

Can technology improve your Health and Care?

During October 2018 Connected Nottinghamshire undertook a survey to gain a greater understanding of the population of Nottingham and Nottinghamshire’s use of Information Technology to access health and social care information.

The aim of the survey was to understand people’s perceptions and interest in having access to and making use of digital technology to assist in their health and care, and, how as a health and care community, we could help develop online digital services to meet the needs of our diverse population.

The questions we asked related to the following topics:

- **Accessing the internet and digital skills**
- **Accessing health and care services online**
- **Understanding health and care information**
- **Equality and Diversity**

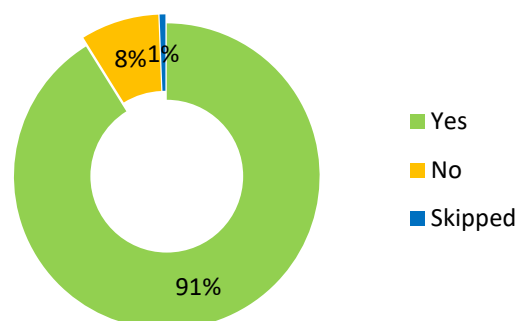
Responses to this survey were from local people across Nottingham City and Nottinghamshire County through face to face public events during the national ‘Get Online Week’ campaign support through Good Things Foundation.

What people said...

People were asked the following set of questions relating to accessing the internet and digital skills.

Do you have access to the internet?

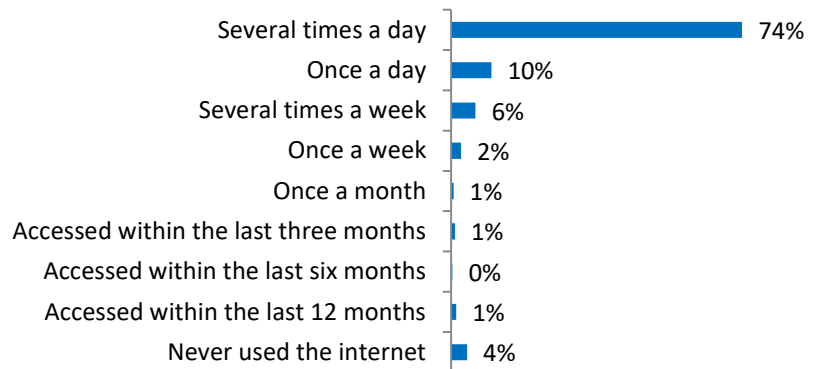
Response	No
Yes	298
No	27
Not sure	0
Skipped	2
Total	327



Out of the 327 participants the majority of people 91% (n=298) said they did have access to the internet, compared to 8% (n=27) who did not have access.

Which statement best describes your level of internet usage?

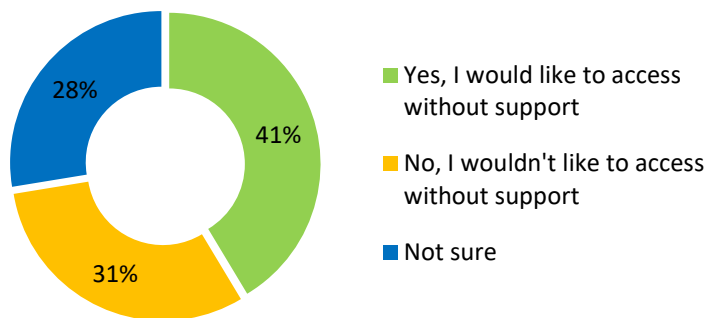
Response	No
Several times a day	239
Once a day	33
Several times a week	20
Once a week	8
Once a month	2
Accessed within the last three months	3
Accessed within the last six months	1
Accessed within the last 12 months	4
Never used the internet	13
Skipped	4
Total	327



Out of 327 people 74% (n=239) said they used the internet several times a day and 4% (n=13) stated they had never used the internet. Figures were fairly consistent across those who had used the internet within the last three, six and twelve months.

Which statement best describes how you access and use the?

