

Digital Inclusion Forum

Monday 10th June 2024

Agenda

Welcome and introductions	Rachael Forbister	13.30	5
HI NENC and digital inclusion update	Rachael Forbister	13.35	5
Disability Voices: Digital Divide	Amy Heard, Healthwatch Cumberland Research and Data Officer	13.40	30
Health Literacy	Ryan Swiers, NENC Integrated Care Board & Deputy Faculty of Public Health Advisor	14.10	30
Information share	Rachael Forbister	14.40	20
Next steps and close	Rachael Forbister	14.50	5
AOB	All	14.55	5

House Keeping

- Please make sure you have mute on
- The session will be recorded to circulate after the event
- CC captions can be turned on at the bottom of the screen
- Please use the chat function to ask any questions as we go and Leanne will monitor

The Health Innovation Network

- **15** regional Health Innovation Network (formally AHSN), established by NHS England in **2013** to spread innovation at pace and scale
- Connecting – academia, NHS, innovators, local authorities, 3rd sector, policy, regulators, funders, investors, international partners
- 3 core objectives



1. Transform patient safety

2. Improve population health

3. Generate Economic growth

Meet today's presenters



Amy Heard
Healthwatch
Cumberland
Research and
Data Officer



Ryan Swiers,
NENC Integrated
Care Board &
Deputy Faculty of
Public Health
Advisor

Digital Divide

A Healthwatch Cumberland project

Project Details

Aim: To understand the impact of the recent digital shift as a consequence of the Covid-19 pandemic, on the disabled community.

Engagement timeframe: 1st August 2023 – 29th September 2023

57

people shared their experience as part of the project.

healthwatch
Cumberland



Why? - Background

- Between January and March 2023, Healthwatch Cumbria conducted the 'Disability Voices: Understanding the lives of disabled people' project.
- The project captured the voices of disabled people across Cumbria in order to understand their experiences of everyday life, the barriers they encounter, their frustrations or worries, and what changes they feel are needed to improve their lives.
- In total through the project we engaged with 758 people across Cumbria.
- It was highlighted during the project that there are challenges following Covid-19 in relation to the ever-increasing demand on accessibility to online and digital services. Identifying that further research was required to explore the technological barriers this seldom heard group face.

What did we hear?

95%

of participants had access to the internet at home.

“What I have noticed as soon as Covid hit and the able-bodied people were not able to go out, they soon found a way to get everything online.”

74%

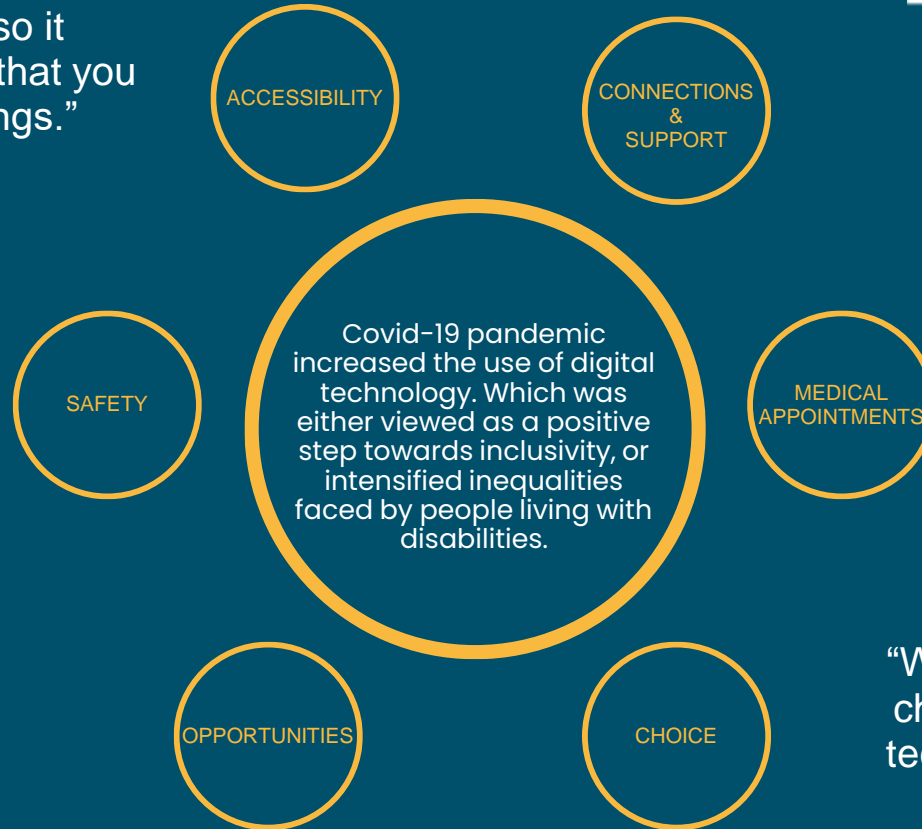
of participants accessed the internet several times a day.

