worcestershire
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AGENDA ITEM 5

HEALTH AND WELL-BEING BOARD
17 NOVEMBER 2020

DIGITAL EXCLUSION ACROSS NHS SERVICES

Board Sponsor
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Author
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(Please click below
then on down arrow)

Priorities
Mental health & well-being	Choose an item.
Being Active	Choose an item.
Reducing harm from Alcohol	Choose an item.
Other (specify below)	
- Ensuring equity of access to health and care service	

Safeguarding
Impact on Safeguarding Children	Choose an item.
If yes please give details	
Impact on Safeguarding Adults	Choose an item.
If yes please give details	

Item for Decision, Consideration or Information
Consideration

Recommendation

1. The Health and Well-being Board is asked to note the findings from the Digital Inclusion review and note that the recommendations are being taken forward through all of our work programmes where there is a risk that Digital Exclusion may prevent equity of access to health and care services.

Background

2.   The attached report and stakeholder map were prepared for a different purpose, to support engagement in our Primary Care digital Accelerator programme. The findings and recommendations in the report are broadly applicable across a range of our programmes of reset and recovery work, hence we are sharing them with the Board today.

3. The stakeholder map is a first attempt at capturing the good practice from a range of partners who are working with digitally hard to reach groups. This will be added to as our knowledge develops.

4. This work is being taken forward through our Digital and Inequalities workstreams; actions include:

- actively seeking to partner with other partners/organisations who have similar challenges/issues. For example, utility companies have a list of vulnerable people that they use if there is an emergency – this includes details of those perhaps who have not got a telephone line or do not use internet to access services, alongside other socio-economic factors.

- working with partners to upskill staff in care homes who have a lower level of digital literacy than many in the health and care sector, this also has the knock-on impact of raising digital literacy in some lower socio-economic groups.

5. Throughout this work, we are being very sensitive to the Information Governance and Data sharing considerations

Legal, Financial and HR Implications

6. As appropriate

Privacy Impact Assessment

7. As appropriate

Equality and Diversity Implications

B   An Equality Relevance Screening has been carried out in respect of these recommendations. It identified that further equality impact analysis will be required in respect of taking the recommendations in this report into consideration when seeking to engage through digital means.

Contact Points

County Council Contact Points
County Council: 01905 763763
Worcestershire Hub: 01905 765765

Specific Contact Points for this report
Ruth Lemiech - Director of Strategy & Transformation
Mike Emery - Director of Digital Strategy and Infrastructure
NHS Herefordshire and Worcestershire CCG

Supporting Information – Available online

- Engagement for Digital Inclusion
- Stakeholder Mapping

Background Papers

In the opinion of the proper officer (in this case the Director of Public Health) the following are the background papers relating to the subject matter of this report:

A report from the Carnegie Trust which supports our local findings, which is available here.