

Exploring Impact

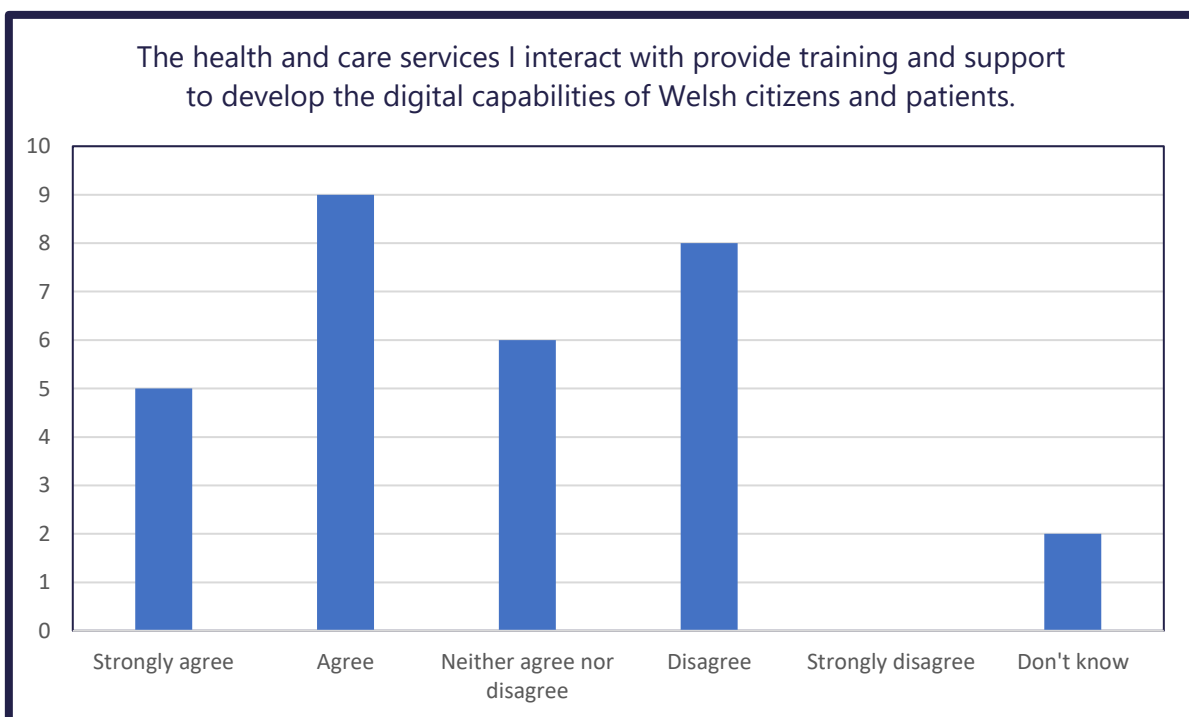
**Priority 2: Mainstreaming digital inclusion
in health and social care**

