

Digital technology and health inequalities

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NHS Digital

Today many of us can....

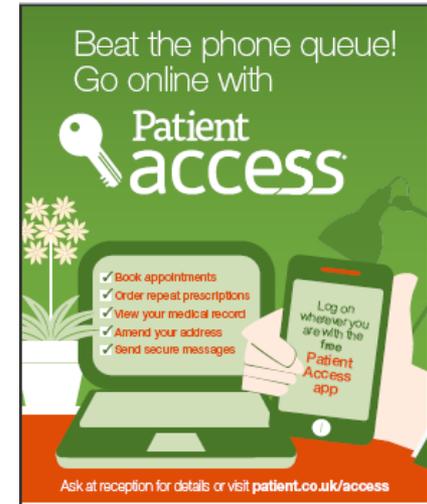
Self check our symptoms



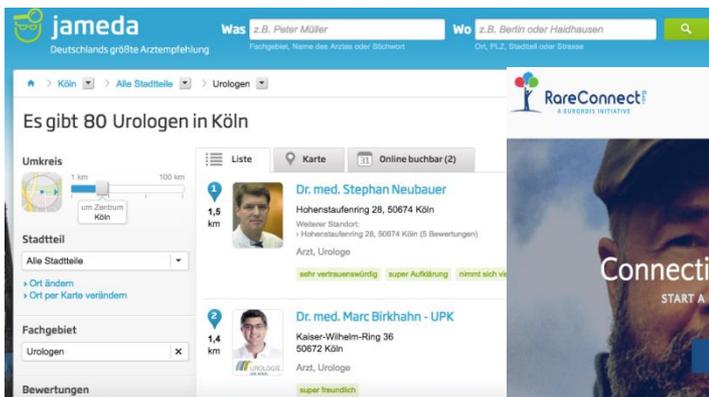
Carry out online transactions

Compare & choose services

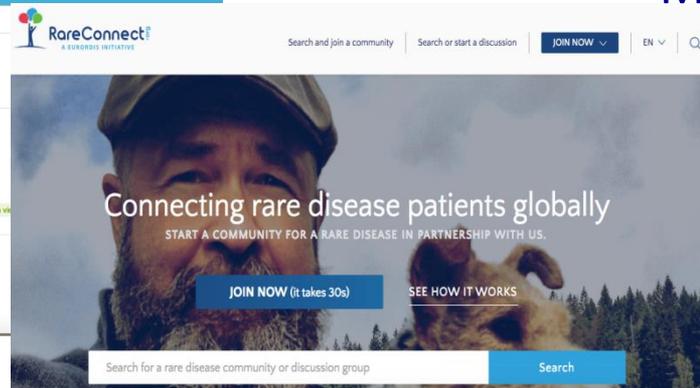
King's College Hospital	Queen Mary - St George's University Hospitals NHS Foundation Trust	Queen Mary Hospital
<p>Tel: 020 3299 9000 Denmark Hill London SE25 8PS 3.2 miles away Get directions</p> <p>117 ratings Rate it yourself</p> <p>Request Improvement Visit CQC profile</p> <p>Within expected range with a value of 69%</p> <p>As expected</p> <p>As expected</p> <p>As expected</p> <p>Better than expected in hospital and up to 30 days after discharge (0.8005)</p> <p>92.33% Among the best</p>	<p>Tel: 020 8487 6000 Roehampton Lane Roehampton London SW15 5PN 3.2 miles away Get directions</p> <p>27 ratings Rate it yourself</p> <p>Good Visit CQC profile</p> <p>Within expected range with a value of 71%</p> <p>As expected</p> <p>Among the worst</p> <p>As expected in hospital and up to 30 days after discharge (0.500)</p> <p>92.89% Among the best</p>	<p>Tel: 020 8487 6000 Roehampton Lane London SW15 5PN 3.2 miles away Get directions</p> <p>46 ratings Rate it yourself</p> <p>No rating Visit CQC profile</p> <p>Within expected range with a value of 54%</p> <p>n/a</p> <p>n/a</p> <p>n/a</p> <p>Not available for independent or specialist hospitals</p> <p>91.54% Among the best</p>



Give consumer feedback



Monitor health with wearables



Join online communities

.. but many of us can't



UK's digital divide

6m people (11% of population) have never used the internet
10m people lack basic digital skills

