



Can Technology Improve Your Care?

Healthwatch Nottingham and Nottinghamshire (HWN) is an independent organisation that helps people get the best from their local health and care services.

Between September and October 2018 we undertook a Question of the Month survey to gain a greater understanding of people's use of Information Technology to access health and social care information.

The aim of this survey was to understand people's perceptions and interest in having access to/making use of digital technology to assist in their health and care.

The questions we asked were:

- Do you have access to the internet?
- Do you feel confident using the internet to find information?
- Do you have a smart phone or tablet? (iPad, Android device etc.)
- If yes, do you use any mobile applications (apps) on the device?
- Would you like access to health and care information/records via online services, GP appointments via telephone, GP appointments via online video link, Technology or online services to monitor your health conditions, a web or app based tool to link to local services or support?
- When you get health or care information (this could be appointment letters, emails or text messages) can you understand what it is telling you?

The questions we asked were informed using information we collected from a previous Question of the Month (see Question of the Month Sept & Oct 2017 report). They were also developed using input from the digital transformation programme - Connected Nottinghamshire.

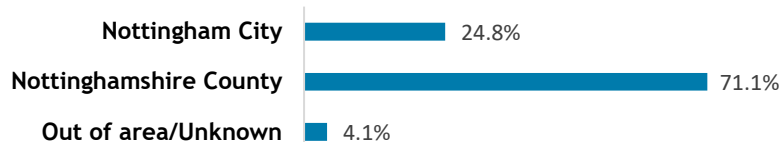
Responses to this survey were from local people across Nottingham City and Nottinghamshire County through face to face public events such as 'Talk to Us' points and through an online SNAP survey linked to our website.

The main findings of this survey were the majority of respondents (over 4 out of 5 people) have access to the internet, own a smart phone/tablet and use applications on these devices, more than 50% of participants are willing to access health and care information, GP appointments and monitor their health conditions online. In contrast however most people 53.9% (n=254) would not like to access GP appointments via video link e.g. Skype or Facetime and almost a third of people 30.8% (n=145) can only understand health and care information sometimes.

The total number of responses received was 491 with 24.8% (n=122) being received from residents of Nottingham City and 71.1% (n=349) from Nottinghamshire County.

Completed Responses	No	%
Nottingham City	122	24.8%
Nottinghamshire County	349	71.1%
Out of area/Unknown	20	4.1%
Total	491	100%

Table 1 – source all respondents (n=491)



NB The out of area responses have been removed from the rest of this analysis

What people said...

People were asked 'Do you have access to the internet?'

Response	No	%
Yes	426	90.4%
No	31	6.6%
Sometimes	12	2.5%
No answer	2	0.4%
Total	471	100%

(Table 2 Source all respondents n=471)

Out of the 471 participants the majority of people 90.4% (n=426) replied they do have access to the internet, 6.6% (n=31) do not have access, 2.5% (n=12) sometimes have access to the internet and 0.4% (n=2) did not answer this question.

People were then asked 'Do you feel confident using the internet to find information?'

Response	No	%
Yes	390	82.8%
No	39	8.3%
Sometimes	36	7.6%
No answer	6	1.3%
Total	471	100%

(Table 3 Source all respondents n=471)

82.8% (n=390) do feel confident using the internet to find information, 8.3% (n=39) do not feel confident, 7.6% (n=36) sometimes feel confident and 1.3% (n=6) did not answer this question.

The next question we asked was 'Do you have a smart phone or tablet? (iPad, Android device etc.)'

Response	No	%
Yes	386	82.0%
No	76	16.1%
Sometimes	5	1.1%
No answer	4	0.8%
Total	471	100%

(Table 4 Source all respondents n=471)

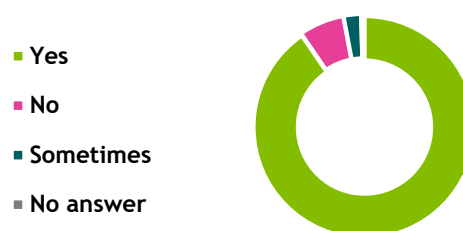
The majority of respondents 82.0% (n=386) do have a smart phone or tablet, 16.1% (n=76) do not have this technology, 1.1% (n=5) sometimes have access to a smart phone or tablet and 0.8% (n=4) did not answer this question.

Respondents were then asked 'If yes, do you use any mobile applications (apps) on the device?'

Response	No	%
Yes	300	77.7%
No	23	6.0%
Sometimes	52	13.5%
No answer	11	2.8%
Total	386	100%

(Table 5 Source all respondents n=386)

Of the 386 people who do have a smart phone or tablet 77.7% (n=300) use mobile applications, 13.5% (n=52) sometimes use mobile apps, 6.0% (n=23) do not use apps and 2.8% (n=11) did not answer this question.



The next section of our survey then asked ‘Would you like access to?’