October 2023

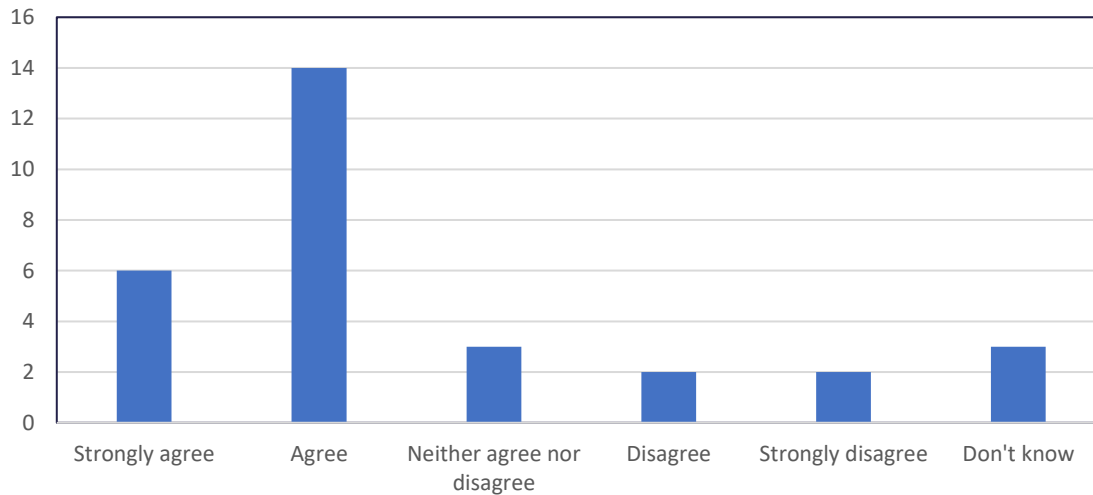


Quantitative results from survey

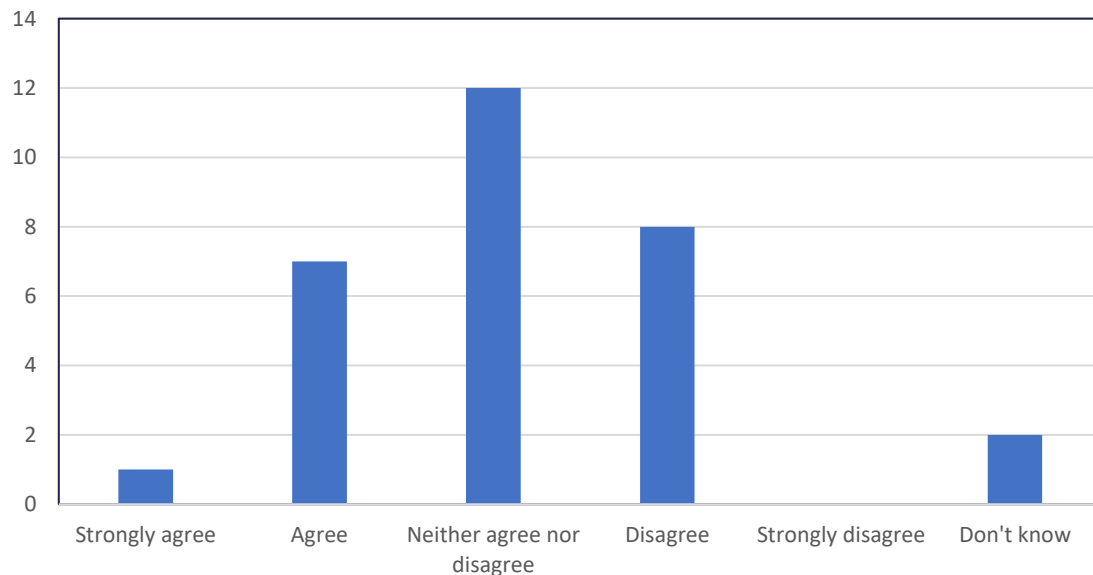
- There were 30 responses to the survey with 28 completed live in the DIAW Network meeting on 12 October 2023 and 2 completed online afterwards.
- Questions 1 and 2 asked about the provision of training and support by health and care services to Welsh citizens and to their workforce. The results show that the respondents feel positively that support is provided (Q1 – Welsh Citizens Agree 47%, Disagree 27% and Q2 - Workforce Agree 67%, Disagree 13%).
- The question regarding health and social care digital services and products was less favourable with 27% of respondents agreeing and the same amount disagreeing. 47% neither agreed nor disagreed or didn't know.
- 90% of respondents agreed that Digital Inclusion Alliance Wales has had a positive impact on digital inclusion awareness in health and social care services.
- 70% of respondents are actively discussing digital inclusion in health and social care in groups and partnerships that they attend.



