
Title of report	Public Participation Event Evaluation - Digital Health 18 April 2017
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From	Communications & Engagement Team
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Author	Rebecca Waters
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Contents

Purpose of report	2
Publicity consent	2
Digital Unite	2
The benefits of GP Patient Online services	3
Digital Wellbeing demonstration	4
Co-design sessions notes;	4
<hr/>	
A: What do you want from GP websites?.....	4
<hr/>	
B: Using other health advice on the web? What do you require to get online?.....	5
<hr/>	
C: User feedback session Digital Wellbeing platforms	6
<hr/>	
Future of digital health – open discussion	6
Recommendations	6
Appendix	7

Purpose of the event

This report outlines the discussions, workshop notes and delegate feedback of the Digital Health Event held in April 2017.

The event was the first in a series of public participation events due to be held in 2017/18 as per the commitment made in the NHS Waltham Forest Clinical Commissioning Group (CCG) Community Participation Strategy 2015-2018.

There are many digital solutions available to help us manage our health. From booking an appointment with your GP on the internet to managing long term conditions using an app on your phone.

NHS Waltham Forest CCG hosted a public event in order to demonstrate about how they work and find out what the public want from digital health solutions.

This event is aimed at members of the public who are keen to use the internet to manage their health appointments and discuss future ideas of what you want from digital health management.

We also allowed health professionals and the voluntary sector to attend who wanted to know more about current digital health support and get involved in designing systems of the future.

The event agenda covered the following topics and the report follows these headings:

- Digital Unite; What about people who are new or not digital yet? Who are the digital champions?
- The benefits of GP Patient Online services; Dr. Phil Koczan about patient benefits to booking appointments online and ordering repeat prescriptions. Followed by Q&A
- Digital Wellbeing demonstration – Chris Hutson; Directory of services, Adult social care self-assessment online, Equipment and living aids marketplace
- Co-design sessions;
 - A: What do you want from GP websites?
 - B: Using other health advice on the web? What do you require to get online?
 - C: User feedback session Digital Wellbeing platforms
- Future of digital health – open discussion

Publicity consent – all delegates signed consent forms and agreed to photos and comments being taken.

21 external delegates attended plus 11 professionals who contributed to the delivery of the event.

Full content of the presentations can be found in Appendix 1.

Digital Unite

We started the event with a presentation from Digital Unite to address the issue of low IT skills and limited digital access. If delegates were new to using the internet and wanted to know more about how you could manage their health using digital solutions we provided information on training opportunities.

The Waltham Forest Digital Champions Network was launched by the Council in November 2016 as part of their Assisted Digital strategy. It aims to improve digital participation across the Borough.

There are Over 120 Digital Champions so far Local residents and frontline staff have also signed up. They are trained and supported via the Digital Champions Network and offer one to one support for local residents.

The benefits of GP Patient Online services

Questions from the audience with responses given by Dr. Phil Koczan;

