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 practice 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
Now live on NHS Digital website

Digital inclusion guide for health and social care


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?
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 tools show the likelihood of digital exclusion by local authority. It also shows the key indicators (including education, income and health) and provides recommendations to support digital inclusion. The guide covers data sources, mapping and an introduction to mapping using interactive 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 you can create the best environment for sustainable digital inclusion support.

**Social greening**

In Shropshire, GPs at the Abergwylfa Family Practice are providing routine social medical support including petitioning and bidding, by using digital tools to interact with their patients. This approach has been successful in helping patients access digital health services.

**Community involvement**

In Sheffield, the South Medical Centre is offering patients to digital medical skills and access a’call’ by using digital health services. This initiative helps to improve health outcomes for patients.

**Digital literacy**

Digital literacy practices are essential for sustainable digital inclusion support. By offering digital literacy courses, you can help individuals become more digitally literate and better equipped to access digital health services.

**Evidence**

The guide includes evidence and data sources for the various indicators and recommendations. This will help you understand the impact of your work on digital inclusion.

**Further information**

For more information, please visit the relevant websites and report any feedback or comments you have on digital inclusion support.
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


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