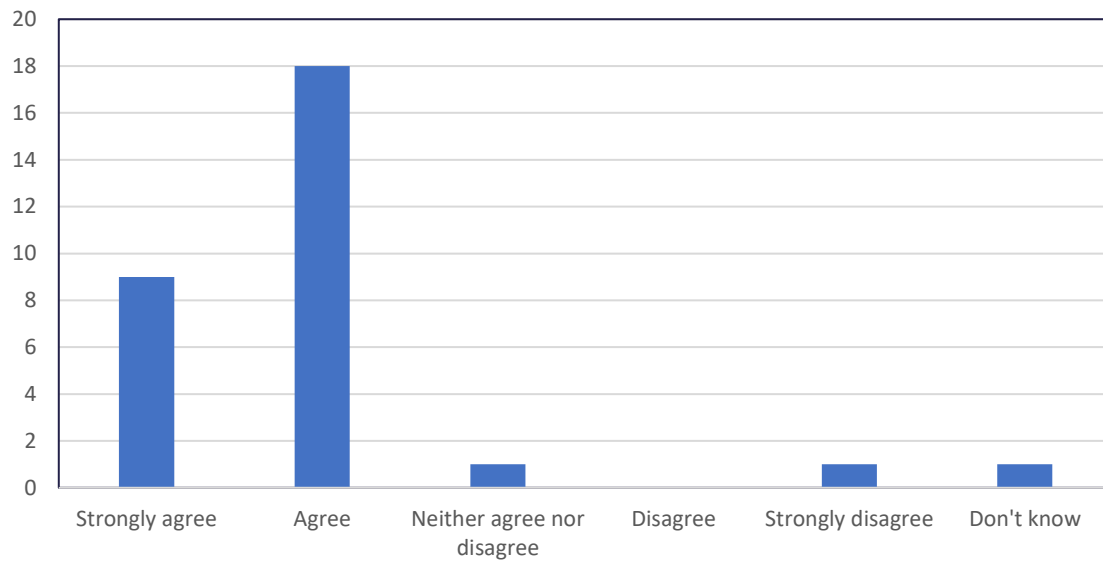
The health and care services I interact with provide training to develop the digital capabilities of the Welsh health and social care workforce.



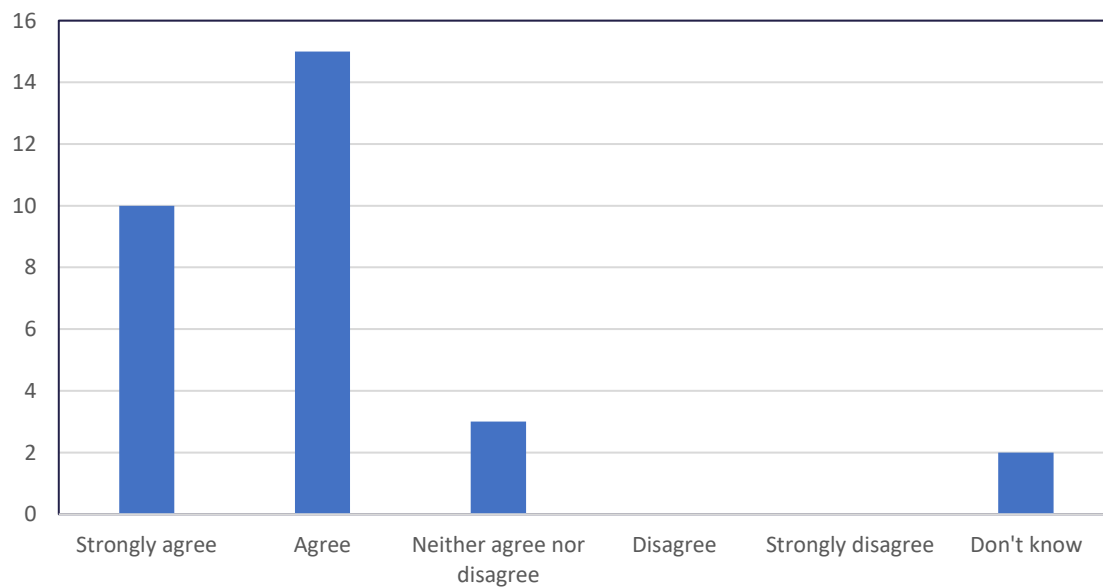
The digital services and products used by health and social care services are designed to be easy for everyone to use.



