Newcastle University

ALZHEIMER'S RESEARCH UK FOR A CURE

NIHR | National Institute for Health and Care Research

Advancing digital health equity: under-served groups perspectives

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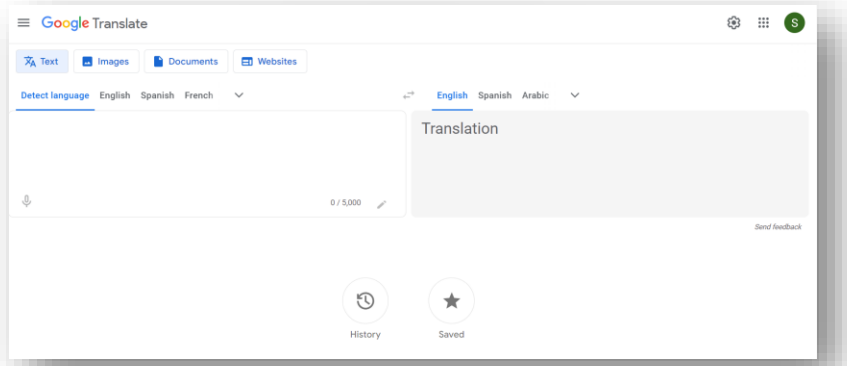
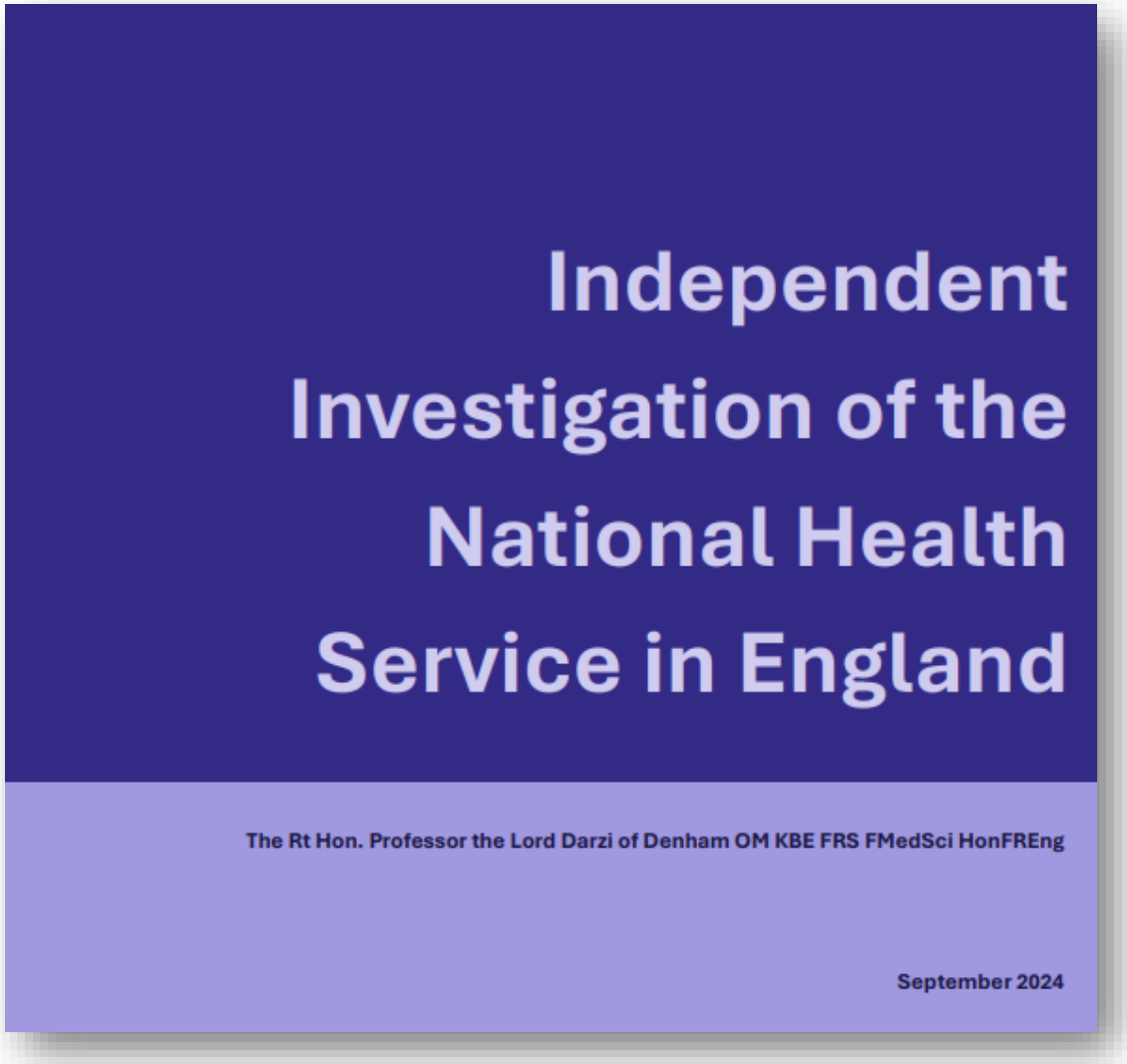
Remote monitoring

Online health information & consultations



Healthcare apps



"…**There must be a major tilt towards technology to unlock productivity**…."

