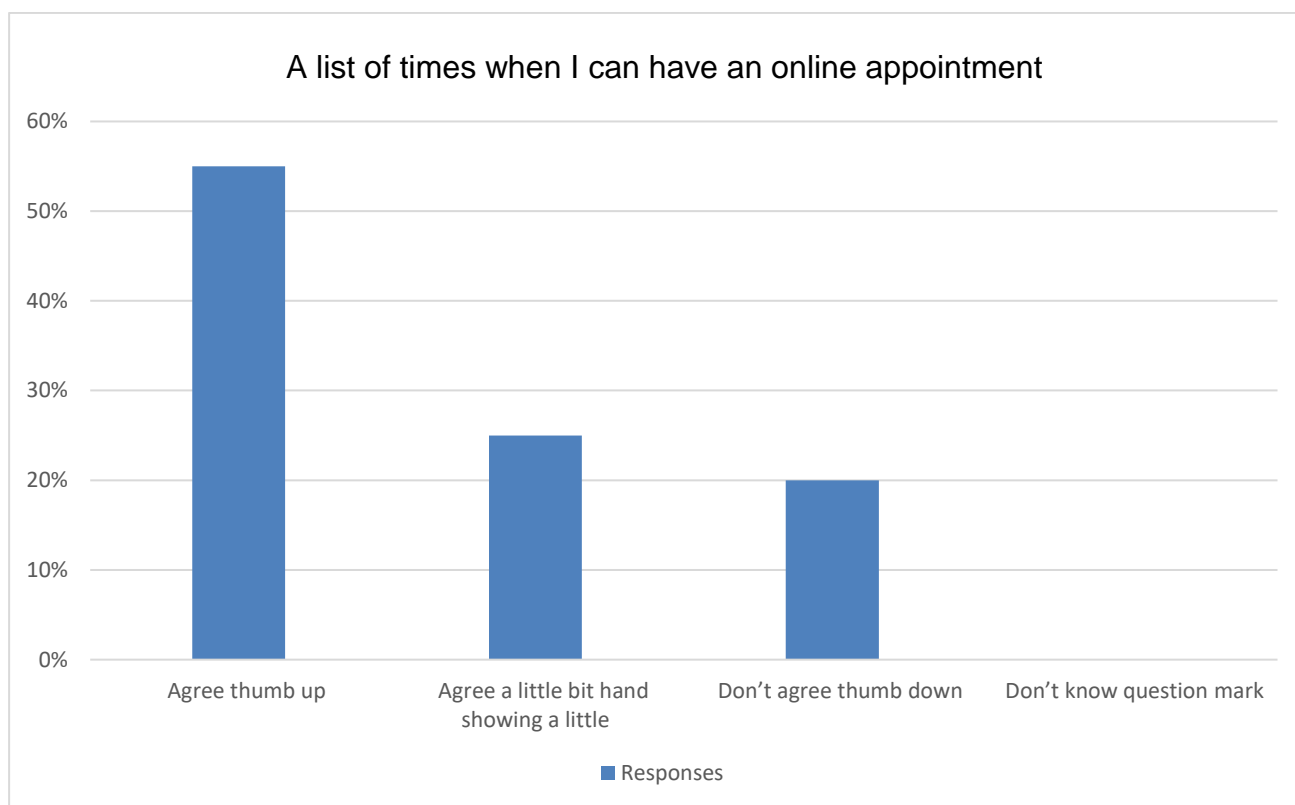
80% of respondents agreed a lot or a little that it is easier for me to get my repeat prescription online 15% did not agree that it is easier for me to get my repeat prescription online.