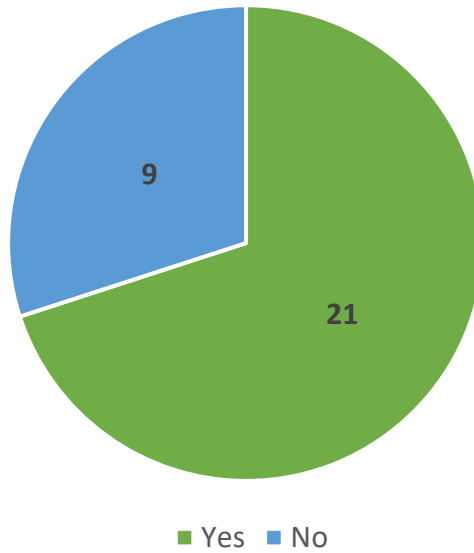
The new Digital Health and Care Strategy for Wales has a positive focus on digital inclusion.



Digital Inclusion Alliance Wales has had a positive impact on digital inclusion awareness in health and social care services.



Are you a member of any boards, partnerships or groups where you discuss digital inclusion in health and social care services?



Content analysis of policy and strategy documents

- Documents were searched for the key terms: digital inclusion, digital exclusion, Digital Inclusion Alliance Wales, (digital) connectivity, (digital) accessibility, and (digital) skills.
- Where possible, Integrated Medium Term Plans and/or Digital Strategies for health boards in Wales were utilised. At the time of publication, these documents were not available for Cwm Taf Morgannwg University Health Board and Swansea Bay University Health Board.
- The Integrated Medium Term Plan for Digital Health and Care Wales and the Strategic Plan and Workforce Strategy for Social Care Wales are also included.
- Welsh Government's previous digital health and care strategy from 2015 can be compared to the 2023 edition and shows a marked increase in awareness of digital inclusion issues.
- For health boards that have both documents available, key terms are most often found within the Digital Strategy, rather than in the Integrated Medium Term Plan.
- This process will be repeated in the future for Priority 2 to allow further comparisons to be made.

	Digital Inclusion	Digital Exclusion	Digital Inclusion Alliance Wales	(Digital) Connectivity	(Digital) Accessibility	(Digital) Skills	Total
Informed Health and Care A Digital Health and Social Care Strategy for Wales, Welsh Government (2015)	0	0	0	0	0	8	8
Digital and data strategy for health and social care in Wales, Welsh Government (July 2023)	5	1	0	8	4	40	58
IMTP Digital Health and Care Wales, 2023-26	4	0	0	2	1	8	15
IMTP Aneurin Bevan UHB 2022-25	0	0	0	0	0	1	1
Digital Strategy Aneurin Bevan UHB 2019	1	0	0	0	0	3	4
IMTP Betsi Cadwaladr UHB 2022-25	0	0	0	0	0	0	0
Digital Strategy Betsi Cadwaladr UHB 2021-24	19	7	0	1	0	31	58
IMTP Cardiff & Vale UHB 2019-22	0	0	0	0	0	0	0
Digital Strategy Cardiff & Vale UHB 2020-25	11	0	0	0	0	1	12
IMTP Hywel Dda UHB 2022-25	4	0	0	0	0	0	4
Digital Strategy Hywel Dda UHB 2020-25	8	0	0	1	0	10	19
IMTP Powys THB 2022-25	0	0	0	1	0	0	1
Digital Strategy Powys THB	NOT AVAILABLE						
Strategic Plan Social Care Wales 2022-27	0	0	0	0	1	2	3
Workforce Strategy Social Care Wales 2020	0	0	0	0	1	3	4

Case Studies

Case Study – Digital Services for Patients and Public & NHS Wales App

Joanna Dundon, National Digital Lead – Public Engagement, Digital Health and Care Wales

The project / programme

The Digital Services for Patients and Public (DSPP) programme is developing the NHS Wales App as the front door for patients and the public to access and share information about themselves and their health and well-being and will eventually include primary and secondary care and third sector services and other resources. It's really about you being empowered to be responsible for your health and care.