- ‘Health and care information/records via online services’
- ‘GP appointments via telephone’
- ‘GP appointments via online video link’
- ‘Technology or online services to monitor your health conditions’
- ‘A web or app based tool to link to local services or support’

	Health & care info online		GP appt. via telephone		GP appt. via video link		Technology to monitor health		Web/app to link to support	
Response	No	%	No	%	No	%	No	%	No	%
Yes I would	293	60.0%	273	54.5%	178	37.5%	289	60.7%	307	64.6%
No I wouldn't	89	18.2%	42	8.4%	254	53.5%	143	30.0%	123	25.9%
I already do	88	18.0%	170	33.9%	17	3.6%	28	5.9%	23	4.8%
No answer	18	3.7%	16	3.2%	26	5.5%	16	3.4%	22	4.6%
Total	488	100.0%	501	100.0%	475	100.0%	476	100.0%	475	100.0%

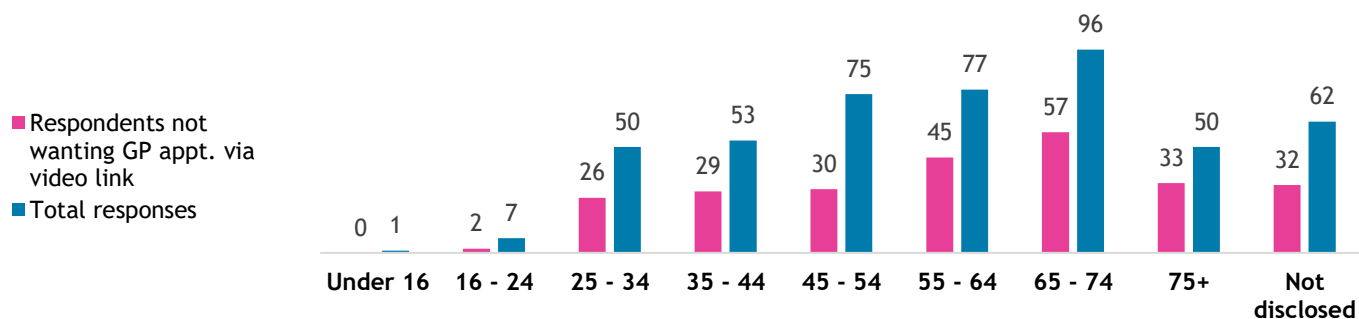
Table 6 Source all respondents (n=471)

NB: totals shown can be greater than 471 due to respondents being able to provide multiple answers.

60.0% (n=293) would like to access health information online, 18.0% (n=88) already do, 18.2% (n=89) would not.

54.5% (n=273) would like GP appointments via telephone, 33.9% (n=170) already do, 8.4% (n=42) would not.

37.5% (n=178) would like to access GP appointments via online video link (Skype, Facetime etc.), 3.6% (n=17) already do, 53.5% (n=254) said they would not like access to this. This is spread across most age bandings. This graph below shows the age bandings of those who would not like access to GP appointments via online video link.



60.7% (n=289) would like to use technology or online services to monitor their health condition, 5.9% (n=28) already do, 30.0% (n=143) would not.

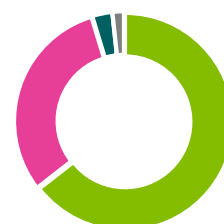
64.6% (n=307) would like a web based tool to link to local services or support, 4.8% (n=23) already do and 25.9% (n=123) would not.

Our final question asked ‘When you get health or care information (this could be appointment letters, emails or text messages) can you understand what it is telling you?’

Response	No	%
Yes, always	303	64.3%
Yes, sometimes	145	30.8%
No	14	3.0%
No answer	9	1.9%
Total	471	100%

Table 7 Source all respondents (n=471)

- Yes, always
- Yes, sometimes
- No
- No answer



64.3% (n=303) of respondents said they could always understand what the health and care information was telling them, 30.8% (n=145) could sometimes understand, 3.0% (n=14) could not understand the information and 1.9% (n=9) did not answer this question.

Conclusions

The majority of respondents to this survey (over 4 out of 5 people) have access to the internet, own a smart phone/tablet and use applications on these devices.

Furthermore more than 50% of participants are willing to access health and care information online, GP appointments online, monitor their health conditions online and use a web or app based tool to link to local services or support.

In contrast however most people would not like to access GP appointments via video link e.g. Skype or Facetime 53.9% (n=254).

Lastly almost a third of people 30.8% (n=145) can only sometimes understand health and care information.

Recommendations

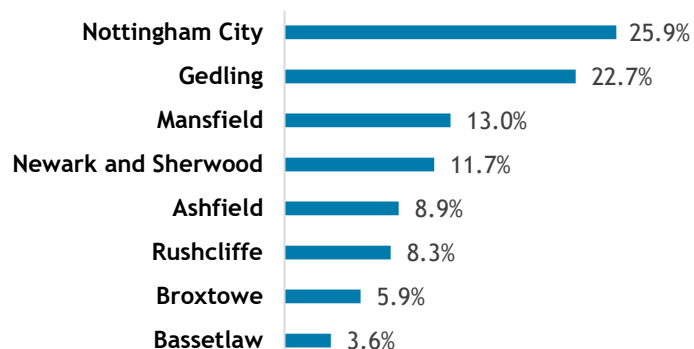
- To increase the use of technology to access health and social care information while still maintaining some face to face services to ensure equal access for all
- To further explore the reasons why people are reluctant to use online video link (Skype, Facetime etc.) to access GP appointments
- To make health and care information easier to understand for all.
- To work to ensure that digital services are accessible and understandable for those with limited literacy

Who answered our Question of the Month?