	Percentage	No. of Responses
Agree thumb up	25.00%	5
Agree a little bit hand showing a little	45.00%	9
Don't agree thumb down	15.00%	3
Don't know question mark	15.00%	3
	Answered	20
	Skipped	13

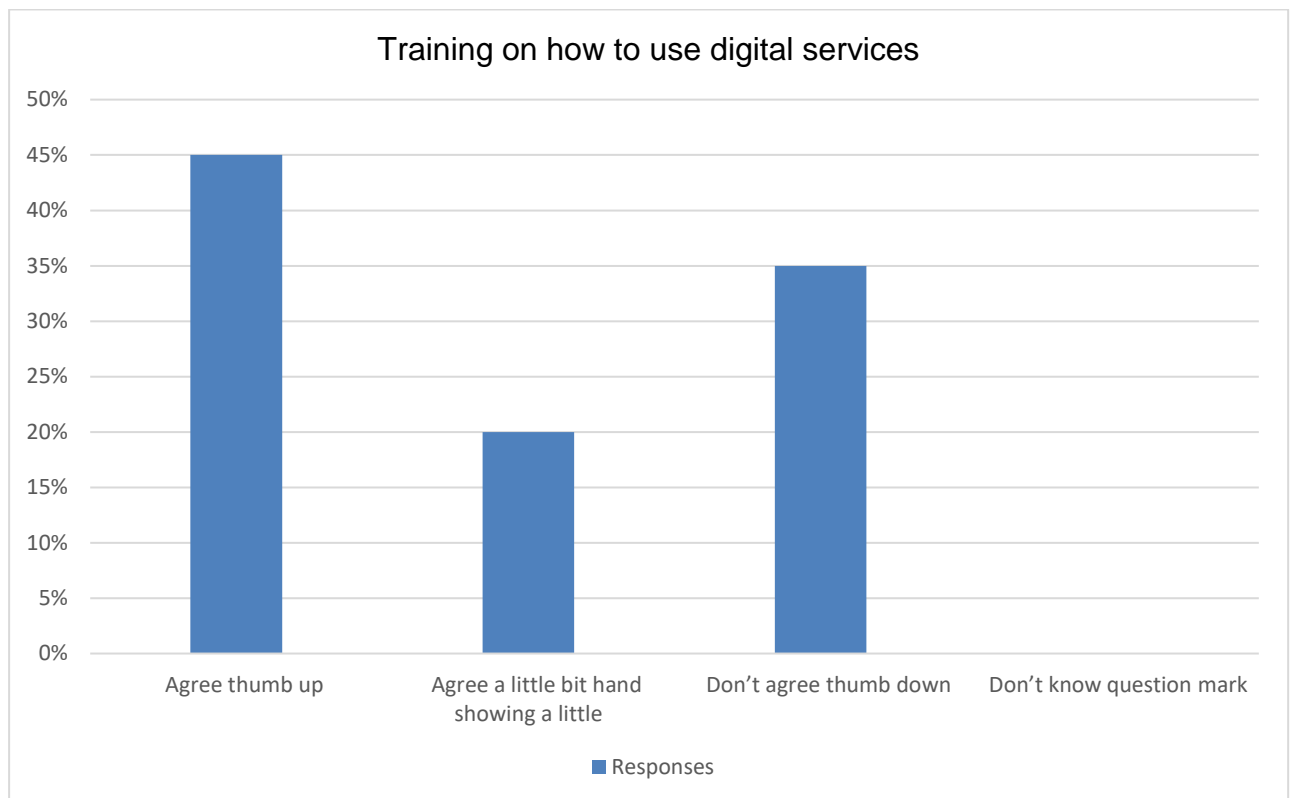
70% of respondents agreed a lot or a little that they can get more information about their health using digital services, 15% did not agree that they can get more information about their health using digital services, 15% did not know.

We asked respondents what would make using digital services easier.