Which of the outcomes for Priority 2 from the 'Agenda for Digital Inclusion: From Inclusion to Resilience 2nd Edition' do you think it works towards?

Outcome 1: Every health and care provider in Wales recognises digital inclusion as a key determinant of health and supports patients and carers to have digital access, skills and confidence.

DSPP is all about making sure that patients understand that this is about them and that they feel comfortable using this digital tool. It's really important to get that digital inclusion perspective into the work being done and making sure to include everyone. There is a Patients and Public Assurance Group which includes a variety of people, including Digital Inclusion Alliance Wales and Digital Communities Wales and digital inclusion leads from Welsh organisations. DSPP engages with as many people as possible to ensure that it is promoting that understanding but also that the organisation itself understands how important digital inclusion is from their perspective for a health and care professional being able to support patients and the public. The programme values input from users and is developing a User Research Panel who will feedback on new features, ideas or services which are being developed for the NHS Wales App as well as other patient facing digital services.

Outcome 2: Health and social care providers and Health Education and Improvement Wales (HEIW) provide training to develop the digital skills of the Welsh health and social care workforce, so that they can participate safely and effectively in digital services and support patients to do the same.

DSPP is running a digital inclusion survey for patients and public and developing a second one for the health and care workforce in NHS Wales and third sector organisations to capture further data about the digital capabilities of people in Wales. It has engaged Digital Communities Wales to run training sessions on the NHS Wales app to not only support the health and social care workforce to use the app but also so that they can support patients to use the app. DSPP is also working with Health Education and Improvement Wales to link into their e-learning digital capabilities framework.

Outcome 3: Addressing digital inclusion is a mandatory requirement in all digital health investment decisions. All digital services and products are designed using co-production

approaches or user-centred design principles to meet accessibility standards and the needs of Welsh citizens and our health care professionals.

The DSPP programme was set up with a mandate to ensure digital inclusion is a part of the design of the NHS Wales App. DHCW is working to create a Centre of Excellence for User-Centred Design so that these principles are utilised across the whole organisation, in all the products that they produce.

Outcome 4: The new Digital Strategy for Health and Care in Wales is published with a focus on digital inclusion and which supports the outcomes recommended in Digital Inclusion Guide for Health and Care in Wales 2019.

Digital Health and Care Wales played an important role in developing the Digital Strategy for Health and Care in Wales and is vital to supporting the outcomes of that Strategy. We are fortunate in DHCW that our Chief Executive is the Executive Lead for Digital Inclusion in the organisation and chairs a Digital Inclusion Working Group which will be delivering the agreed objectives from the approved Digital Inclusion Charter Action Plan.

How has being a part of DIAW helped this particular project?

In the breakout rooms you have a variety of people speaking about their own experiences and their own areas of interest and it's that sharing and networking that is so important. People can get siloed in their own areas and it's so crucial to engage with other sectors, sharing ideas and perspectives, and it has helped connect the DSPP programme to more communities, ensuring the app is developed in an inclusive way.

Do you think DIAW has helped to raise awareness of digital inclusion more generally across Health and Social Services in Wales?

Undoubtedly, DIAW has positively influenced the wider landscape of digital inclusion in health and care. The connections made during DIAW meetings are carried forward outside of the Alliance and it is mentioned in our meetings as a suggestion for how to improve the development of other services.

Case Study – MSc Leading Digital Transformation

Simon Read, Senior Lecturer in Leading Digital Transformation, Faculty of Business and Creative Industries, University of South Wales

The project / programme

USW runs an MSc in Leading Digital Transformation. This course is aimed at public sector leaders and their course can be partially funded by Welsh Government if they are from the health sector. The course helps students to become a digitally focused leader in their organisations. Part of the course includes a focus on planning for digital inclusion in digital transformation projects in the public sector which includes a talk from DIAW and Digital Communities Wales. It is a practical course, with students having to design a digital transformation project and it is planned to have questions about digital inclusion as part of the assessment.