“I feel like I’ve been pushed into being online, more due to lack of choice.”

60%

of participants were comfortable using the internet independently (with no support required).

“We never had things like this, I started off my education with chalk and a cloth, so it takes a lot of taking in that you can do all these things.”



“We just want options and choices when it comes to technology and accessing services.”

Case Study 1



As a result of having Long-Covid Nicole (a woman, between 45 – 55) is living with absence of speech. This has significantly impacted her career as a conference speaker and social life, she has had to re-train and learn to rely on digital technology to help her get her 'voice' back in some capacity.

Case Study 2



Despite having the desire to use digital technology David (a man, between 45 – 55, living with cerebral palsy) has unfortunately not got the ability to do so. He feels that it means that he loses independence as he has to rely on others support, and questions if his social life has also been negatively impacted.

Suggested recommendations:

- 01.** Social and support groups to advertise their support groups with details of if they are online or in-person and offer a variety whenever possible. Promote and signpost the training and support groups that are available to help people living with disabilities to improve their digital skills.
- 02.** Increase public knowledge and raise awareness of online safety, including awareness of scams and what can be done to keep safe online.
- 03.** Health and social care services to take advantage of the opportunities that digital technology allows, for example offering out of area support online and flexibility.
- 04.** Employers in Cumberland, should consider offering hybrid working as a choice (if they do not already have it in place), as highlighted in the report that technology can actually make things more accessible for people with disabilities who struggle to leave the house.
- 05.** Health and social care services should undertake an audit, with the support of people with lived experience, of their online forms and websites to ensure that they are easy to use.
- 06.** Advertise the financial support that people living with disabilities can access to purchase digital technology/equipment that would improve their daily quality of life and support them in obtaining this support.

Thank you

If you would like to get in touch with us:



Email us at

info@healthwatchcumberland.co.uk



Or call us on

[0300_303_8567](tel:0300_303_8567)