Response	No
Yes, I would like to access without support	12
No, I wouldn't like to access without support	9
Not sure	8
Skipped	298
Total	327

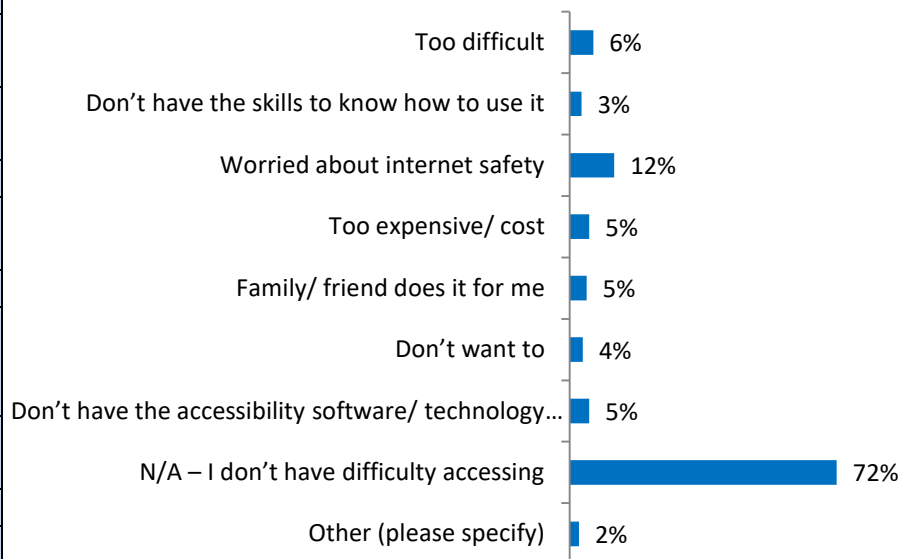


We asked people to define whether they were able to access the internet on their own or required support. 92% (n=291) said they felt confident accessing the internet independently, with only 26 people (8%) saying they needed support from another person.

We then asked those who had said they couldn't access/ use the internet unless supported whether they would like to access the internet without support. 12 people (41%) said they would like to access and use the internet without support from another. 9 people (31%) did not want to access without support and 8 people (28%) were unsure.

Have any of the below stopped you from using the internet in the past?

Response	No
Too Difficult	18
Don't have the skills to know how to use it	9
Worried about internet safety	34
Too expensive/ cost	15
Family/ friend does it for me	13
Don't want to	10
Don't have the accessibility software/ technology required	15
N/A – I don't have difficulty accessing	205
Other (please specify)	7
Skipped	43
Total	369



NB: Totals shown can be greater than 327 due to respondents being able to provide multiple answers.

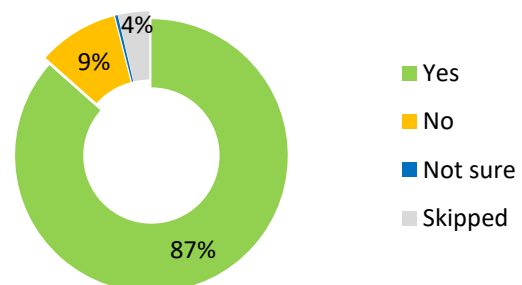
A large amount out of responses, 72% (n=205) said they did not have any difficulty accessing the internet. The most significant reason why people chose not to use the internet was due to being worried about internet safety with 12% (n=34) saying this had stopped them from using it in the past.

A number of other reasons were provided by participants, these included;

- There is an assumption that access to the internet is equal. Poor service and access to fast broadband is still an issue for some rural communities
- Connectivity at times
- Blind
- The cost of a broken computer, repairing the computer
- Can't read
- No comment

Do you have a smartphone or tablet? (iPad, Android device, etc.)

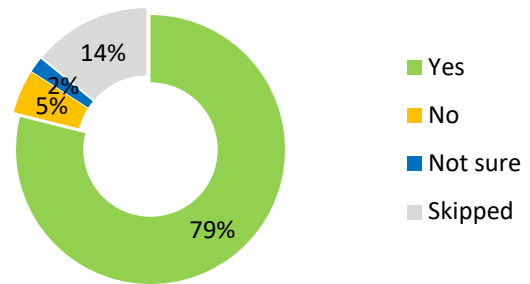
Response	No
Yes	283
No	31
Not sure	1
Skipped	12
Total	327



The majority of respondents 87% (n=283) had either a smartphone or tablet, compared to 9% (n=31) who did not have this technology.