Which of the outcomes for Priority 2 from the 'Agenda for Digital Inclusion: From Inclusion to Resilience 2nd Edition' do you think it works towards?

Outcome 1: Every health and care provider in Wales recognises digital inclusion as a key determinant of health and supports patients and carers to have digital access, skills and confidence.

Health and Care providers are funding, or partially funding alongside Welsh Government, their leaders to undertake this course. As this course covers digital inclusion in digital transformation, this promotes understanding amongst leaders in the health and care sector of the importance of digital inclusion as a key determinant of health.

Outcome 2: Health and social care providers and Health Education and Improvement Wales (HEIW) provide training to develop the digital skills of the Welsh health and social care workforce, so that they can participate safely and effectively in digital services and support patients to do the same. The MSc course is training for leaders in the health and social care sector in the skills necessary to lead digital transformation projects. Part of the course focusses on students' communication plans which must include engagement with staff, ensuring that the workforce is brought along with them on the transformation journey.

Outcome 3: Addressing digital inclusion is a mandatory requirement in all digital health investment decisions. All digital services and products are designed using co-production approaches or user-centred design principles to meet accessibility standards and the needs of Welsh citizens and our health care professionals.

Two of the modules in the MSc course are design thinking and user experience design. It's not just the structure, not just a theory, but how you embed that into your digital transformation project. Plans to include questions on how digital inclusion has been considered as part of the digital transformation project will also feed into this outcome.

Outcome 4: The new Digital Strategy for Health and Care in Wales is published with a focus on digital inclusion and which supports the outcomes recommended in Digital Inclusion Guide for Health and Care in Wales 2019.

Intensive Learning Academies, which this MSc is part of, are embedded into the Digital Strategy.

How has being a part of DIAW helped this particular project?

Traditionally public services is very siloed and part of what I want this MSc to do is to break those silos and for students to consider a more subjective point of view. At Alliance meetings you hear about data poverty, the Minimum Digital Living Standard, the Digital Inclusion Charter and other aspects which need to be considered in digital transformation. The students need to develop a product of value - what are you going to create that adds value in the community and society as a whole – and a fundamental priority in creating that value is what you hear from the Alliance. If a project does go live they have to reflect on things: How is it accessible? How is it being inclusive? - and it's developing those good practice stories they can share and could potentially share with other people.

Do you think DIAW has helped to raise awareness of digital inclusion more generally across Health and Social Services in Wales?

DIAW is raising awareness of digital inclusion across Health and Social Services by being a part of the MSc, giving a talk on digital inclusion alongside Digital Communities Wales to cohorts of MSc students who might not be members of the Alliance yet, who then take that knowledge back to their workplace and into digital transformation projects.

Case Study – Digital Communities Wales: Digital Confidence, Health and Well-being and Cardiff & Vale University Health Board Mental Health Services for Older People

Conor Chipp, Digital Inclusion Advisor, Digital Communities Wales

The project / programme

Digital Communities Wales (DCW) has been working with Cardiff & Vale University Health Board Mental Health Services for Older People. The goal of the project is to inspire digital activities for inpatients but also to look at what kind of digital activities could support people when they become an outpatient. This has included showcase events and workshops, working alongside NHS Staff and patients as part of a series of workshops in Cardiff & Vale's Recovery through Activity programme.

Which of the outcomes for Priority 2 from the 'Agenda for Digital Inclusion: From Inclusion to Resilience 2nd Edition' do you think it works towards?

Outcome 1: Every health and care provider in Wales recognises digital inclusion as a key determinant of health and supports patients and carers to have digital access, skills and confidence.

In working together with Digital Communities Wales on this project, Cardiff & Vale UHB have recognised that digital inclusion can support people with a mental health diagnosis and be beneficial to their recovery. The Mental Health Services for Older People has recognised the positive impacts that digital inclusion can have on the patients they support.