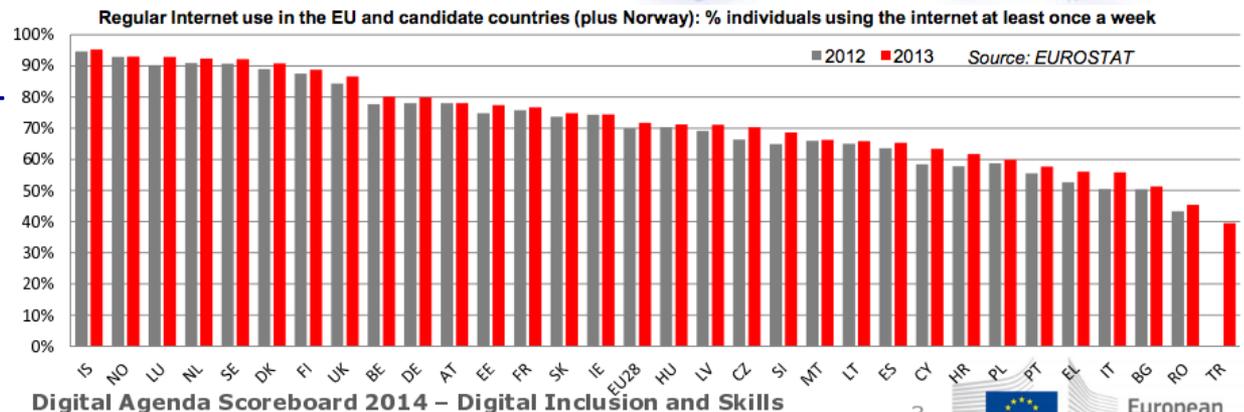
- 53% are over 65
- 44% are social class DE
- 31% have a disability

Digital inequality in Europe

Most of European population (62%) uses the internet every day – but one in five Europeans have never been online

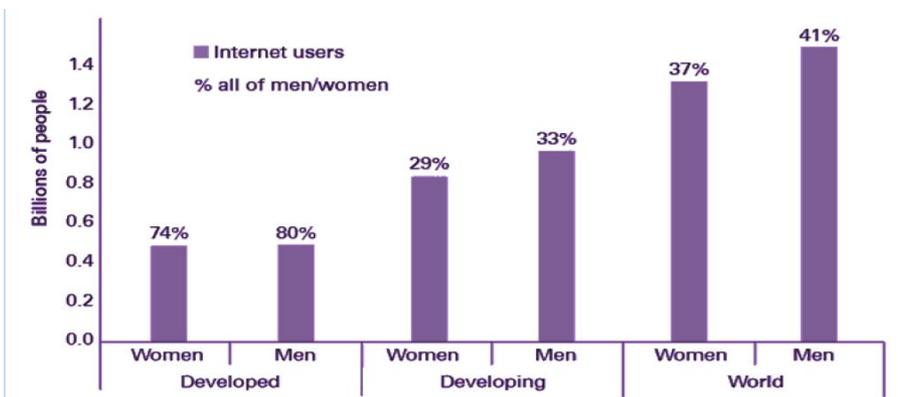
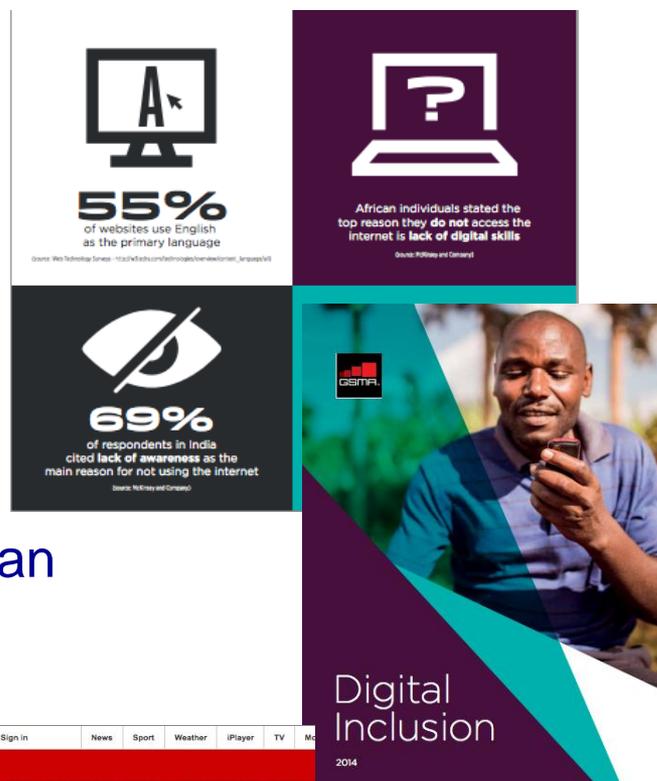
There is wide variation between countries: 90% of Nordic population use internet every day but in Bulgaria and Romania it's less than half.