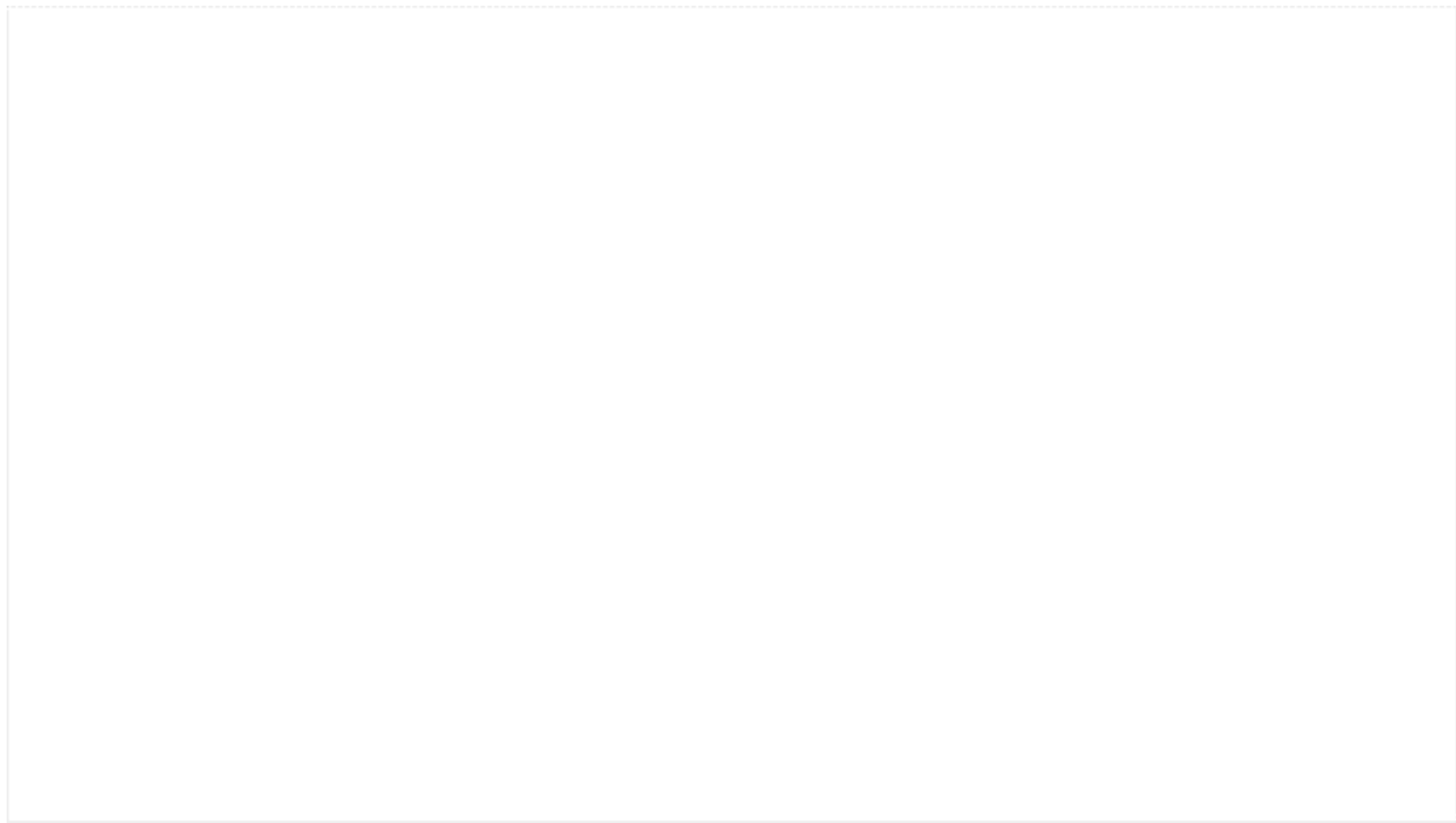


South Tyneside and Sunderland
NHS Foundation Trust


Health Literacy- a universal precaution

24th April 2024

The path to
excellence



Health literacy

- Is about being able to find and make use of information relating to your health
 - Multifaceted but includes reading age
 - Reading age in the North East?
 - Think patient journey (information leaflets, letters, health promotion, safety notices, consent forms, signage.....)
 - There is a strong social gradient in the population, with lower levels of health literacy much more common among more deprived communities
- 

Functional

Basic reading, writing and numeracy skills to understand health information and system

Interactive

Skills to pick out the information you need, discuss it and apply it to different situations

