



STP 3: What do you think about technology enabled care?

Why did we ask this?

The Nottingham and Nottinghamshire STP was published in 2016 - covering a population of slightly more than one million. The plan sets out how local health and care services and commissioners will work together to improve:

- The quality of services provided (including developing new models of care)
- The health and wellbeing of the local population
- The value and efficiency of services to address the national and local financial gap

The STP has established five areas where the organisations involved believe they can make the biggest impact on improving services and the health and wellbeing of the population. One of these is delivering technology enabled care which involves using technology to assist booking appointments, ordering prescriptions, improving access to medical records online and monitoring health using technology e.g. mobile phone. For our Third Question of the Month we decided to explore this area.

How we collected responses...

We gathered views from local people across Nottingham City and Nottinghamshire County in the following ways:

- Face to face with local people at public events and community groups and organisations, including Talk 2 Us Points in public venues across Nottingham City and at various community support groups in the County.
- Through an online question linked to our website. The link was also included in our newsletters to our mailing list.
- By sending postcard questions to community groups we have worked with before and who have agreed to give them out to local people on our behalf.

When we didn't give out the question card in person we provided freepost envelopes so that people could return their completed questions back to us directly.

What people said...

Overall, people have or would book online GP appointments (47% & 53%), repeat prescriptions (52% & 48%) and would use a mobile app 78%.

The main reasons for not booking GP appointments online and repeat prescriptions was because people preferred face to face / telephone for GP appointments (41%) and for repeat prescriptions (36%). Low percentages of respondents (6-8%) did not have compatible devices or were concerned about privacy to book appointments and repeat prescriptions online. Far less respondents (24%) had compatible devices for the use of mobile applications. However 78% said they would use mobile apps if they had them.

Have or would you use any of the following? (%)			
	Booking a GP appointment online	Ordering a repeat prescription online	Mobile app e.g. Ask NHSs
Yes - I have	47	52	23
Yes - I would	53	48	78
No - I do not have access to the internet	10	9	7
No - I do not have a compatible device	8	6	24
No - wouldn't know how to	13	14	16
No - I have concerns about privacy	8	6	8
No - I prefer face to face / telephone	41	36	27
No - It's easier for me to use traditional methods	20	29	19

(NB percentages add up to more than 100 because respondents could tick more than one category)

Male respondents were slightly more likely to have booked a GP appointment online (49%) than women (45%). More men had ordered a repeat prescription online (54%) than women (50%). Women preferred face to face/telephone GP bookings (43%) to men (38%). Less women than men stated they had a compatible device to use mobile applications (24%) to (39%).

Responses showed some differences by District. For example (42%) of City residents had booked a GP appointment online, increasing to 45% of Gedling residents and 62% of Rushcliffe residents. Again when it came to ordering repeat prescriptions online residents of Rushcliffe (75%) were more likely than Gedling (64%) and City (40%). The highest percentage of people who would use a mobile application were from Ashfield (87%) in contrast to City (75%).

Analysis by age showed a slightly higher percentage of 65-85 year olds had ordered repeat prescriptions online 69% to 67% of 25-64 year olds. A higher percentage of 65-84 year olds (70%) preferred face to face and traditional methods of ordering prescriptions than 25-64 year olds - (61%).

Respondents were then asked to rate, on a scale of 1-5, how important the following statements were to them (where 1 was not important and 5 was very important). The average star rating for County 3.2 which is slightly higher than City with 3.0. (Lowest are shown in green, highest in pink)

The following shows the star rating by District. This shows it was more important for people from Gedling, Mansfield and Bassetlaw to be able to book/cancel appointments online than for people from Newark and Sherwood and Rushcliffe.

Star ratings by District							
	Ashfield	Bassetlaw	Broxtowe	Gedling	Mansfield	Newark & Sherwood	Nottingham
	3	3.4	3.1	3.5	3.4	3	3
Look at medical records online	2.9	2.7	3.5	3.2	2.9	3.7	3.1
Attend appointments via video link e.g. Skype	2.5	2.3	2.7	2.5	2.5	2.9	2.1
Receive text message notifications	4.2	3.9	4.4	4	4.1	4.3	4.2
Monitor my health using technology	3.4	3.4	3.9	3.2	3.4	3.8	3.3

People from Newark and Sherwood and Broxtowe felt it was important to be able to look at their GP medical records online in contrast to people from Ashfield and Mansfield as shown overleaf.