"…Given the **[homeless] population's high rates of mental health need, difficulties accessing mental health services are of pressing concern**, which respondents felt was due to poor service accessibility, **digital exclusion** and stigma…"

Site location

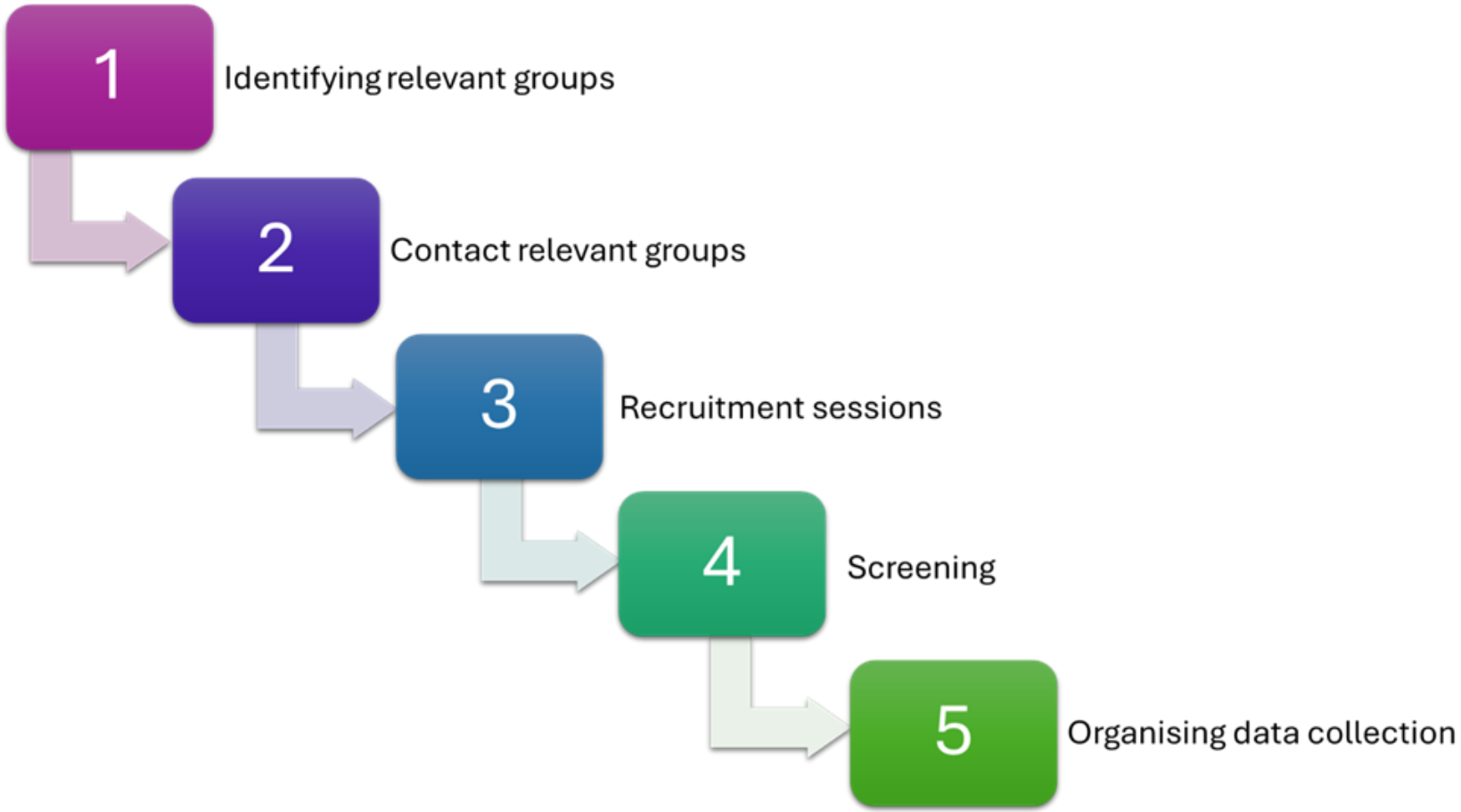
High rates of health inequities e.g., a shorter life expectancy, dying prematurely from preventable diseases & spending a larger proportion of their shorter lives in ill health