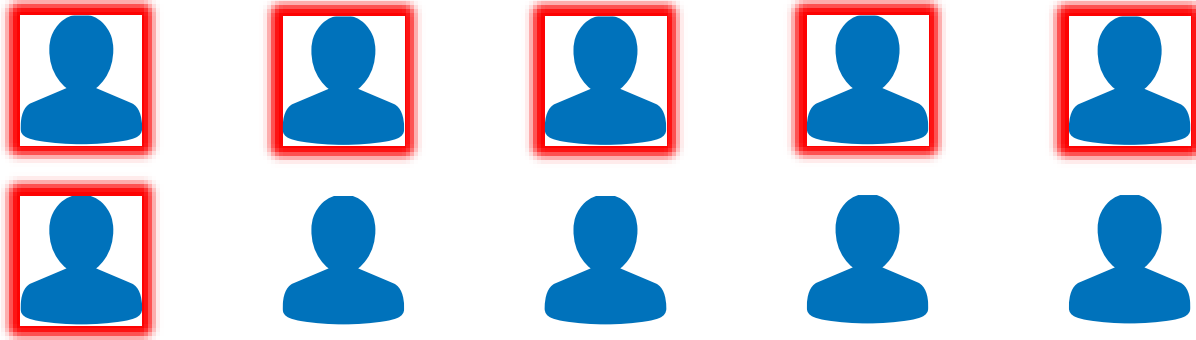
Critical

Being able to analyse information, work out if it is reliable or applies to you

People with low health literacy are more likely to ...

- die younger
- have long term conditions
- miss appointments more often
- find it hard to take medication correctly
- feel worried and angry
- struggle to look after their own health

What percentage of people are affected?