- Q1) Is there a monitoring system in place online for monitoring repeat prescriptions? People cannot just keep ordering can they?
- A1) No – the monitoring process is the same as all prescriptions. There is a limit on how long you can re-order before needing to see a clinician.
- Q2) If consultation is via email in the future, how will serious medical conditions be picked up? Is a safety thing built in?
- A2) The email consultation is designed for non-emergency concerns. It's about taking away the routine work from GP appointments, to free up time for people with complex conditions.
- Q3) What's the take up rate for patient online in Waltham Forest?
- A3) Across the CCG it is 15%, but it's not consistent across practices.
- Q4) Gaviscon cannot be ordered on repeat prescription? Will there be drugs that cannot be ordered on repeat online?
- A4) Yes – if it's a controlled drug – such as morphine – you will need a signature on the form.
- Q5) Can I order a blood test online and my cholesterol medication?
- A5) It depends on the practice. Where they have that online, they will be able to help. You will also be able to see the result yourself, maybe before the GP (Feedback – 'Oh no, I don't want that.')
- Q6) Will there be standardised procedures and processes to make this consistent across practices?
- A6) Yes in that it is mandatory in the GP contract and there is guidance for practices from the Royal College of GPs, but it will depend on how well the individual practice implements the system.
- Q7) When a variety of people have access to results hospital records, whose responsibility is it to follow up if there is an abnormality found through tests?
- A7) The clinician who requested the test retains clinical responsibility. (Feedback – "If it is an abnormal result, and the patient sees it before the doctor, that may cause the patient additional anxiety.")
- Q8) I have difficulty with booking appointments in advance. I want to save GPs time, so when will we be able to book appointments more than two weeks in advance? When will we be able to book appointments with nurses?
- A8) Once the system has the ability, we hope that that practices will take that on board. But it is the practices choice which clinicians and appointments are made available.
- Q9) Are there plans for receptionists to promote online booking in the practice?
- A9) Waltham Forest Clinical Commissioning Group has employed people to help patients sign up when they are in practices. (Feedback – "A good time to get people to sign up is when they are waiting, two hours, for a blood test.")

Reflections on GP services online discussions

The benefits of joined up of services and information from different health services was appreciated. People could see the benefits of Digital Health services, saving their time and money. Concerns about making/getting appointments at all, as for some this was a struggle, this is what patients wanted to do easily.

Could there be too much information for people if the information is all available for an individual's health? How to feed back if the information held about a patient is wrong. Errors were inevitable but with or without Digital Services, human error occurs, and opportunities for feedback errors were felt essential.

Knowing that the information is there and accessible about your own health felt important.

Generally, the attendees liked the idea of being informed about their own health and were not too worried about security, but there was also an understanding that the people in the room were not necessarily representative, in fact they were likely to be very 'pro' digital services but other people may have issues around the idea of their information 'data' being shared.

It was explained that within a health care setting, different levels of access to information were used, so the receptionist could not see all the details that a GP could see.

Online passwords (needing different ones and remembering them and keeping them safe) are seen as a potential barrier for the digitally less confident. In a workshop delegates wanted to know why we couldn't all use our NHS numbers as identifiers.

Text messages to announce a health app was seen as a successful way of promoting it.

Digital Wellbeing demonstration

Links to the three tools that are live for the public to use:

- Waltham Forest Directory – <https://directory.walthamforest.gov.uk>
- Adult Social Care Self Assessment Tool – <https://sat.walthamforest.gov.uk>
- Equipment and Living Aids Marketplace – <https://equipment.walthamforest.gov.uk>

Co-design sessions notes;

A: What do you want from GP websites?

Facilitated by Rebecca Waters and Harry Nyantaki

Delegates discussed that they would like the ability to do the following:

- To register with practice as a new patient
- Link across to other services that are endorsed by their GP
- They would prefer speaking to a doctor than using online symptom checkers.
- Information about NHS 111 when the practice is closed.
- Book a GP appointment and view all available dates.
- View Patient Participation Group information, how to join, minutes and contact details.
- Provide complaints, feedback and suggestions. But need to think about if the practice has resources to review the comments.
- Comment board (has mixed views). GPs are on NHS choices, which has a public review section with star ratings, but practices cannot respond to negative feedback. The GP website should have an option where staff should be able to respond to feedback. A bit like trip advisor.

- They would like information provided on how the NHS system works.
- To find out the expected timescales e.g. Waiting times for blood test results.
- Read up on National Institute for Clinical Excellence (NICE) guidelines.
- Find out information on the CCG/A&E departments etc. – all practice websites could link to the CCG website.
- View test results through a personal login.
- Find out screening information such as when and how to have a cancer screen. Including information on when your screening tests may be overdue. E.g. You are a 50 year old woman and in the last 5 years you should have had X and Y.
- Why doesn't the whole NHS system use one NHS number to identify individuals instead of using a Hospital number? One number means information travels with people. – facilitators explained this is for confidentiality reasons.
- Find out basic information on all practice staff and an organigram to see how the practice is managed.
- Find out what services the practice offers
- Find out information on patient consent. Patient summary care records, info on opt in and out.
- GP practice ratings/scores

B: Using other health advice on the web? What do you require to get online?