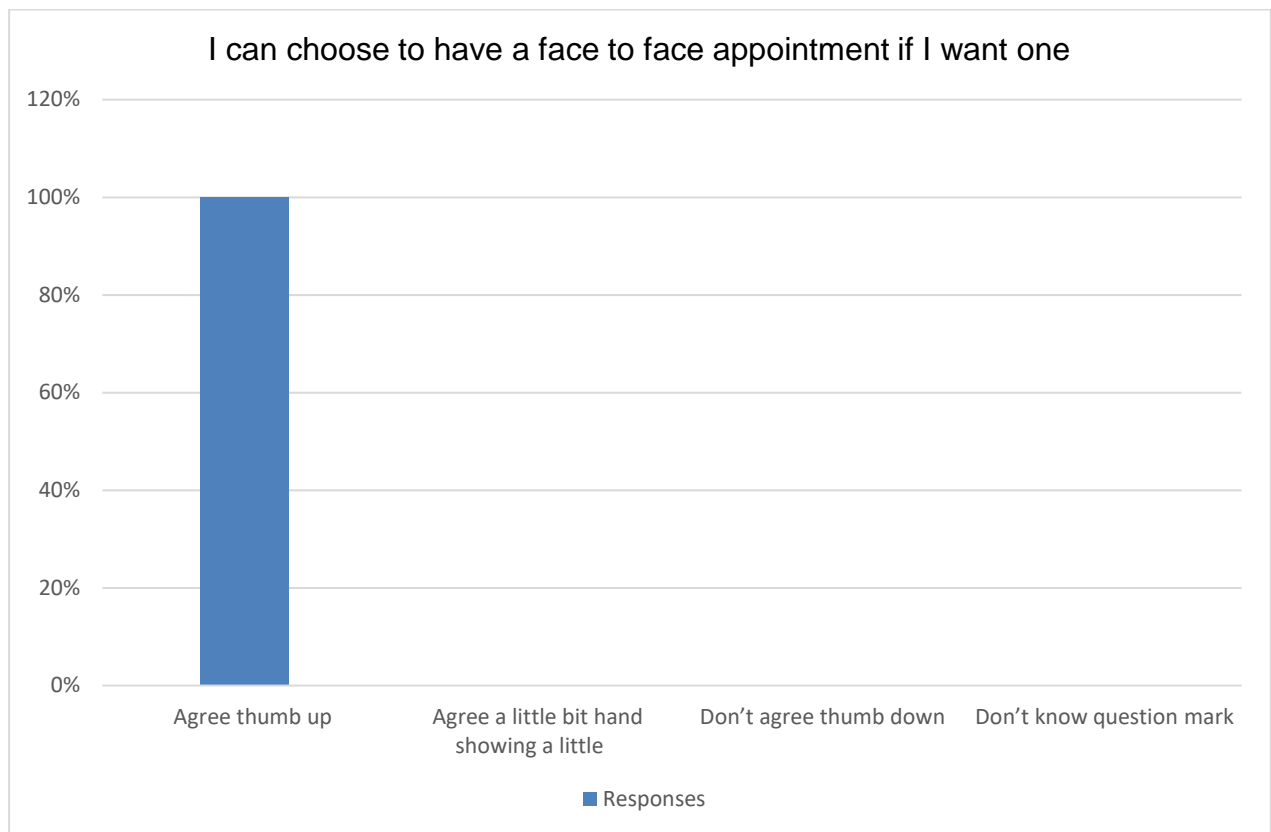
	Percentage	No. of Responses
Agree thumb up	55.00%	11
Agree a little bit hand showing a little	25.00%	5
Don't agree thumb down	20.00%	4
Don't know question mark	0.00%	0
	Answered	20
	Skipped	13

80% of respondents agreed a lot or a little that a list of times when I can have an online appointment would be helpful 20% did not agree that a list of times when I can have an online appointment would be helpful.



