healthw@tch **Digital exclusion Brighton and Hove** Brighton and Hove & Sussex - Briefing report

Digital Exclusion operates over a spectrum of motivation, access, skills and ability.

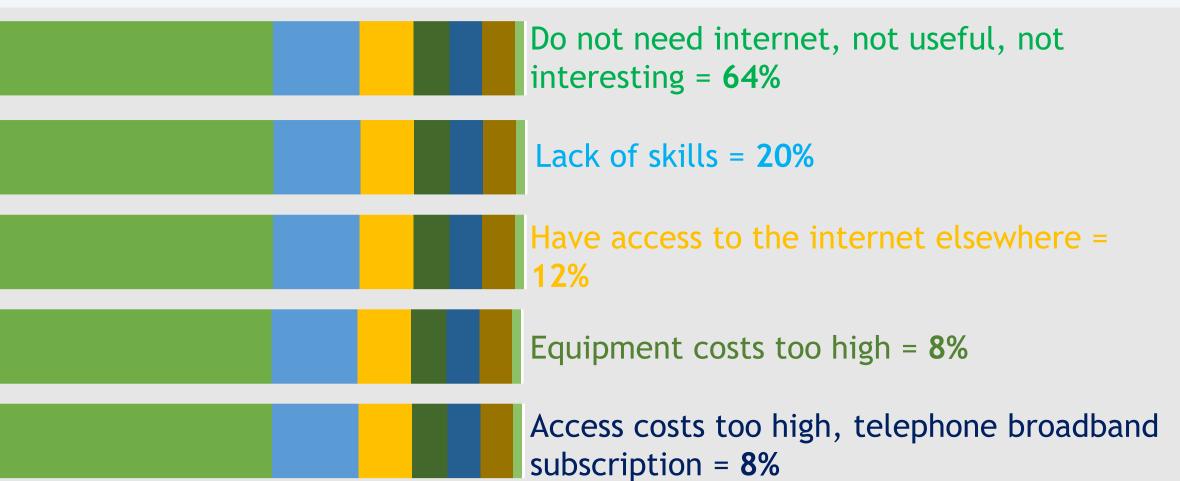
Includes:

- Those digitally excluded due to lack of motivation;
- Those motivated but with no digital skills; •
- Those excluded due to only having limited skills. ullet

Digital exclusion can be measured by the 'Essential Digital Skills for life' - 29 abilities within: communicating, handling information and content, transacting, problem-solving, being safe and legal online.

Digital exclusion - why are people excluded?

Percentage of households by reason for not having household internet access, Great Britain, 2017



Privacy or security concerns = 7%

Physical or sensorial disability = 2%

Digital exclusion - why is it important?



Why it is important for Health and Social Care?

- >lower cost of delivering services digitally.
- \succ more appropriate use of services, including primary care and urgent care.
- \succ better patient adherence to medicines and treatments.
- \succ a return on investment of £6.40 for every £1.00 spent by the NHS on digital inclusion support.
- \succ savings of £141m by 2028 through reduction in GP visits and reduction in use of offline services.
- >Underpinned by Government Digital Inclusion Strategies (2014, 2017 and due).

Digital exclusion - extent nationally







"Centre for Economics and Business Research (CEBR) estimated that 7.9 million people will still lack digital skills in 2025".



4.7 million or 9% of the UK adult population have no digital skills whatsoever

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"internet nonusers" - 5.3 million adults in the UK, or 10.0% of the adult UK population.

11.7 million (22%) adults in the UK do not have all the 5 Essential Digital Skills for life (communicating, handling information and content, transacting, problem solving, and being safe and legal online).

Wales especially and the North East and North West are less likely to have the five 'Basic Digital Skills'.

Digital exclusion in Sussex

- The pandemic and lockdown saw changes overnight towards digital solutions for accessing health and social care services.
- GPs are generally in favour of retaining online consultations. ٠
- Most people are pragmatic 80% agree that using technology has been a vital support to them during the ٠ pandemic.
- People (in Sussex) are generally satisfied with their remote (non-face-to-face) appointments and most are • 'happy' to continue this in the future - especially GPs.
- Exceptions older people and those with disabilities were less happy for remote (non face-to-face).



Estimated 8.6% of adult population in Brighton and Hove have never used the internet or have not used it within the last three months.



Estimated 16% of the adult population in Brighton and Hove lack the five 'Basic **Digital Skills'**



There are 15 GP surgeries where less than 30% of patients are using online services - 3 of these are either in the fourth or fifth quintile for older people.

Digital exclusion - local Sussex initiatives

- Citizen's Online and its 'Digital Brighton and Hove' initiative.
- Free courses available from the Good Things Foundation.
- Volunteering Matters 'Brighton Lifelines' project.
- Digital Ambassadors Pilot for staff within primary care and being extended to patients through three Primary care Networks.
- Ageing Well telephone support to help people get online.
- Age UK West Sussex and Brighton and Hove telephone based digital support
- Southdown Housing 'Supporting people to get online & stay online'.
- Mental Health Sector Connector forum identifying services such as the 'check in and chat' befriending service which provides telephone support to carers with grants for digital.
- Scheme for schools developed by Digital Awareness UK.
- Accredited Digital Skills Course currently being piloted at East Sussex College.
- Barclays Digital Eagles (with a local centre in Brighton) that support digital skills development for home care staff and health care professionals.
- + numerous local and unknown community initiatives.

Digital exclusion - recommendations

- 1. Understand that digital exclusion occurs across different levels both initial skills and skills enhancement.
- 2. Understand importance of motivation stress the potential benefits of digital inclusion.
- 3. Understanding 'what worked' from retrospective learners.
- 4. Join-up learning from the initiatives in B&H/Sussex.
- 5. Create a directory of the various initiatives within Brighton and Hove.
- 6. Increase resources to support organisations and the training of frontline staff (e.g. GPs, GP Receptionists, Pharmacists).
- 7. Provide free wi-fi to rural areas and other sites like Seniors Housing.
- 8. Invest in peer support involving friends, families, carers, intergenerational initiatives, and Social Prescribers.
- 9. Provide resources for technological equipment (including voice activated systems such as Amazon Echo [Alexa]).
- 10. Establish a central evaluation portal to see whether digital skills affects health outcomes.

Main data sources: Lloyd's Bank Consumer Digital Index; Office for National Statistics; NHS Digital; Centre for Economics and Business Research; Healthwatch in Sussex; and Citizen's Online.

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