Many of those who are online lack basic digital skills to make the most of technology. 47% of European population lack basic digital skills – and 65% of disadvantaged populations

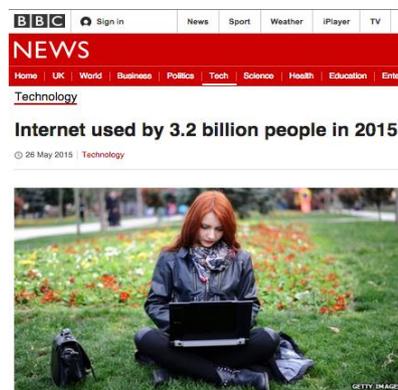


Barriers to digital health literacy in developing countries

- Lack of network infrastructure
- Affordability
- Lack of digital skills
- Lack of relevant content in appropriate languages
- Gender gap – 200m fewer women online than men



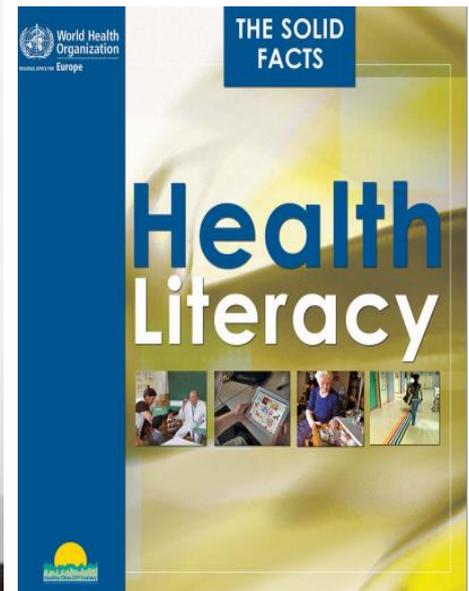
Source: ITU



Nearly half of the global population will be using the internet by the end of this year, according to a new report.

Digital health literacy & inequality

- Those who are least likely to be online are those who most need health & care services
- Information & services are increasingly digital - digital skills are increasingly essential to health literacy
- Low health literacy closely linked to poorer health outcomes & mortality



Leaving no-one behind

Build the capacity of all citizens to access information.

Develop partnerships with the voluntary sector and industry to support digital inclusion

Ensure that the digital opportunity is inclusive.

Build better insight into the barriers to digital inclusion



Personalised Health and Care 2020
Using Data and Technology to Transform Outcomes for Patients and Citizens
A Framework for Action

Widen current programme of digital inclusion with the Tinder Foundation

What we've done to combat digital inequality

Partnership between NHS and not-for-profit organisation – Good Things Foundation

Mobilised network of 5,000 UK Online Centres in libraries (and other community locations including housing schemes, health centres, homeless shelters, pubs etc)

Worked with over 350,000 digitally excluded people to provide supported online access and training to use digital health resources



my way
making online learning easy

What next?

- Being healthy
- History
- Home and Garden
- More Maths and English
- Sport and leisure
- Develop yourself
- More computer skills
- Get online at home

Being healthy
How can the internet help me stay healthy?

There are LOTS of ways you can use the internet to support your health, from making appointments and ordering repeat prescriptions online, to finding advice on specific symptoms and conditions.

This page will guide you through some of the best ways to stay healthy, online.

Before you explore any further, can you take a few minutes to answer some questions about your use of the internet and health services?

Take the Digital Health survey

What is NHS Choices?

The NHS Choices website is a great way to find health information, provide feedback and hear about people's experiences.

