

Digital Inclusion Guide for Health & Social Care

About the guide

This guide provides information and support to commissioners and digital health and care teams on how to ensure that the services and products they are commissioning & developing are inclusive and accessible to everyone – particularly to excluded and vulnerable people.

About the guide

It includes information on:

- why digital inclusion is so important
- the benefits to NHS organisations and people
- how to build digital inclusion into service and product delivery locally
- examples of best practise in action and a directory of available resources

How we developed the Guide

- Commitment to agile, iterative approach
- Stakeholder engagement
- Alpha version October 2017
- Public Beta version December 2017
- Open for comment and feedback to March 2018
- Live version May 2018
- Evaluation in Autumn 2018

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Digital inclusion guide for health and social care



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Digital inclusion guide for health and social care

Final - April 2018

Our digital inclusion guide for health and social care is for commissioners and designers of digital health technologies. It will help them to take practical steps to ensure all services and products are inclusive and accessible to all.

[1. Introduction](#)

[2. What do we mean by digital inclusion?](#)

[3. Why does digital inclusion matter to health and social care?](#)

<https://digital.nhs.uk/digital-inclusion-guide>

What's in the Guide?

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- How can we find out levels of digital exclusion locally?
- Practical steps to help with digital inclusion
- How can we commission digital inclusion support?
- How can we evaluate digital inclusion support initiatives?
- Providing accessible online services
- Design principles for digital inclusion
- Draft NHS design principles
- Widening Digital Inclusion Pathfinder
- Supporting digital inclusion – step by step
- Further Information

4. How can we support digital inclusion locally?

How can we find out levels of digital exclusion locally?

Use the [digital exclusion heatmap](#) to check levels of digital exclusion locally. The Heatmap shows overall likelihood of digital exclusion by local authority. It does this by combining indicators including infrastructure (broadband and 4G), access (percentage of adults online), basic digital skills, and social indicators (age, education, income and health).

The [One Digital Toolkit](#) includes a useful guide from Citizens Online on [mapping data for digital inclusion activity](#). The guide covers data sources relevant to mapping, and an introduction to mapping using available software.

Click on the map to see the likelihood of digital exclusion in your area.



Practical steps to help with digital inclusion

Several practical steps can be taken to support digital inclusion locally. Here are some examples of ways in which we can create the best environment for successful digital inclusion support.

Social prescribing

In Stockport, GPs at the [Abarley Family Practice](#) are prescribing to non-medical support including gardening and cooking. In this video [staff at the practice talk about their approach to social prescribing](#). One of the interventions prescribed is digital skills training provided by [Starting Point Community Learning Partnership](#).

In Sheffield, GPs at [Sloan Medical Centre](#) are referring patients to digital skills training provided by [Healey Development Trust](#). In this video, GP Dr Ollie Hart talks about the partnership.



Free public wi-fi

Access to free wi-fi on NHS premises makes it easier for patients to use information and services when they most need them. Free wi-fi in all GP practices will be available by early 2018, with all hospital trusts providing free wi-fi by the end of 2018.



These case studies show how free wi-fi has improved communication with patients and their families.

Bay CCC were early adopters of the NHS wi-fi Programme. Here they describe [benefits for the NHS and patients of providing free wi-fi](#).

Supporting digital skills of staff

Health and care staff do not always have knowledge and confidence in using digital health resources themselves. This means that they are unlikely to act as digital champions and recommend digital tools to their patients. This can be one of the biggest barriers to digital inclusion.

Health Education England is leading work on digital literacy for health and care staff, as part of the [Building a Digital Ready Workforce programme](#). This video explains why digital literacy is important to the health and care workforce.

What is digital literacy and who is it important to the health and social care workforce?



Health Education England's digital capabilities



Health Education England's definitions of digital literacy apply equally to patients, carers and service users as they do to health and care staff.

How can we commission digital inclusion support?

A [Digital Training and Support Framework agreement](#) is available for use by public sector organisations (including clinical commissioning groups and local authorities). The framework includes over 50 companies, social enterprises and voluntary sector organisations that specialise in providing

Tools Videos Case studies Evidence Links to related work

What you can do

- Promote the guide to relevant colleagues
- Promote the importance of digital inclusion
- Review your own digital inclusion provision
- Champion user-centred approaches to design & delivery
- Let us know how we can help further

Read all about it

<https://digital.nhs.uk/digital-inclusion-guide>

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