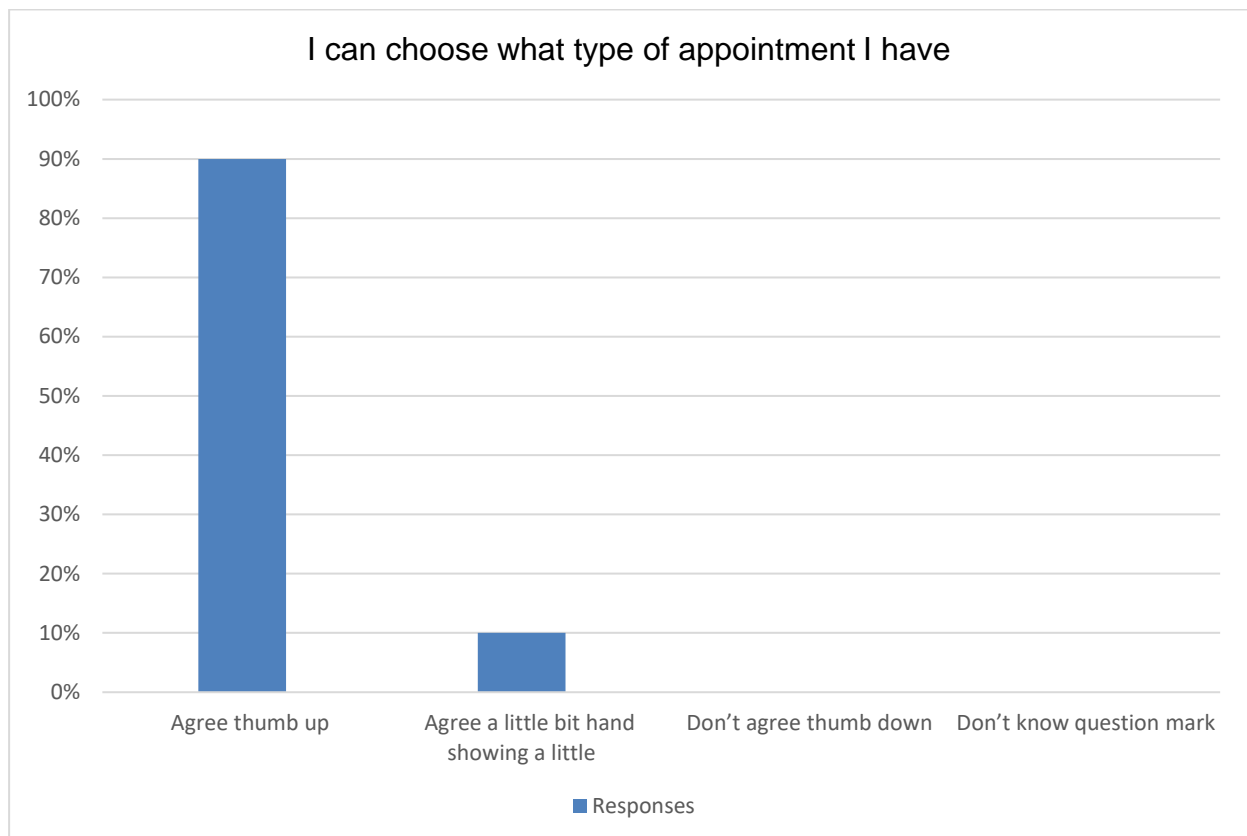
	Percentage	No. of Responses
Agree thumb up	45.00%	9
Agree a little bit hand showing a little	20.00%	4
Don't agree thumb down	35.00%	7
Don't know question mark	0.00%	0
	Answered	20
	Skipped	13

65% of respondents agreed a lot or a little that training on how to use digital services would be helpful, 35% did not agree training on how to use digital services would be helpful.



