

Welcome!

*#NVFrontDoor #EngageSpring21
@NVTweeting @NHSCitizen @AACInnovation*

**ACCELERATED
ACCESS
COLLABORATIVE**



NHS England and NHS Improvement



Please note we will be sharing the recording on Youtube.



The background features a collage of various doors and buildings in shades of purple and blue. At the top left is a dark wood double door with intricate carvings. To its right is a stylized building with a cross on top. Further right is a light blue double door with windows. On the far right is a tall, ornate arched doorway. Below these are a blue door with a star, a brown arched door, a small house with a red roof, and a white van.

Unlocking The Digital Front Door: Keys to inclusive healthcare

May 19th 2021

 National
Voices

#NVFrontDoor

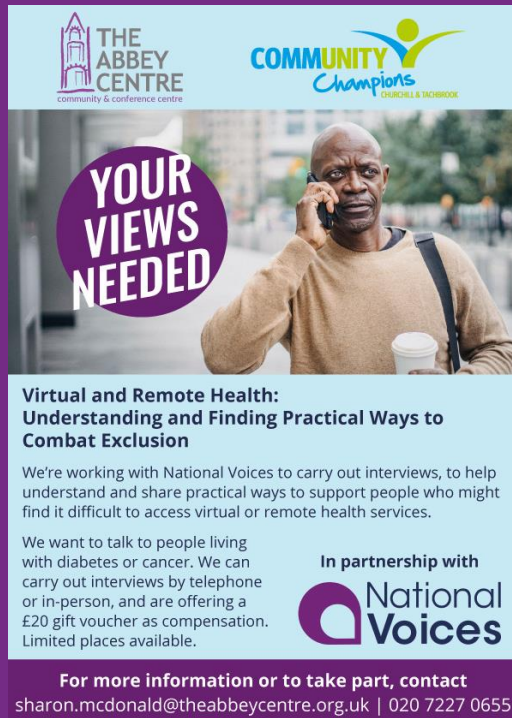
Why now? Why us?

- 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

#NVFrontDoor



Insight led by voice



THE ABBEY CENTRE
community & conference centre

COMMUNITY Champions
CHURCHILL & TACKHOLD

YOUR VIEWS NEEDED

Virtual and Remote Health: Understanding and Finding Practical Ways to Combat Exclusion

We're working with National Voices to carry out interviews, to help understand and share practical ways to support people who might find it difficult to access virtual or remote health services.

We want to talk to people living with diabetes or cancer. We can carry out interviews by telephone or in-person, and are offering a £20 gift voucher as compensation. Limited places available.

In partnership with **National Voices**

For more information or to take part, contact
sharon.mcdonald@theabbeycentre.org.uk | 020 7227 0655

- **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.



#NVFrontDoor

 **National
Voices**

Keys to inclusive innovation

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



“ Thank you for inviting me. It was lovely to talk to other parents going through the same things. It helps to remind us we are not alone ”

Julie, Dystonia Matters
Podcast contributor

#NVFrontDoor



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.



S

SMART

H

HEALTH

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INCLUSION

P

PEER

ADVOCATES

S



Helm





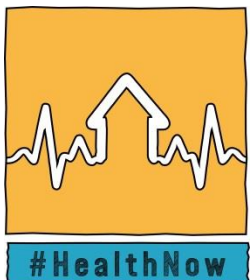
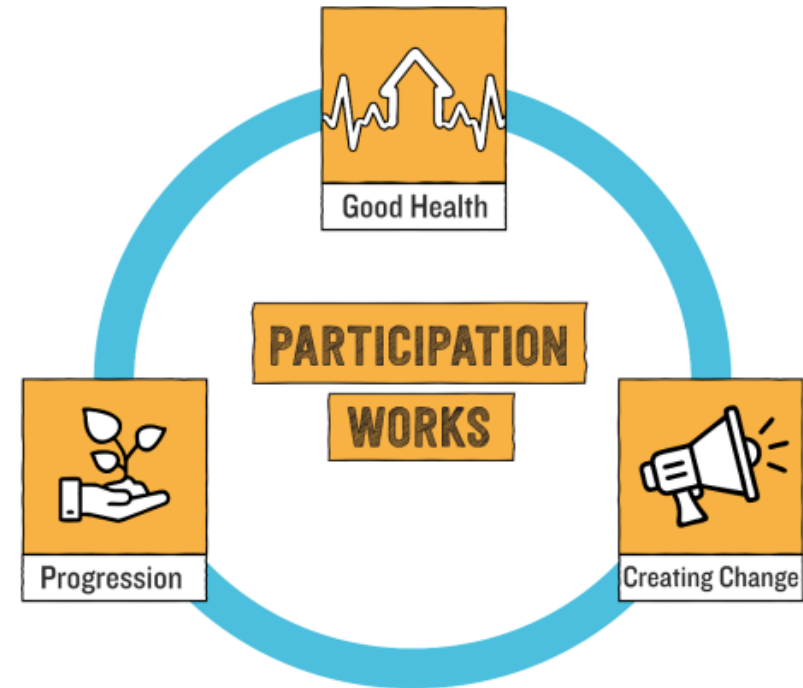