Do you use any mobile applications (apps) on the device?

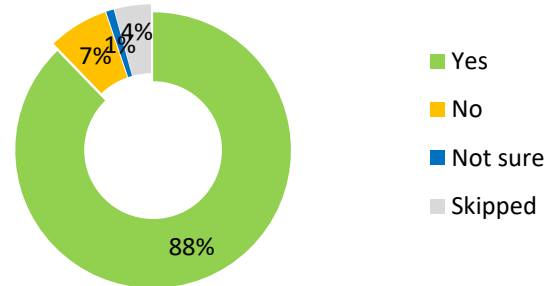
Response	No
Yes	258
No	17
Not sure	6
Skipped	46
Total	327



Almost everybody, 79% (n=258) out of 327 have a mobile application downloaded onto their device, 5% (n=17) of the people did not and 2% (n=6) were unsure.

Are you able to send a message via email or online messaging service? (Gmail, Hotmail, WhatsApp)

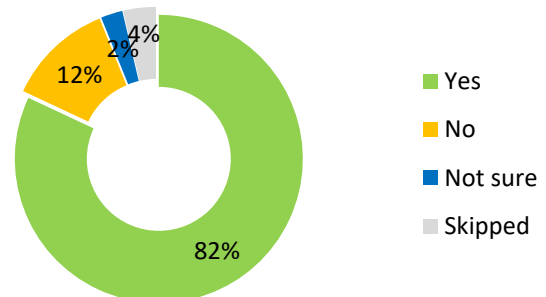
Response	No
Yes	287
No	23
Not sure	3
Skipped	14
Total	327



Again, majority of people 88% (n=287) said yes to being able to send a message via email or online messaging, 7% (n=23) responded with no and only 1% (n=3) were unsure.

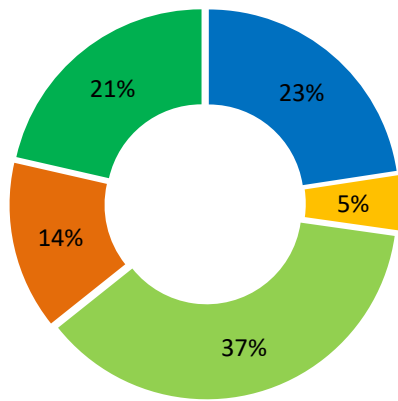
Are you able to make or receive a video call? (Skype, facetime, WhatsApp, Snapchat)

Response	No
Yes	268
No	39
Not sure	8
Skipped	12
Total	327



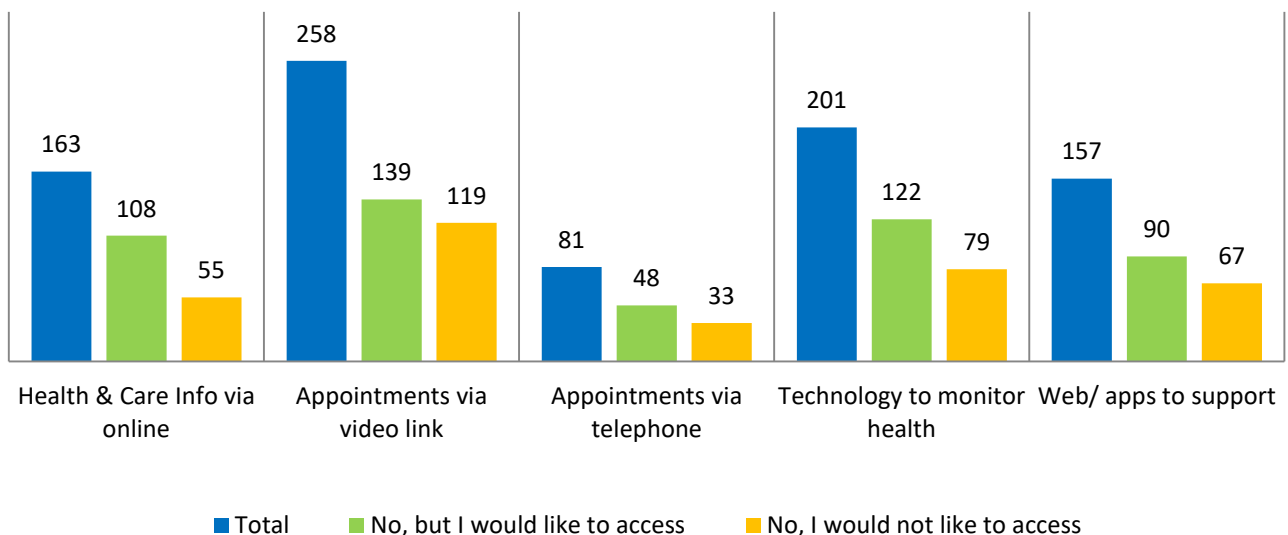
During the next section of our survey we asked participants questions around accessing health and care services online. The pie chart below shows percentages of those participants who said yes to having accessed the following services;