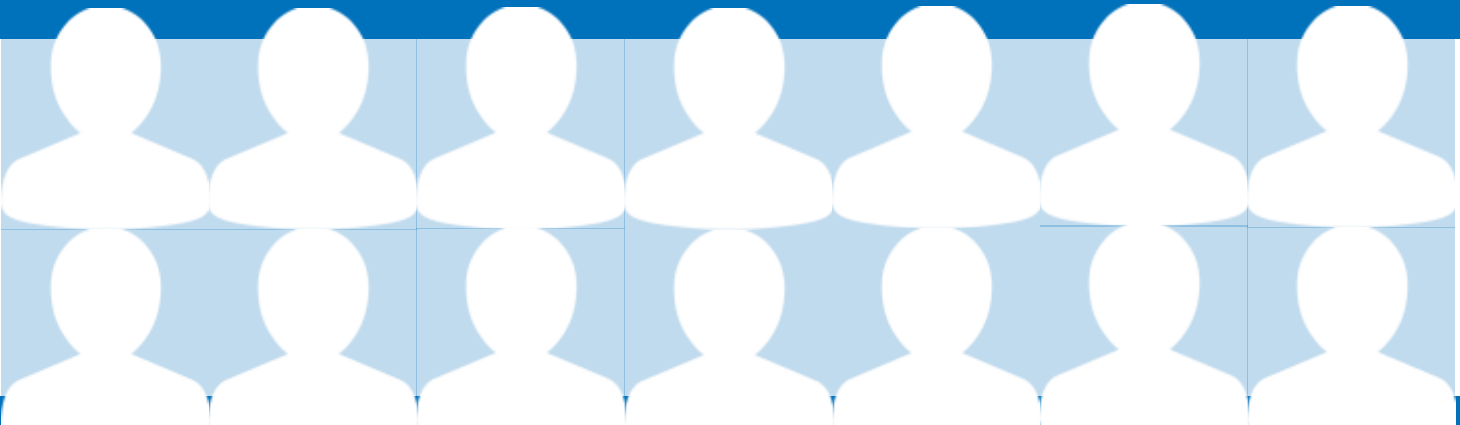


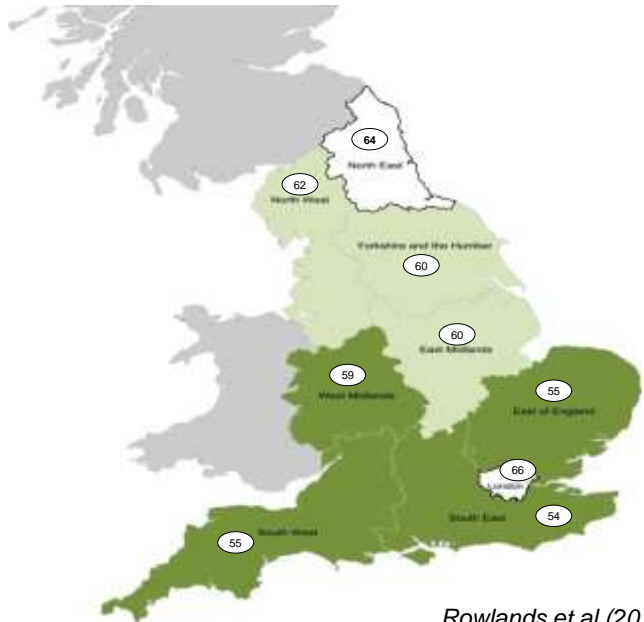
65%

Find it hard to understand health information
that contains words and numbers

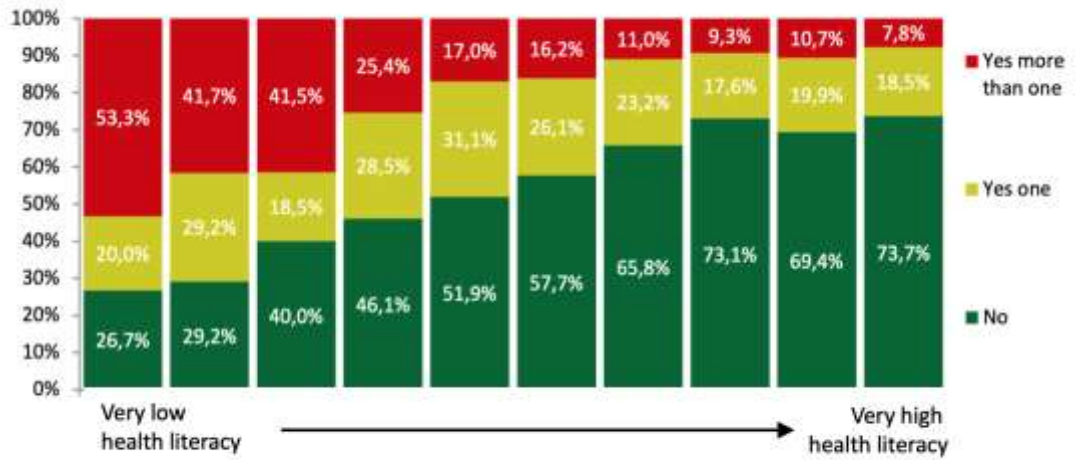


**Everyone is affected by low health literacy
at some point in their lives.**





Rowlands et al (2015)



European health literacy survey 2012

What are Health Inequalities?

- Health inequalities are **avoidable**, **unfair** and **systematic** differences in health between different groups of people.
- Healthcare inequalities are typically considered by **access**, **experience** and **outcome**
- Complicated- affected by individual, community and societal factors
- Highlighted by Covid but not a new challenge
- Often considered by four dimensions;
 - Socio-economic status, geography, socially excluded groups, those with protected characteristics

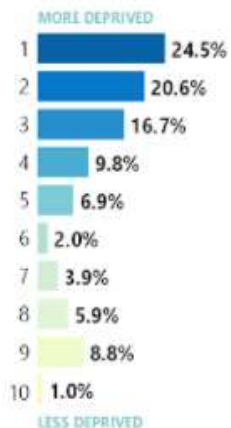
What about healthcare driven inequalities?



South Tyneside

Local deprivation profile

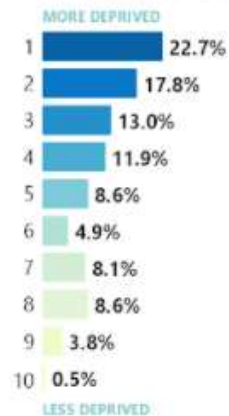
% of LSOAs in each national deprivation decile



Sunderland

Local deprivation profile

% of LSOAs in each national deprivation decile



<1%

7%

5%

6%

6%

12%

14%

14%


17%

18%



PATIENT INFORMATION LEAFLET- **What is Chronic Fatigue Syndrome?**

Chronic Fatigue Syndrome (CFS) is a health condition with the primary symptom of fatigue (that has been present for at least 4 months), which is not due to ongoing exertion and not substantially relieved by rest. The symptoms of CFS can fluctuate in severity and can include fatigue, muscle and joint pain (widespread or localised), headache, sore throat / tender or swollen glands, irritable bowel symptoms, sensitivity to noise, light and temperature, dizziness, intolerance to foods, medications and alcohol, difficulties with short-term memory, concentration and word-finding, body temperature control problems and sleep disturbance. There are no known curative solutions available for people with CFS.