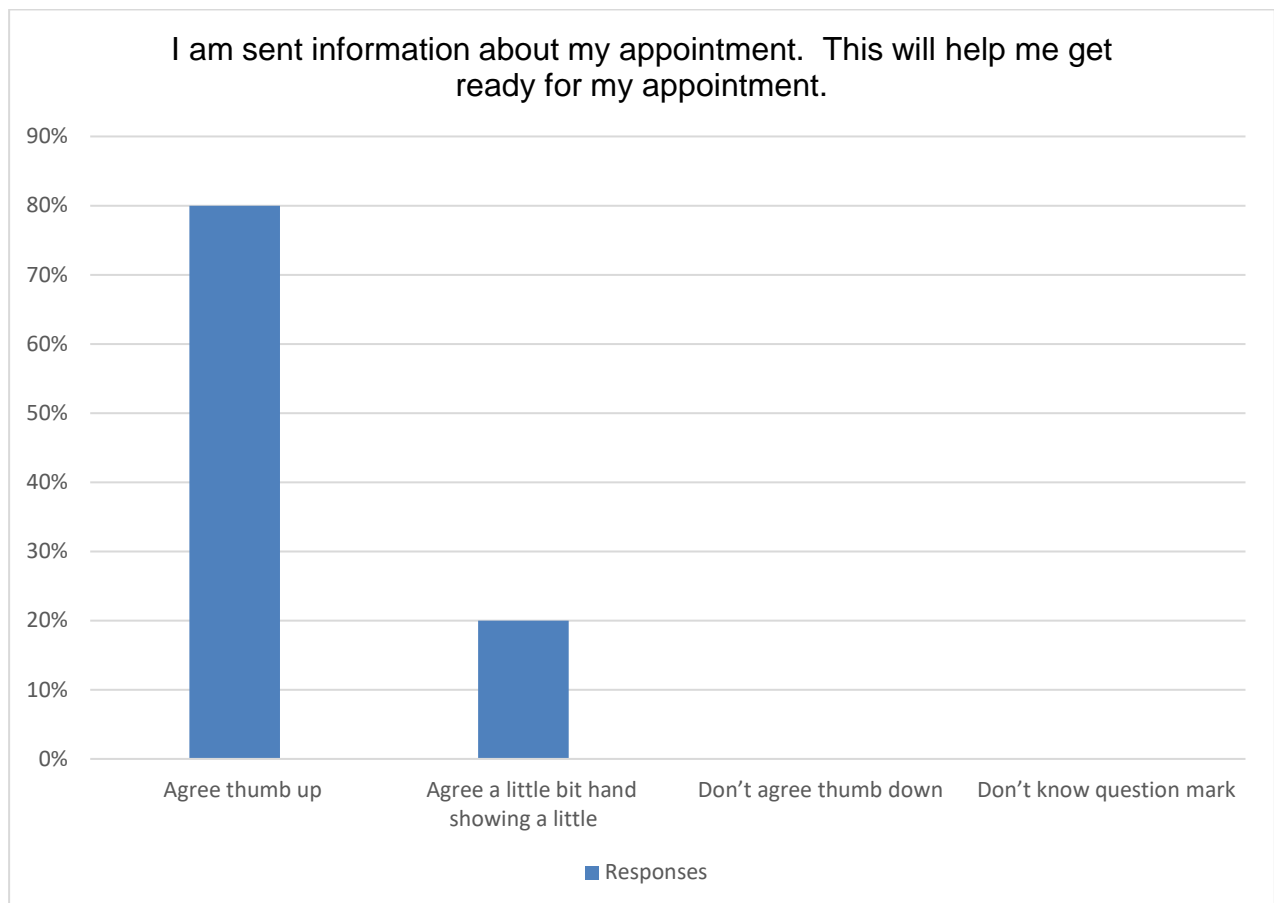
	Percentage	No. of Responses
Agree thumb up	100.00%	20
Agree a little bit hand showing a little	0.00%	0
Don't agree thumb down	0.00%	0
Don't know question mark	0.00%	0
	Answered	20
	Skipped	13

100% of respondents agreed a lot that they want to be able to choose to have a face to face appointment if I want one.