Who are Groundswell?

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

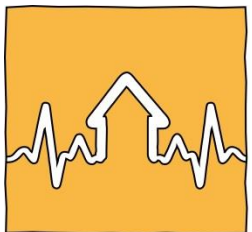
2/3 of staff experienced homelessness before



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



#HealthNow



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

100%
Digital
Leeds

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.

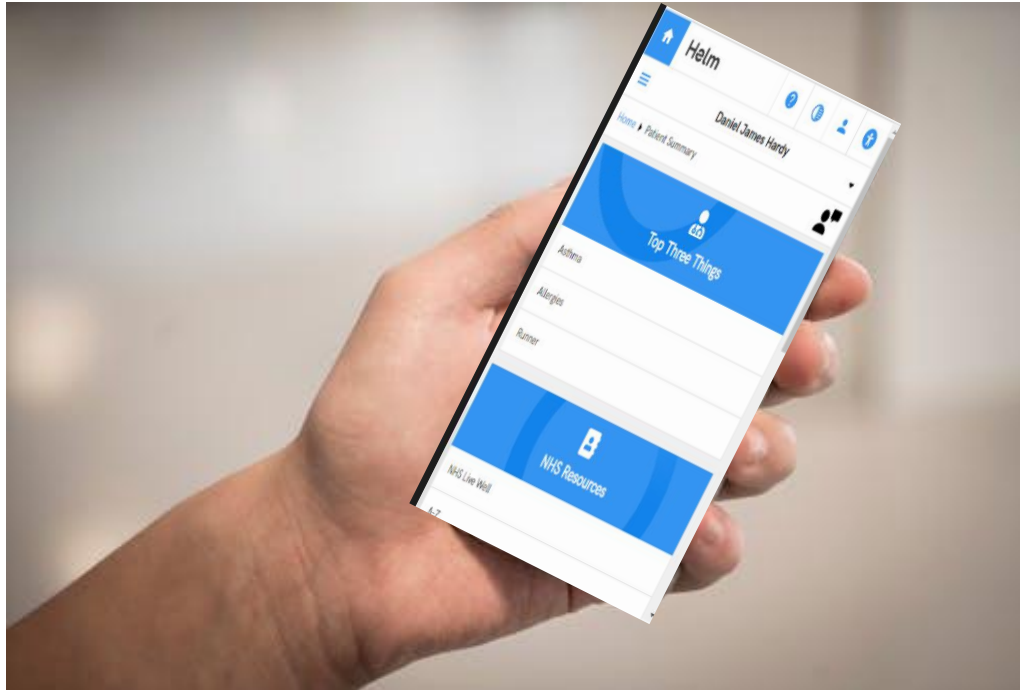
- **Access:** Devices and data
- **Skills and confidence:** Digital skills assessment, support, and signposting.
- **Motivation and trust:** Digital Champion training, awareness of digital health services
- **Wraparound support:** Signposting and awareness

digitalinclusionleeds.com

100%
Digital
Leeds

Helm Person Held Record

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



Helm Person Held Record



Helm

[Close](#)

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Home ▶ Patient Summary FEEDBACK

Top Three Things	NHS Resources	Health and Advice	Leeds Information
<p>Asthma</p> <p>Allergies</p> <p>Runner</p>	<p>NHS Live Well</p> <p>A-Z</p>	<p>Social Prescribing Connecting people to services and activities in their local community within Leeds</p> <p>Mindwell Mental health information and support for everyone in Leeds</p> <p>Mindmate Mental health information and support specially designed for young</p>	<p>Local service information and resources to support your health and care.</p> <p>Search</p>

<https://app.myhelm.org/#/>

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.

2. 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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