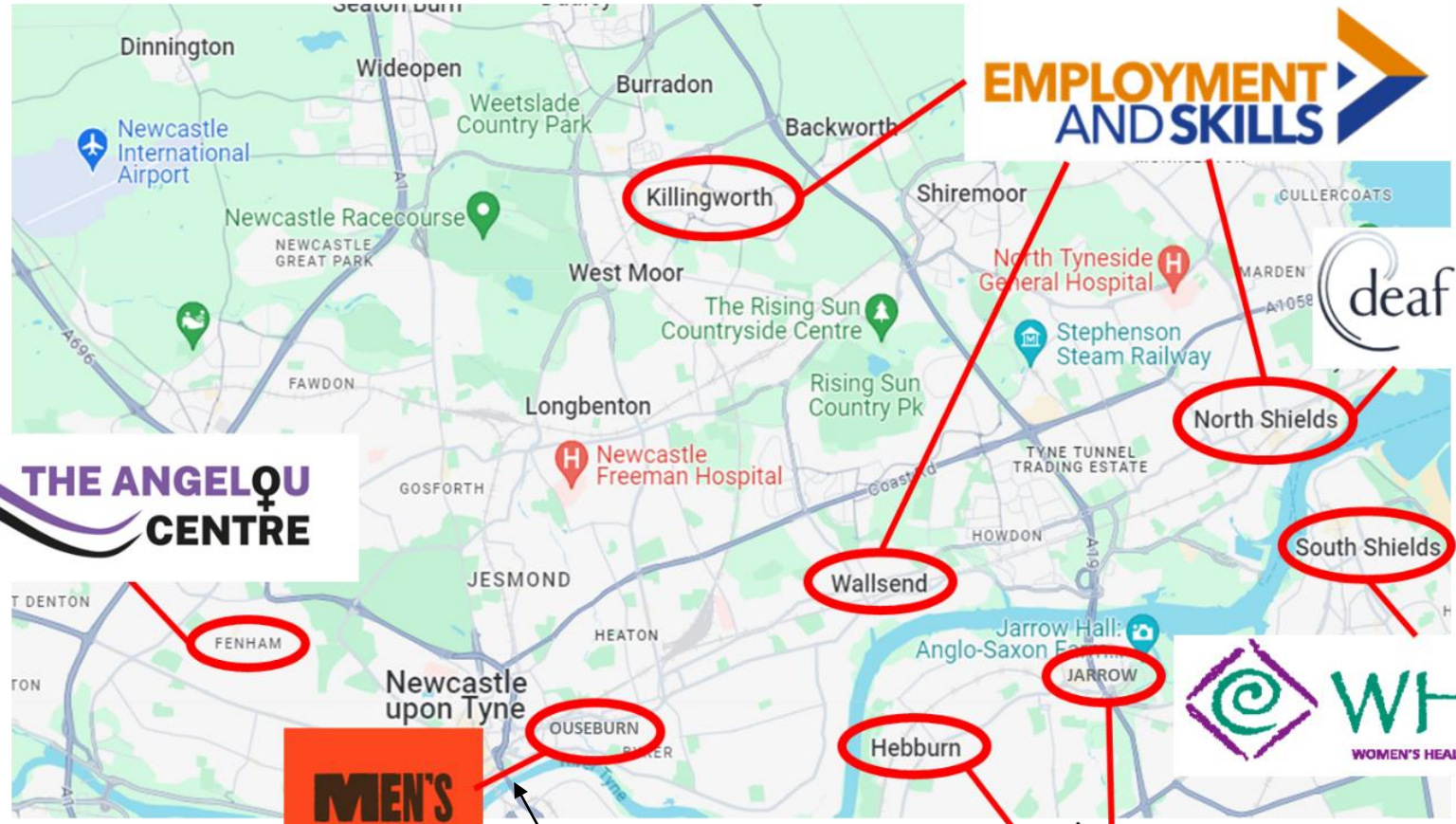
Higher prevalence of individuals

- **with low levels of digital engagement** (32%)
- **low digital competency** (28%),
- **offline individuals** (5%) compared to the rest of the UK.