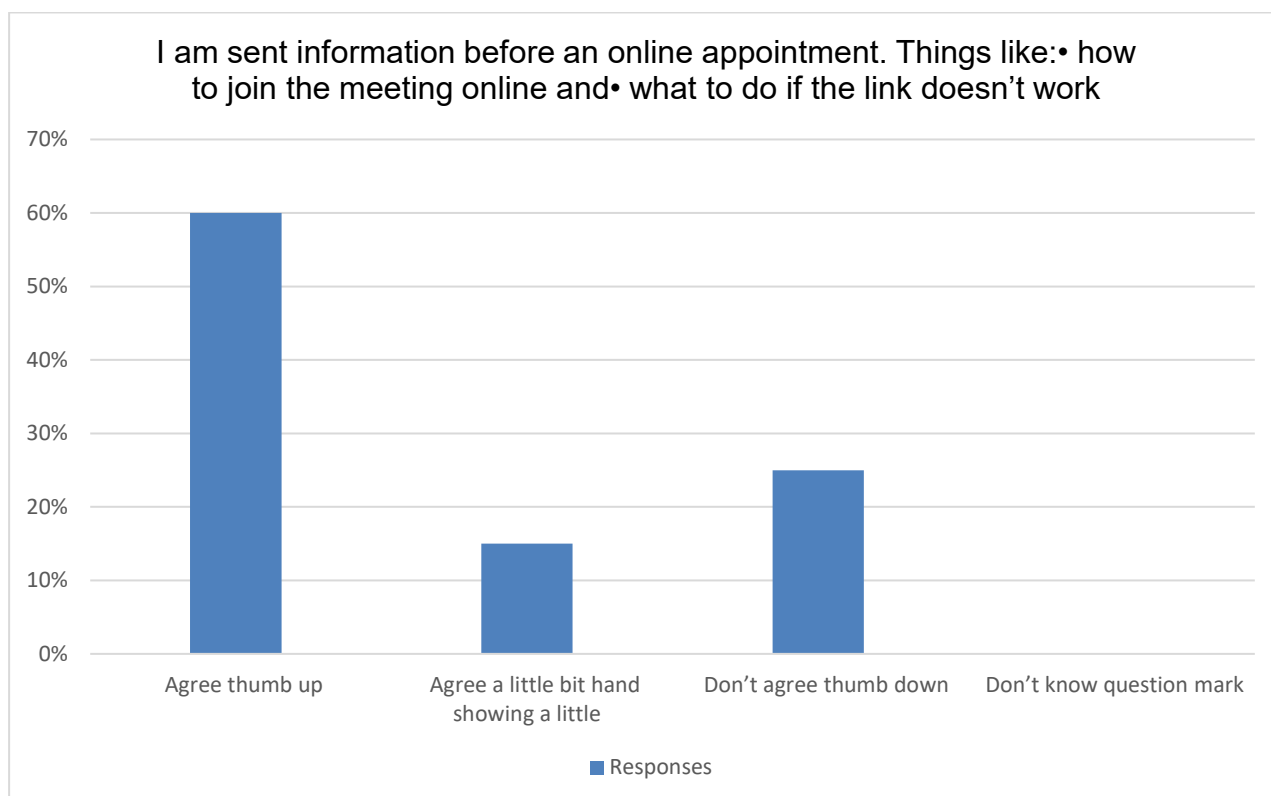
	Percentage	No. of Responses
Agree thumb up	90.00%	18
Agree a little bit hand showing a little	10.00%	2
Don't agree thumb down	0.00%	0
Don't know question mark	0.00%	0
	Answered	20
	Skipped	13

90% of respondents agreed a lot that they want to be able to choose what type of appointment they have 10% agreed a little that they want to be able to choose what type of appointment they have.



	Percentage	No. of Responses
Agree thumb up	80.00%	16
Agree a little bit hand showing a little	20.00%	4
Don't agree thumb down	0.00%	0
Don't know question mark	0.00%	0
	Answered	20
	Skipped	13

80% of respondents agreed a lot that they would find it useful to be sent information about my appointment. 20% agreed a little with this statement.



	Percentage	No. of Responses
Agree thumb up	60.00%	12
Agree a little bit hand showing a little	15.00%	3
Don't agree thumb down	25.00%	5
Don't know question mark	0.00%	0
	Answered	20
	Skipped	13

75% of respondents agreed a lot that they would find it useful to be sent information about an online appointment, such as how to join the meeting. 25% did not agreed with this statement.

