



Health+ A Story of Change

A Health+ surgery held on 26/9/22

Interview/conversation conducted on the 13/12/22

Practice: Saffron Lane

Name: Angela.

Age: 68-73

Notes: After this interview/conversation with Angela further digital companion support was provided and all of the issues were resolved.

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1. Transcript

1. What are some of the issues faced by yourself and other over 50s when trying to access health information, book appointments online, ordering repeat prescriptions, trying to contact the surgery or using digital tools in general?

I've faced lots of problems. I cannot afford broadband, and my only Internet access is with my mobile. I'm worried about using all my data. If I go over my data, it costs me quite a bit of money. It puts me off doing anything with my GP; I didn't know what I could do and because I don't have a computer, finding out what my GP does online was impossible for me with my mobile – the screen's too small. I worry about who to trust on the Internet. Visiting you [Health+] in the surgery helped with that trust.

2. Could you describe your experience of taking part in the health+ digital surgery.

It worked out well for me and, mostly, was reassuring. I've lost the bit of paper now, but everything I found interesting, they [the volunteer] wrote down for me. That was great and kind. I don't do emails – no idea how, and not really that interested – but it was an opportunity to learn how. So, we got an email for me. We did that and I was able to set-up the NHS app. It's easy once you know how. They [the volunteer] went through things bit by bit. They went through everything I wanted to know. I did not want to do too much – it's too much information. Bit-by-bit worked well for me.

I visited you to try and learn something new. Because of my age, I find it harder to understand these things. Lots of people my age can't get to grips with email, even.

If I was twenty or thirty years younger, no problem. I wanted the opportunity to talk with someone in person about booking my appointments and ordering my medication. It was the best place, for me, to learn something new.

I know people who have been scammed online so doing these things right was important. The volunteer knew this and made sure I knew what I was doing. I'm getting on. I'm nearly 70 years old, but I was not nervous, at all, with the volunteer. After I left, I was less wary about doing some of these things online.

It was very convenient being able to pop into the surgery for help.

3. What are you now able to do with your device that you could not previously?

I could book an appointment and order my medication. I know it can be frustrating teaching someone like me, but the volunteer was understanding and patient with me. Having someone well-mannered to help you makes these things more interesting. Being calm and getting to know me and what I wanted helped me remember things.

I came away from the surgery being able to do all these things and now I cannot login to the NHS app. My 'phone needed fixing and when I got it back, I could no longer login to the app. And I lost the notes we made together.

I tried to fix it myself and tried to remember what he [the volunteer] told me. I would like some more help. If someone can get me back into the NHS App, that would be great. I would prefer to do things in the app, if I can.

2. What did Quants data show: Questions and Answers

Q, 'What was your reason for attending today?'

A, 'To learn about the Internet.'

Q, 'Can you book a GP appointment online or via an App?'

A, 'Today I've learned to book an online appointment'

Q, 'Can you order a repeat prescription online or via an App?'

A, 'Today I've learned to order a repeat prescription online'

Q, 'Can you check your medical records online or via an App?'

A, 'Today I've learned to check my medical records online'

Q, 'Can you use the NHS website/app or a GP approved system to decide whether you need to see a GP or go to A&E?'

A, 'Today I've learned to find health information online'

Q, 'What else have you learned today to help with using online health services? (you can select as many options as you like)'

A, 'I have learned how to register for online NHS health services'

Q, 'Would the Participant like to take part in the following?'

A, 'Take part in another Digital Health+ surgery'

Q, 'Thinking about the support you have received today, these final statements are about your digital confidence? (please select one option per row) >> You feel more confident about finding information online to do with your health and wellbeing'

A, 'Agree'

Q, 'Thinking about the support you have received today, these final statements are about your digital confidence? (please select one option per row) >> You feel more confident using online health services'

A, 'Agree'

Q, 'Thinking about the support you have received today, these final statements are about your digital confidence? (please select one option per row) >> Your Digital skills have improved'

A, 'Agree'