What are we doing about it?

Work plan (STSFT)

Leaflets	Letters	Workforce
CCG/ICB work	Other	General requests
Community engagement		
Training and support		
Evaluation		



ICS health literacy work plan



Involve local people



Set up a team



Make a work plan



Find out what's already happening



Set up a network



Work on patient pathways



Work with Estates



Develop training



Make a toolkit



Get other organisations to sign up to health literacy



Develop a set of standards



Check how well we're doing

**Can you think of a simple
alternative to**

Utilise

**Can you think of a simple
alternative to**

Faeces

**Can you think of a simple
alternative to**

**Research
active**

- [Home :: South Tyneside and Sunderland NHS Foundation Trust \(stsft.nhs.uk\)](https://stsft.nhs.uk)

Health Literacy Tool [\(link\)](#)

NHS MEDICAL DOCUMENT READABILITY TOOL

MORE INFORMATION

[CLEAR TEXT](#)

It is advisable to eat meals from a side plate which is roughly 7 inches across. Stop when you are full and do not overeat. Do not aim to 'clear your plate'. It is typical to leave food because you will feel full quickly and it will take time to adapt to how much you need to dish up.

One of the ways the surgery works is by limiting the amount of food you can have at one time. If you only manage half of your meal then this is all you can have at one time. If you want to lose weight do not wait for the food to digest and then go back to finish your meal. It would mean that overall you are having a larger portion which could cause slower weight loss or make it difficult to maintain weight loss in the long term. This leaflet tells you about the long term dietary and lifestyle changes you will need to make following your bariatric surgery in order to make it successful.

What should my diet look like after bariatric surgery? Eating a well-balanced diet will help to improve your health and maintain your weight loss. As the stomach/pouch is small after surgery it is important to prioritise nutritious foods. Include fruit as a healthy snack and try to have vegetables every day with meals.

Readability

Estimated UK Reading Age	14.9
Average reading time	1 min 59 sec
Include medical terms in reading age scores	<input checked="" type="checkbox"/>

Analysis Options

Show complex sentences	<input checked="" type="checkbox"/>
Show passive sentences	<input checked="" type="checkbox"/>

REDUCING HEALTHCARE INEQUALITIES

The **Core20PLUS5** approach is designed to support Integrated Care Systems to drive targeted action in healthcare inequalities improvement

CORE20
The most deprived **20%** of the national population as identified by the Index of Multiple Deprivation



PLUS
ICS-chosen population groups experiencing poorer-than-average health access, experience and/or outcomes, who may not be captured within the Core20 alone and would benefit from a tailored healthcare approach e.g. inclusion health groups



Target population

CORE20 PLUS 5

Key clinical areas of health inequalities

1



MATERNITY
ensuring continuity of care for women from Black, Asian and minority ethnic communities and from the most deprived groups

2



SEVERE MENTAL ILLNESS (SMI)
ensure annual Physical Health Checks for people with SMI to at least, nationally set targets

3



CHRONIC RESPIRATORY DISEASE
a clear focus on Chronic Obstructive Pulmonary Disease (COPD), driving up uptake of Covid, Flu and Pneumonia vaccines to reduce infective exacerbations and emergency hospital admissions due to those exacerbations

4



EARLY CANCER DIAGNOSIS
75% of cases diagnosed at stage 1 or 2 by 2028


5



HYPERTENSION CASE-FINDING
and optimal management and lipid optimal management



Limitations


- Not a panacea
 - Risk of being undervalued
 - Legal implications (what can we change)
 - Tick box/one time exercise
 - AIS
 - Evaluation
 - The start of the journey....(verbal, non-English etc)
- 