Is there anything else we could do to make digital services easier to use?

Responses	Tags
One to one support for people on their first few consultations.	
Stop trying to push online. We do not want online appointments we want face-to-face face. Get on with putting that back in place. It must have cost a fortune creating this questionnaire. Should have been used is basic GP facilities such as seeing ones doctor when need to.	Support/training
Have a direct line to the surgery to report when the service doesn't work (which is far too often)	Help line
If I want a face to face appointment. I should be offered one. I am not keen on telephone appointments or online either.	None digital services
Training in how to use an app	Support/training, None digital services

People who have no access to computers and elderly generation who are familiar with online system. Online not useful for them. We have both system parallel for everyone have equal access to the Health and Social care. Essentially for elderly people and people whose first language is not English	
Everyone given an opportunity to choose an online appointment or Face2Face. Doctors are paid to look after our health. Face2Face consultant quick way to pick up early diagnosis. Signs of domestic abuse, mental health... Family planning	None digital, Safeguarding
It would seem that video appointments are available, but not all of the GP's are happy to use a video link, so not only do you have uncertainty from a patient point of view, but reluctance from GP's. This results in it usually being a telephone call and the window for receiving a telephone call can be hours. Telephone calls or video links should be held at the time they are booked with the surgery. If you are a minute late in the surgery for a face to face appointment you may have missed your slot. But when booking a time slot for a call or video it doesn't seem to matter. Double standards and frustration here from a patient point of view	

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.

Responses
digital services have very limited use and cannot replace face to face as medical professionals observe much more than can be said over a phone or screen
Good recording of contact details, but it really requires background knowledge beforehand.
Stop doing digital. Not want patients want for appointments.
This questionnaire causes confusion and is full of misleading mistakes such as repeat or contradictory questions. It underlines the issue's people have with using the service. I'm not satisfied that this questionnaire provides the outcome most people would welcome and is clearly directed at producing answers to enforcing the proliferation of online service.
I like getting a reminder about an appointment sent to my mobile.
I would like to know in advance if I need to take a sample - urine for example.
No
Digital services are suitable and convenient. We understand the pandemic has moved us quickly into digital but We owe the people who face the challenges and we need to care for them. Many elderly ignore the health issues because appointments are hard to get and they don't have the support they deserve. They have worked hard and NHS needs to take better care. Once you establish they have digital skills and support you can say they are safe

and getting the care they deserve.

Let's not fail our elderly please.

There are not enough on line appointments, the proportion of appointments held for the receptionists to use is far greater than those put online for patients to use. More online appointments would reduce the time you have to wait on the telephone listening to the droning voice telling you that "you are now 15th in the queue" and then get cut off when you get to no. 1 in the queue. This is really frustrating!!

You need to stop talking about it and get on do it

4.0 Key findings summary

Use of Digital Services

Of the 511 responses to the question have you or a family member used digital services 78.72% of respondents had experience of digital services and 20.11% of respondents had not used digital services. Of those that had used digital services the highest usage was of the NHS App (65.19%) personal health record (45.00%) and accessing health information online (43.65%). 24.62% had used an online GP practice tool such as EConsult and the same number had used online appointments for example video consultations. 3.65% had used assistive technology such as remote heart monitors.

Experience of Digital Services

When considering if they thought there were benefits to the increase in digital services 74.71% of respondents either agree very strongly, strongly agree or agree that there are benefits. 73.56% also agreed they felt comfortable accessing digital health and social care services, and 79.42% that they would like to see access to digital services continue.

36.59% agreed with the statement that they are able to access digital health and care services but prefer not to do so, compared to 54.98% who disagreed with this statement (8.43% not applicable).

A significant number of respondents (74.71%) disagreed with the statement that they lacked confidence using technology and 84.85% indicated they feel they have the skills to access digital services.