We received 471 responses in total. Our respondents were 122 from Nottingham City and 349 from Nottinghamshire County.

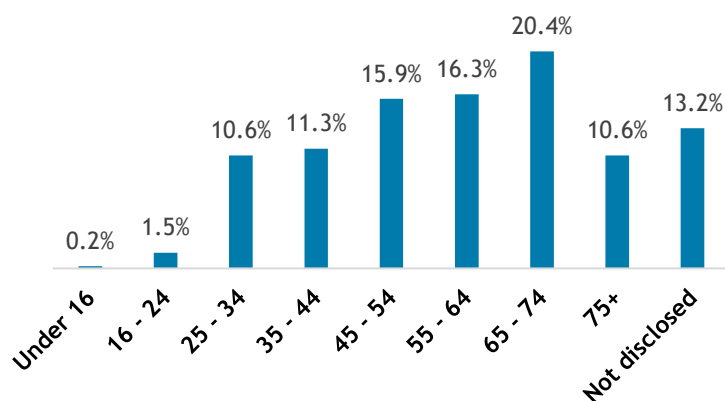
District	No	%
Nottingham City	122	25.9%
Gedling	107	22.7%
Mansfield	61	13.0%
Newark and Sherwood	55	11.7%
Ashfield	42	8.9%
Rushcliffe	39	8.3%
Broxtowe	28	5.9%
Bassetlaw	17	3.6%
Total	471	100%

Table 8 - Source: all respondents (n=471)



Age Group	No	%
Under 16	1	0.2%
16 - 24	7	1.5%
25 - 34	50	10.6%
35 - 44	53	11.3%
45 - 54	75	15.9%
55 - 64	77	16.3%
65 - 74	96	20.4%
75+	50	10.6%
Not disclosed	62	13.2%
Total	471	100%

Table 9 - Source: all respondents (n=471)



Gender	No	%
Female	276	58.6%
Male	125	26.5%
No answer	68	14.4%
Prefer not to say	2	0.4%
Total	471	100%

Table 10 - Source: all respondents (n=471)



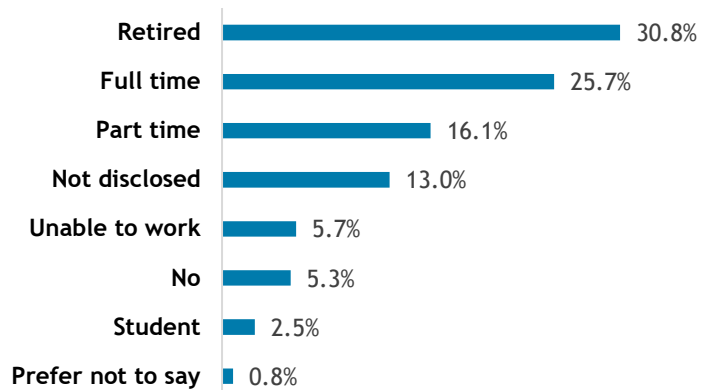
Ethnicity	No	%
White	377	80.0%
Black	12	2.5%
Asian	12	2.5%
Not disclosed	51	10.8%
Mixed/multiple ethnic	8	1.7%
Prefer not to say	5	1.1%
Arab	2	0.4%
Chinese	2	0.4%
Total	471	100%

Table 11 - Source: all respondents (n=471)



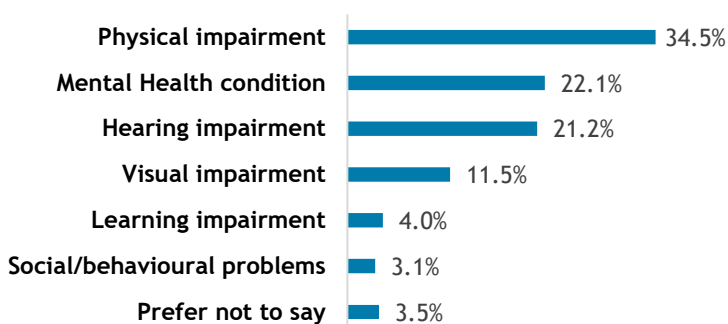
Employment status	No	%
Retired	145	30.8%
Full time	121	25.7%
Part time	76	16.1%
Not disclosed	61	13.0%
Unable to work	27	5.7%
No	25	5.3%
Student	12	2.5%
Prefer not to say	4	0.8%
Total	471	100%

Table 12 - Source: all respondents (n=471)



Disability	No	%
Physical impairment	78	34.5%
Mental Health condition	50	22.1%
Hearing impairment	48	21.2%
Visual impairment	26	11.5%
Learning impairment	9	4.0%
Social/behavioural problems	7	3.1%
Prefer not to say	8	3.5%
Total	226	100%

Table 13 - Source: all respondents (n=226)




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