Summary

- We provide information which is likely to reinforce health inequalities
- Impacts of this are negative for individuals, communities and organisations
- The work is relatively low risk, low cost and scalable
- Health literacy can become one of our universal precautions for equity





- [Health Literacy - elearning for healthcare \(e-lfh.org.uk\)](https://www.e-lfh.org.uk)
 - [The Health Literacy Place – Helping people in understanding modern healthcare](#)
 - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/460710/4b_Health_Literacy-Briefing.pdf
 - [Health literacy: how can we improve health information? - NIHR Evidence](#)
 - [Health Literacy UK - Delivering health literacy through informed practice](#)
 - [Health Literacy \(Big Health & Wellbeing Team Talk Special\) - Our People Podcast | Podcast on Spotify](#)
- 

Thank you

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@RyanSwiers



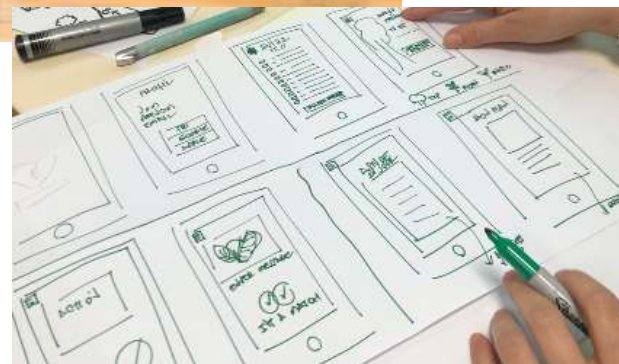
Q & A

Information share



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FULLY FUNDED SUPPORT TO HELP BRING A NEW DIGITAL BUSINESS TO LIFE



For residents of North Tyneside, Newcastle & Northumberland.
There is other funded support for Sunderland Residents.

**NORTH
OF TYNE**
DIGITAL



www.DigitalBusinessPipeline.co.uk

GAIN THE CONFIDENCE YOU NEED TO MAKE YOUR DIGITAL IDEA A BUSINESS REALITY

You can access:

- One to One advice and support
- Enable Connections
- Support Toolkit and more

We give this access as we want to generate a pipeline of new businesses, with some element of digital, that we can actively support and help to link to wider support available as part of the NTCA Digital Growth and Innovation Programme.

It may be that you need help with online selling, digital marketing etc, it can be basic or creating an app, electronic device, either way we can help you.



- <https://digital.nhs.uk/services/nhs-app/toolkit/walk-through-videos>

- English: <https://youtu.be/CT0aB-EORMU>
- Hindi: <https://youtu.be/WWZs6S3itbc>
- Gujarati: <https://youtu.be/Cg9aW2kBQag>
- Bengali: <https://youtu.be/OFTzFS2BY7w>
- Punjabi: <https://youtu.be/rOjn6f05kj0>
- Polish: <https://youtu.be/pbCIDSEQ2gc>
- Romanian: <https://youtu.be/nzlomWN4X5o>
- Somali: https://youtu.be/zts6GcyeQ_A



- Cyber Safe
- Charity Digital - Topics - Everything you need to know about digital inclusion in 2024
- A digital world accessible to all. | AbilityNet
- Health Equity Assessment Tool (HEAT): executive summary - GOV.UK (www.gov.uk)
- <https://www.goodthingsfoundation.org/what-we-do/news/safer-internet-day-the-best-resources-for-keeping-people-safe-online/>

Next Steps and close



goodbye
thankyou
regards
farewell
cheerio
ciao
adios
coda
bye-bye
Auf-wiedersehen
adieu
seeya
cheers
toodle-oo
conclusion
Arrivederci
so long
culmination
leave-taking
Au-revoir

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Final notes

- Thank you for attending today's event.
- The recording and speaker presentations will be circulated shortly.
- Next Digital Inclusion Forum:

Monday 9th September 2024 13:30 - 15:00

Digital Inclusion Forum - Health Innovation NENC