A small percentage of respondents indicated that the cost of the internet (4.85%), the cost of the device (5.78%), not owning a computer or other device (3.47%), not having access to a computer or other device (2.71%) were barriers for them.

18.83% agreed to some extent with the statement that they have a poor internet signal.

21.42% of respondents cited communication needs which mean they prefer or need to speak to someone face to face. (68.34% disagreed with this statement, 10.23% not applicable).

54.16% were happy to use digital services, but no appointments were available on the NHS App, 20.30% disagreed with this statement.

When thinking of whether digital appointments were convenient for residents 56.74% of respondents agreed to some extent that online appointments reduced the cost of attending appointments in person and 58.89 % agreed that they reduced the time compared to attending an appointment in person.

72.89% agreed to some extent that they found arranging repeat prescriptions online more convenient and 56.34 % that they feel better informed as they can access their medical records online.

46.25% disagreed to some extent that online appointments were more convenient than face to face appointments and 44.90% disagreed to some extent that they found booking appointments online quicker and more convenient.

Data

Respondents were asked their views on the personal data used by health and care services. 60.72% agreed that they understand how their data is shared and stored and 57.09% were confident that their data is secure when shared with health and care services. 20.39% indicated they do not use digital services and they are concerned about how secure their data is.

When asked to rate their agreement with the statement 'I do not know how my data is shared and stored and I would like to know more' 44.59% agreed with this statement that they would like to know more about how their data is stored (48.65% disagreed) and when asked to rate their agreement with the statement 'I am concerned about how secure my data is but want to use digital services so share my data' 48.84% agreed and 45.17% disagreed.

Improving services

A significant number of respondents (92.54%) agreed to some extent that their experience would be improved if there was a clear option to request a face to face appointment, 86.82% that receiving information in advance of the appointment and 82.76% that receiving joining instructions for using the technology would improve their experience of digital services.

Other ways that respondents agreed would improve services were set/agreed appointment times for online and remote appointments (78.51%) and training on how to use online services (47.26%).

Respondents were asked to rate the usefulness of a number of initiatives, 66.05% of respondents thought access to their health record online was useful, 59.88% that services using the same apps/systems for remote appointments and online services would be useful, 58.05% that services making the best use of the NHS app to operate appointment systems, 46.45% access to assistive technologies, such as health monitoring at home and 45.70% fully accessible services for those with impairments would all be useful options.

Initiatives that were considered to not be useful were, training courses to improve online skills and confidence (40.16%), access to internet connected devices for use in your own home (29.65%) and access to internet connected devices in a private area or community space such as libraries and community centres (36.87%).

What has worked well and not so well.

The qualitative feedback highlights some areas where there was a broad consensus of what respondents thought to be the positives of digital services. Many respondents found online prescriptions services and the national covid vaccination booking services of benefit and found the systems easy to use. Being able to access their own health records many respondents were in favour of, as long as the information was complete and accurate.

Respondents in the main could see the benefits to telephone and online appointments with doctors and consultants, but only when it is suitable for the condition being discussed and for it to not be the only option.

Among a number of the focus groups there was an acceptance of the benefits of digital services but that benefits are only realised when the systems are user friendly and when systems 'talk' to each other to improve the service patients receive.

Some attendees could not understand why services were not more seamless between providers when the technology exists and is used in other areas such as in retail and banking.

There was an overall willingness to accept digital services, but attendees felt improvements were needed to ensure the systems used were patient friendly, easy to use and that systems were seamless across providers for the benefit of patients. There was also an overarching view that patients should have an element of choice in how they access services.

5.0 Next Steps

This engagement report will be submitted to the Digital Transformation Programme Board and will be used to inform the development and revisions of the Digital Strategy for Bedfordshire, Luton and Milton Keynes.

This report will be made available online and shared with all of those that indicated they would like to receive a copy. An executive summary of this report will also be produced and shared online and made available as a printed copy on request.