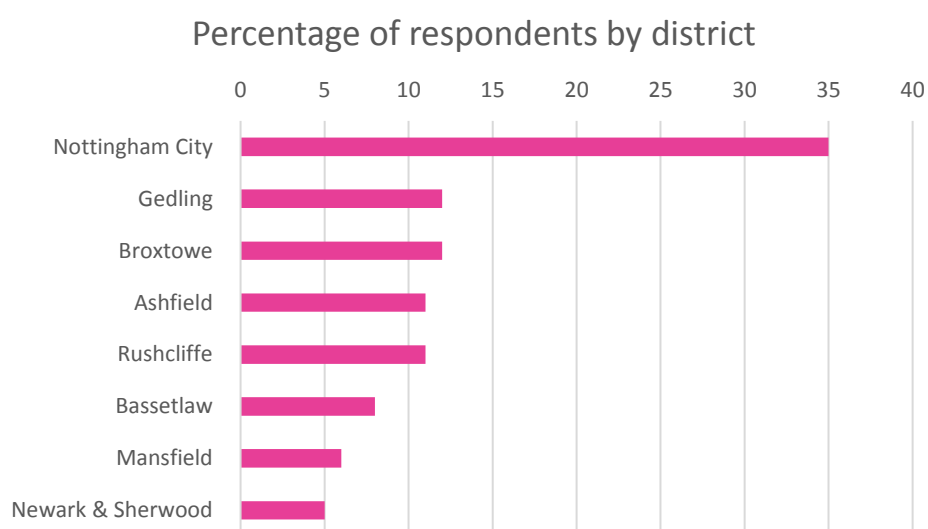
Respondents from Newark and Sherwood and Broxtowe were happier to attend appointments via video link (e.g. Skype or Face time) than people from Bassetlaw and Nottingham.

Respondents from Broxtowe, Newark and Sherwood and Nottingham were more likely to be happy to receive text messages (e.g. reminding them of their prescription) than people from Rushcliffe and Bassetlaw.

People from Broxtowe and Newark and Sherwood were happier to use technology (e.g. a mobile phone to monitor their health) than people from Rushcliffe, Nottingham and Gedling.

Who answered our Question of the Moment?

We had 433 responses from local people of which 21 were unusable. Of these 144 were from Nottingham City and 268 from Nottinghamshire County. The table below shows the percentage of respondents by district.



Source: all respondents (n = 412)

More females (n = 263, 64%) than males (n = 132, 32%) answered our question, one person (0.2%) said they were gender fluid and 4% (n = 16) did not tell us their gender.

The age of respondents ranged from 16 years to 92 years of age with the average age of females being 54 and males being 60. 47% (n = 204) were aged 64 years and under, 30% (n = 132) were aged 65 and over, 23% (n = 97) did not answer this question.

252 (61%) people identified as having one or more types of disability. 213 (52%) people stated they had a long term health condition.

397 people responded to the question, Are you are carer for anyone else? Of these, (83) 21% said they were.

Figure 1 Gender of respondents

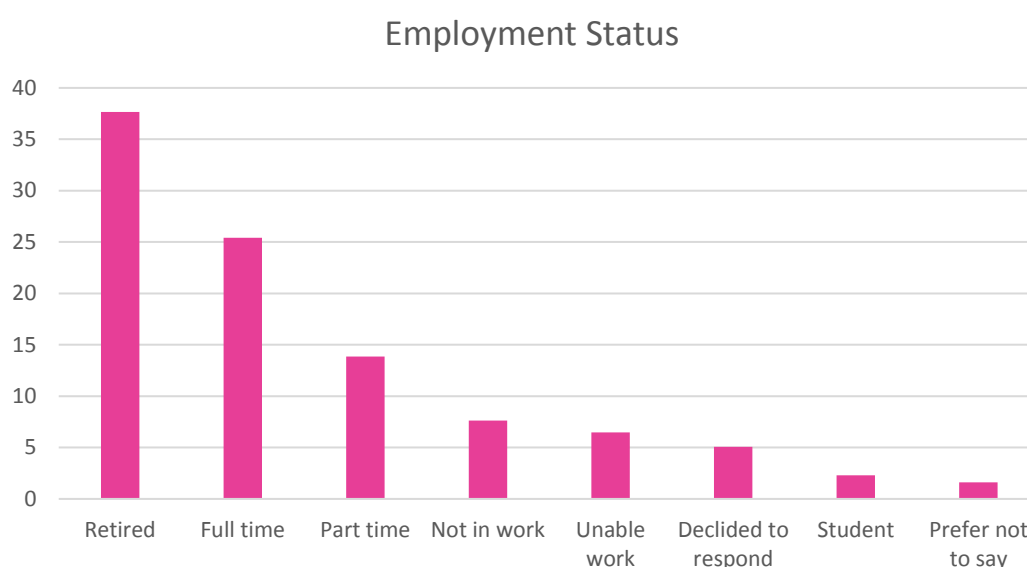


Note: 3.9% did not provide information
Source: all respondents (n=412)

Ethnic background of respondents

Ethnic Background of respondents	Count	%
White	365	90.80
Black	13	3.23
Did not disclose	9	2.24
Asian/Asian British	7	1.74
Mixed/Multiple	5	1.24
South Asian	2	0.50
Arab	1	0.25
Total	402	100%

The table below shows the employment status of all respondents who completed this QOTM. Over half of all respondents (63.05% n = 273) were in either full or part-time work.



Source: all respondents (n=433)

Conclusions and Recommendations

We wanted to find out what people thought about technology enabled care and whether there were differences in responses between genders, age and districts. Nearly 50% of respondents are already booking GP appointments online with a slightly higher percentage of males to females. Respondents from Rushcliffe were more likely to have booked a GP appointment or prescription renewal than City residents online. In terms of age, older people were more likely to prefer face to face and other traditional methods of making bookings than people who were 25-64 years.

Respondents from Broxtowe and Newark and Sherwood felt happier about using technology than people from other districts.

Recommendation 1: Share STP reports with Accountable Care System and CCGs

Recommendation 2: Use findings to inform how service providers and commissioners influence people dependent on their gender, age, ethnic group and where they live.