Outcome 2: Health and social care providers and Health Education and Improvement Wales (HEIW) provide training to develop the digital skills of the Welsh health and social care workforce, so that they can participate safely and effectively in digital services and support patients to do the same. As part of this project, Digital Communities Wales has worked with the Mental Health Services for Older People nursing team across two hospitals to conduct a Digital Skills Audit and have already trained digital champions to support in-house and they are keen to undergo further training.

How has being a part of DIAW helped this particular project?

DIAW is an invaluable forum for sharing good practice. It showcases projects that you can measure yourself up against, and gives you targets to strive for. It's also good to hear someone else's idea that you really like, and you can give it a whirl and implement it in your practise to see if it works for you.

Do you think DIAW has helped to raise awareness of digital inclusion more generally across Health and Social Services in Wales?

Yes, definitely. Awareness is widespread across Cardiff now and I think that is definitely in part because of the Alliance and the role that it plays in connecting those that find themselves in need of digital inclusion support. It supports people that are new to the whole digital exclusion and inclusion space. DIAW creates that deeper awareness and understanding for teams to take their digital inclusion agenda forward.

Case Study – Get Fit Wales

Scott Tandy, Digital Inclusion Officer, Newydd Housing Association

The project / programme

Get Fit Wales is a website that connects to step trackers. The website allows participants to complete quests and challenges. The more difficult the challenge, the more points participants get. The points build up on an adventure board and every hundred points they unlock a new prize such as fruit, veg, or meat vouchers, gym passes, swimming passes, and other health and well-being prizes. Participants are referred to the website through partners of the programme and can loan step trackers with digital support being offered to set up the devices and their accounts on the website.

Which of the outcomes for Priority 2 from the 'Agenda for Digital Inclusion: From Inclusion to Resilience 2nd Edition' do you think it works towards?

Outcome 1: Every health and care provider in Wales recognises digital inclusion as a key determinant of health and supports patients and carers to have digital access, skills and confidence.

Digital inclusion is key to improving health and well-being in this project. Participants who are not confident using digital technology are supported to understand their devices and how to interact with the website to reduce any barriers to taking part. Partnerships with health and care providers are crucial to the success of the project with health boards able to refer patients who would benefit from an increase in physical activity to the support available.

Outcome 2: Health and social care providers and Health Education and Improvement Wales (HEIW) provide training to develop the digital skills of the Welsh health and social care workforce, so that they can participate safely and effectively in digital services and support patients to do the same. Partners who refer people onto the programme are able to access an admin portal which gives them information about their referees. It became apparent that some of the workforce did not have the digital skills and confidence to access this and support has been provided to them.

Outcome 3: Addressing digital inclusion is a mandatory requirement in all digital health investment decisions. All digital services and products are designed using co-production approaches or user-centred design principles to meet accessibility standards and the needs of Welsh citizens and our health care professionals.

Get Fit Wales has created the Get Fit Wales Testing Lab where participants are asked for their feedback on different functions of the website, and on new quests and challenges. The website itself has been designed to be as simple as possible to use and feedback from the Testing Lab is used to inform the design.

How has being a part of DIAW helped this particular project?

DIAW has given me opportunity to connect with people, rather than just doing it by myself. We have new partnerships for Get Fit Wales through those connections and we hope that it will grow further. Sometimes you can feel like you are just chipping away at it on your own, but meeting other people and sharing what you are doing and exchanging ideas is so important and DIAW is the space to do that. Talking about digital can be a good connector and the breakout rooms are

great for that. When I do go to other face to face events, I often see people I have met in DIAW breakout rooms and you can see how it all connects.

Do you think DIAW has helped to raise awareness of digital inclusion more generally across Health and Social Services in Wales?

People are starting to talk to me about the Alliance when they don't know who I am. I go to some networking events and people say that they're working on a digital project and they've joined the Alliance and do I know about it? So people are definitely talking about the Alliance and awareness of it has grown which means awareness of digital inclusion is spreading across Health and Social Services in Wales.



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