Percentage of those who said yes to having accessed...



- Health or care information/ records such as NHS.uk, Patient Online etc. through online services (laptop or mobile devices)
- Health or care appointments via online video link? (Skype, Facetime etc.)
- Health or care appointments via telephone?
- Technology or online services to support you in monitoring your health conditions?
- A web or app-based tool which provides information on local services and support?

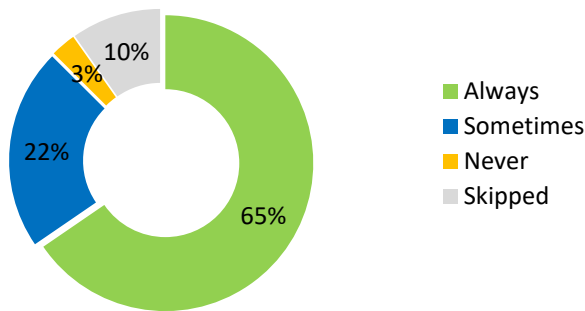
Majority of people asked had already access health care services via the telephone, whereas on 5% (n=28) people had said they accessed health or care appointments via online video.



We then asked those who had said no to confirm whether they would like to access those services in the future or continue not to. Overall, more people said they would like access to each individual platform of accessing health and care services/ information compared to those whom would not like to access.

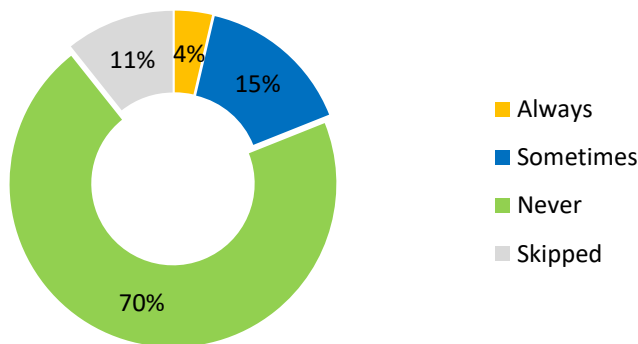
Our final set of questions gathered insight into to participants understanding of health and care information when received; this could be appointment letters, emails or text messages etc.

When receiving health or care information are you able to understand the content? (apt letters, emails, texts)



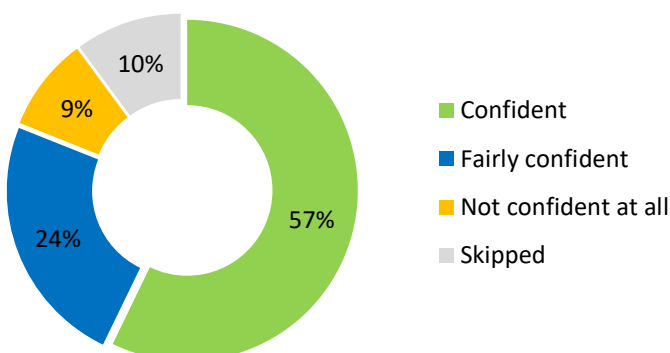
65% (n=214) of respondents said they could always understand health and care information content. 22% (n=72) said sometimes and 3% (n=9) admitted to never being able to understand health and care information.

How often do you have someone help you read health or care information?