94% of digitally excluded residents of North Tyneside were **over 60 years old**

Recruitment process





EMPLOYMENT AND SKILLS

deaf awareness:NE

THE ANGELOU CENTRE

WHiST
WOMEN'S HEALTH IN SOUTH TYNESIDE

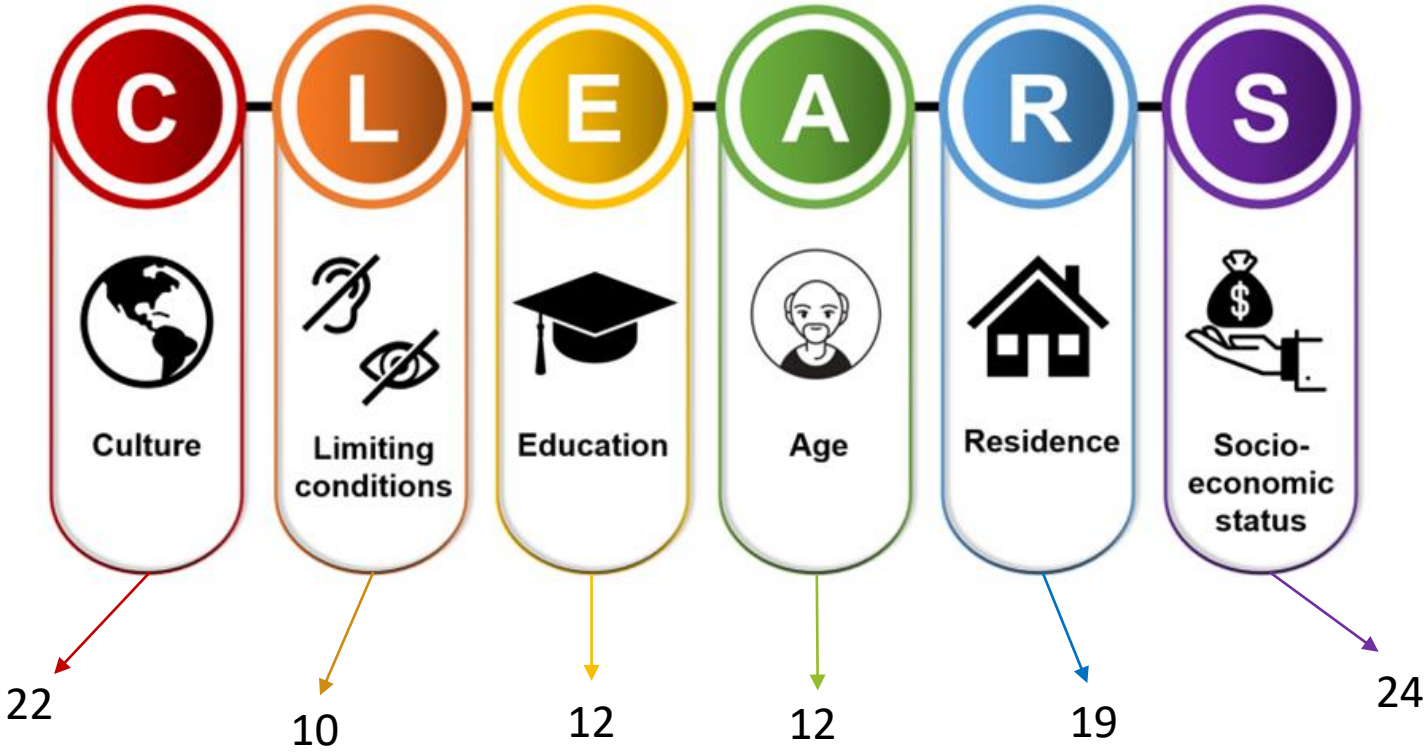
MEN'S PIE CLUB
LOCAL GUTS, MAKING PIES

Snowball sampling

29 Participants

11 interviews, 4 focus groups

- 20 female, 9 male
- All identified with at least 2 CLEARS domains



Wilson S, Tolley C, McArdle R, Slight R, Slight S. Who is most at risk of digital exclusion within healthcare?. International Journal of Pharmacy Practice. 2024 Apr 1;32(Supplement_1):i3-4.

Reflexive thematic analysis

1. Become familiar with the data,
2. Generate initial codes,
3. Generating themes,
4. Review themes,
5. Define themes,
6. Write-up

Researchers' self-awareness and critical reflection throughout the analysis process.

3 key themes

Barriers to accessing healthcare via digital means

- Challenges at digital touch points e.g., booking appointments.
- **Improvements**: support access to devices, connectivity and record if someone does not have access.

"but there's no contact number for anybody that doesn't have the internet" (P11 LEAS).

"if they [healthcare providers] want to bring technology in, they've got to give, [...], give them [patients] the stuff, so they can do it, so it's possible to do the medical things online" (P29 CLEAS)

Using technology for healthcare purposes

- Digital anxiety reducing motivation.
- High level of digital skill required.
- Problems regarding the reliance on social support, such as controlling behaviour.
- **Improvements:** co-design to improve navigation and ease of use & improve educational and digital support services.

Using the ***"internet, it's like fireworks are coming inwards to my brain because I don't understand it"*** (P11 LEAS)

Perceived clinical usefulness of technology

- Positive experiences influencing views on areas technology is perceived as useful in supporting the delivery of healthcare.
- General concerns of using technology with healthcare, such as the reliability of technology.

"I[she] couldn't hear but at that point the consultant started typing questions and that was really helpful to me"

(P36 CLRS)

Public dissemination

MORETHANMINUTES

THE LANCET

Thank you!

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Participants