Welcome!

#NVFrontDoor #EngageSpring21
@NVTweeting @NHSCitizen @AACInnovation

ACCELERATED
ACCESS
COLLABORATIVE

NHS England and NHS Improvement
Please note we will be sharing the recording on Youtube.

Your camera is here.

Your mic will be muted during this webinar.
Unlocking The Digital Front Door:
Keys to inclusive healthcare

May 19th 2021

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Why now? Why us?

- Accelerated Access Collaboration: supporting innovation into practice
- Covid-19 against a backdrop of health inequality and an inconsistent approach to coproduction
- National Voices’ membership
- The Dr Will Zoom You Now with Traverse and Healthwatch

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Insight led by voice

- **Literature review**: avoiding tech optimisation bias and listening to the experiences of staff and patients.

- **Personal narratives**: The Abbey Centre and Bournemouth University’s Centre for Seldom Heard Voices.
  - There is a new dimension of inequality - but inequality and exclusion are not new.
  - If stated preferences and requirements are not adhered to, care is low quality.
Keys to inclusive innovation

• Inclusion first not digital first.
• Codesign with people.
• Support staff.
• Health is wider than healthcare.
• Offer supported choice and personalisation.

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Patient-facing information

YOU CAN EXPECT TO:

1. Be seen in person if that is the only way you can get good care—whether it is for a physical or mental health problem.
2. Request face-to-face support if you cannot access the care you need over the phone or online.
3. Receive the same quality of care as people who access health and care services online.
4. Get support from a staff member to help you book an appointment.
5. Keep your information private, and only discuss your health problem with a doctor or nurse.
6. Have access to an interpreter—this includes a Sign Language interpreter.
SMART SHIPS HEALTH INCLUSION PEER ADVOCATES
Who are Groundswell?

Groundswell exists to enable people who have experience of homelessness to create solutions and move themselves out of homelessness – to benefit of our whole society.

- Homeless Health Peer Advocacy
- Insight and Action
- Progression
- #HealthNow

2/3 of staff experienced homelessness before
What is Homeless Health Peer Advocacy?

• enable people experiencing homelessness to access the healthcare they need
• Peers build relationships, speak the language & inspire
• Focus on developing independence and self advocacy
• Benefits clients, peers and the health service
The 100% Digital Leeds approach

• A citywide digital inclusion programme led by a council team

• Building the capacity and expert knowledge of intermediary organisations across third sector, public sector and health and care

• Making Leeds the most digitally inclusive city for everyone

digitalinclusionleeds.com
Overcoming the barriers to digital inclusion

A strengths-based collaborative effort to tackle the barriers to digital inclusion.

Digital inclusion embedded throughout Peer Advocacy approach.

Digital Inclusion roles identified according to assets of opportunity and capacity, and support given according to need.

- **Access:** Devices and data
- **Skills and confidence:** Digital skills assessment, support, and signposting.
- **Motivation and trust:** Digital Champion training, awareness of digital health services
- **Wraparound support:** Signposting and awareness

digitalinclusionleeds.com
Helm Person Held Record

- Person Held Record
- Developed in Leeds
- Part of 'Left Shift' Approach
Next steps

1. Identifying, spreading and **sharing progressive practice**.
2. Working with system partners on **simplifying communication** around service access.
   
   Spreading patient-facing information and working toward NHS endorsement.
3. Supporting and engaging administrative and clinical **staff**.
4. Working with system leaders to mainstream **personalisation and inclusion** rather than digitisation.

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Thanks To:

@Uberology
Centre for Seldom Heard Voices
The Abbey Centre
Patient Experience Library
Diabetes UK
Macmillan
NHS Accelerate Access Collaborative
All interviewees

Stay in touch:

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