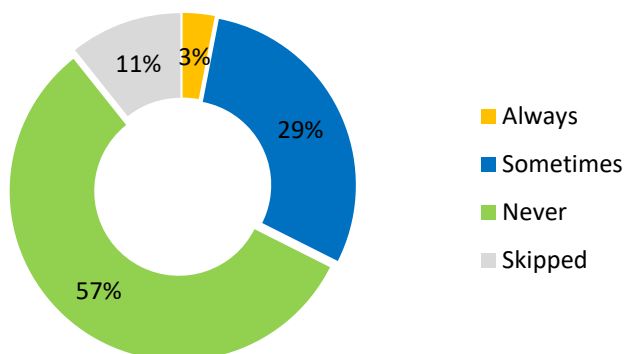
Out of the majority of people asked 70% (n=230) said they never needed additional support to read health or care information. Whereas 15% (50) said sometimes and 4% (n=12) always needed help.

Do you feel confident using the internet to find information about health and care services?



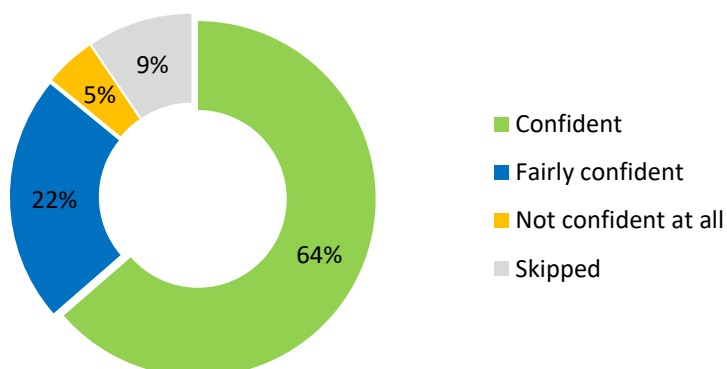
57% (n=187) of participants said they felt confident using the internet to help find information about health and care services, compared to 9% who were not confident at all.

Do you have problems learning about your specific health or care because the information is too difficult to understand?



Again 57% (n=186) said they never struggled learning about their specific health or care, whereas 29% and 3% said they sometimes or always struggled because the information was too difficult to understand.

How confident are you at completing health or care forms by yourself?



Majority of participants asked 64% (n=208) said they were confident completing health and care forms independently. However 22% (n=73) said fairly and 5% (n=15) said not at all suggesting they would need or like support when completing forms.

Conclusion

The main findings of this survey were the majority of respondents have access to the internet, own a smartphone or tablet and use applications on these devices on a regular basis.

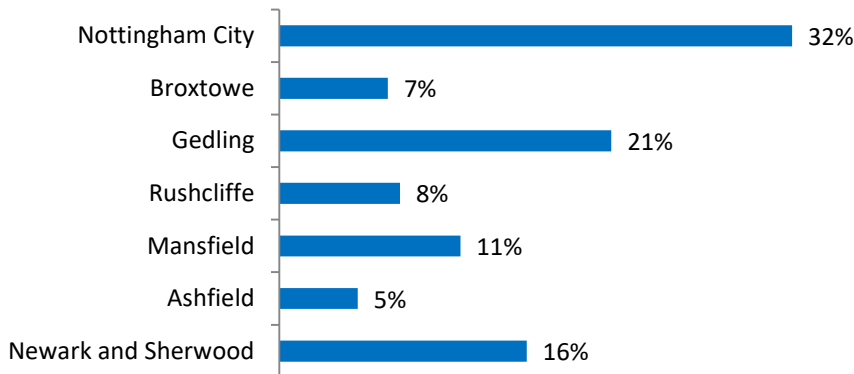
Majority of participants were willing and wanted to access health and care information, GP appointments and monitor their health conditions online and through other means than just face to face.

However, work could be done in order to improve and help our populations understanding health and care information. This is not only through supporting our residents but encouraging our workforce.

Who answered our survey?

We received 327 responses in total. Our respondents were 85 from Nottingham City, 177 were from Nottinghamshire County and 63 respondents did not disclose which area they were resident in.