Facilitated by David Culley and Dr. Thaven Chetty

- Delegates reported that GP websites are often not working.
- They would like to see links from GP website to local pharmacies where advice may be available.
- General health advice from NHS Choices. Generally well accepted. Other sources on the internet not really trusted.
- Would like to see information regarding their own health profile on the GP online to advice that is specific for their conditions.
- If this information could be linked to specific local health advice and services it would even be better
- Delegates asked if the local dental, optician and pharmacy services to be linked into this patient access system.
- There is a perceived lack of support, generally online, for people with anxiety/low mood.
- Mental Health issues are a priority. It was felt that young people are more likely to engage in online health apps etc.
- Generally participants were already engaged with digital services. Therefore, they were all aware of the benefits and found it useful.
- Some discussion on how results are reviewed in the online services. GP explained the variation in results may not be significant, and this need interpretation from GPs before being released to patients.

- Participants were not keen to give access to information for private business's or pharmaceutical companies.
- Difficulties with getting online access as proxies for other people, e.g. children or older persons were discussed. Group agreed the necessity, but didn't really reach a conclusion on how this could be safeguarded.

C: User feedback session Digital Wellbeing platforms

Facilitated by Chris Hutson

Spoke to a small number of delegates about their user experiences while navigating the Wellbeing directories that are live and in development. Those views will be taken into account in future developments.

Future of digital health – open discussion

Concerns raised about digitally excluded, assisted digital, proxy support for people with mental health, some of these issues could be resolved by Digital Champions supporting patients to access advice and services, front line staff have a role to play and a plan for assisted digital.

A 'sales campaign' is required to promote the benefits to the individual to encourage people to use the services, if it saves time, money, or delivers a better level of service, more joined up or more transparent, if patients feel more in control of their health care and information, this could entice them to using the services

London Digital Mental Wellbeing Service – "I am fearful of this. Have NICE been involved? It's a brilliant idea, but you want to get it right. It's vital that people are assessed as they go".

Recommendations

Recommendations	Lead for action
1. Workshop A and B findings to be shared with CCG Digital and Business Intelligence Working group to help inform the design of a GP website template. The template would be optional for GP practices to adopt.	Harry Nyantaki, WF CCG
2. Workshop B findings to inform the further development of the self-care agenda.	David Culley, WF CCG / Waltham Forest Council
3. Workshop C findings to inform the wellbeing platforms in development.	Chris Hutson, Waltham Forest Council
4. All views gathered will be recorded by the CCG Communications & Engagement Team and utilised in digital health campaigns.	Rebecca Waters, WF CCG
5. CCG to consider how a health component can be added to the Digital Unite programme.	Harry Nyantaki, WF CCG

6. CCG to consider promoting GP Services online in blood testing waiting areas	Harry Nyantaki, WF CCG
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Delegate feedback summary

All of those who completed a feedback form said that the event contained useful information that was relevant to them. Other comments included;

- Please notify me if there are any future events of this nature.
- Good event, well organised. We need some more events like this.
- A very enjoyable event.
- It would be great to do this type of presentation to PPGs - maybe. Chingford, W'stow, Leyton & Leytonstone.
- Very well done.
- Workshops should have audible barriers to reduce background noise disturbance and distractions.
- Great topics - it feels as though we could have spent longer on each topic.
- A very useful primer. Lots of signposting to explore myself. Will feed back to my PPG.

Appendix

1. Digital Health Event Presentation 180417
2. Workshop a
3. Workshop b
4. Workshop c
5. Event feedback comments