There's loads of advice about medicine and symptoms. The website can also help you make other important decisions about your health.

The 'Staying healthy with NHS Choices' course will show you how to make the most of this fantastic website.

Online GP services

Most GPs will have a website and offer some online services, you can find out more about these with our course 'Using GP services online'.

Find the perfect

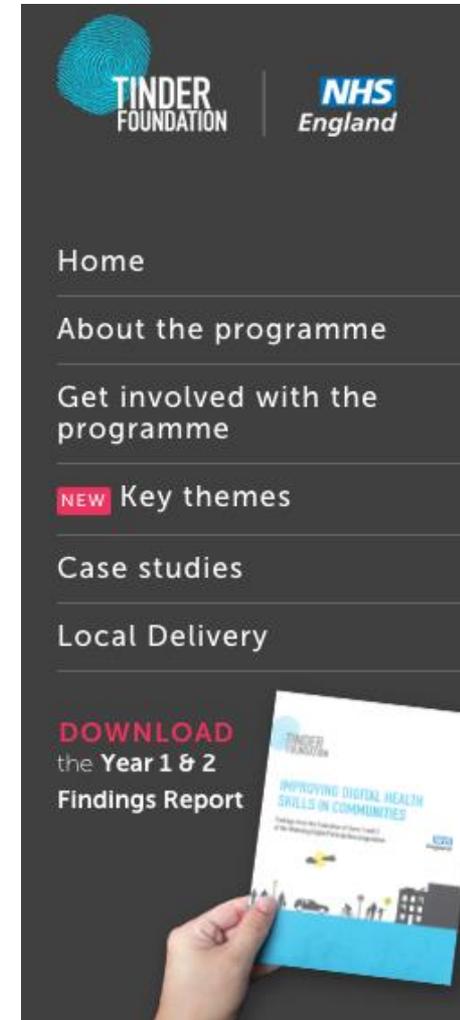
Start Staying healthy with NHS Choices

Start Using GP services online

Widening Digital Participation

Impact on people & NHS

- 82% of people trained were **socially disadvantaged** and likely to be experiencing health inequalities
- 85% say they now feel **more confident** managing their health using online tools
- 34% say they feel more self reliant and have reduced their use of the NHS for **minor ailments**
- 63% say they have **improved their diet**
- 11% say they have provided **feedback** on a health service
- 38% say they have **saved time** by doing something online
- 72% say they have **saved money** (eg avoiding travel costs)



Building blocks for the digital revolution

Infrastructure

- Universal free access to wi-fi in NHS premises and libraries

Exclusion

- Prioritise reaching the furthest first

Skills & attitudes

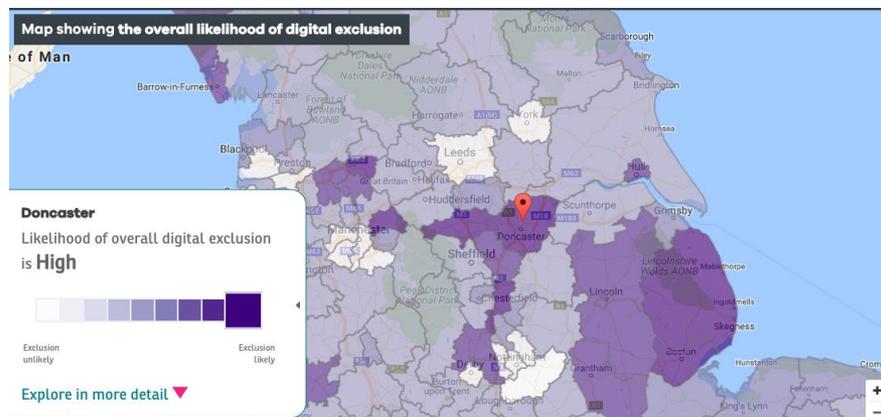
- Enable health workers to engage patients with digital



Recommendations to NHS from
Baroness Martha Lane Fox Dec 2015

Next steps

- New programme 2017-2020
- Map digital exclusion heatmaps against indicators of local health inequalities
- Prioritise reaching the furthest first
- Procurement for new delivery partner and local digital inclusion pathfinders Jan – March 2017
- Range of interventions – digital skills, social prescribing, commissioning



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