District	No
Nottingham City	85
Broxtowe	18
Gedling	55
Rushcliffe	20
Mansfield	30
Ashfield	13
Newark and Sherwood	41
Skipped	65
Total	327

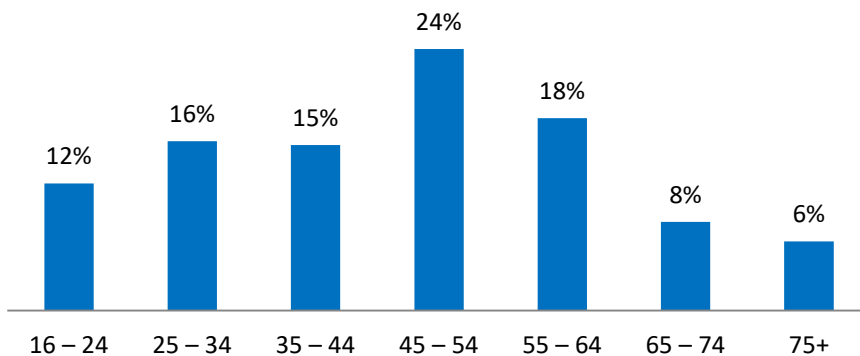


Gender	No
Male	92
Female	183
Skipped	52
Total	327

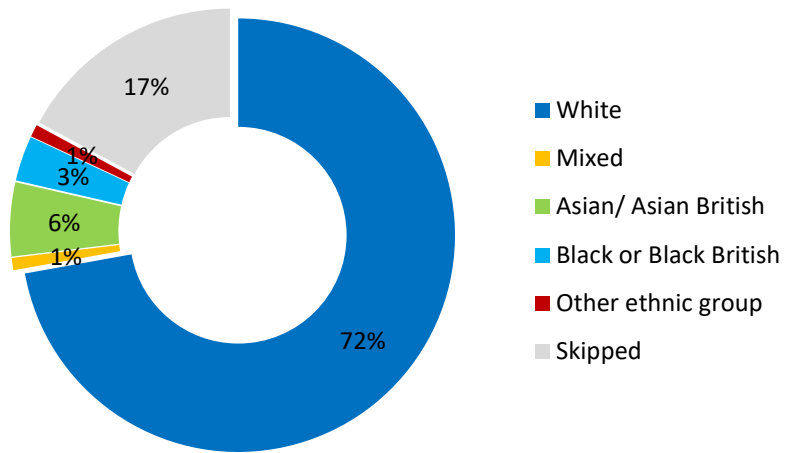


We also asked whether participant's gender was the same as what was originally assigned at birth. 2 people advised their gender was not the same as what was assigned to them at birth, the remaining participants selected yes, prefer not to say or skipped the question.

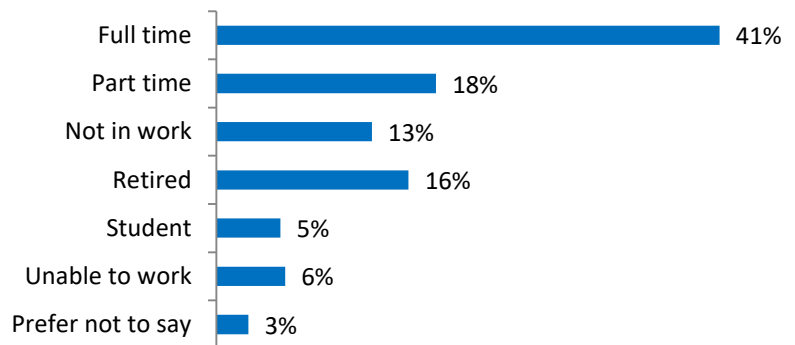
Age Group	No
16 – 24	33
25 – 34	44
35 – 44	43
45 – 54	68
55 – 64	50
65 – 74	23
75+	18
Skipped	48
Total	327



Responses	No
White – British , Irish, any other White background	236
Mixed – White & Black Caribbean, White and Black African, White and Asian, other mixed	3
Asian/ Asian British – Indian, Pakistani, Bangladeshi, other Asian	18
Black or Black British – African, Caribbean, Other Black	11
Other ethnic group – Chinese, other ethnic group	3
Skipped	56
Total	327



Responses	No
Full time	110
Part time	48
Not in work	34
Retired	42
Student	14
Unable to work	15
Prefer not to say	7
Skipped	57
Total	327



Answer Choices	No
Hearing impairment	9
Learning impairment	4
Mental health condition	20
Physical impairment	23
Social/behavioural problems	1
Visual impairment	4
Prefer not to say	7
N/A	162
Other (please specify)	16
Skipped	81
Total	327

