

Listening to learn: supporting your healthcare needs with digital technologies

Better connecting you to the services you need

It should be easy to talk to your health professionals about your care needs, look at your medical records, or make or change an appointment.

And everyone wants to cut waiting times, reduce bureaucracy and avoid duplication.

“Patients should have more choice in how they access their healthcare.”

Working together to improve your healthcare.

We all want to manage our health better and get good quality care when we need it. But that's not always easy. If you're recently diagnosed or have a long term health condition, navigating the NHS can be time consuming and stressful. Many clinicians in different locations may be involved in planning your care and it can be very frustrating having to re-tell your condition. We all lead busy lives and no one wants to wait for their test results, travel across town for an appointment, or have a long wait just to make or change an appointment.

We believe that digital technologies and ways of working can make it easier for people to get the care they need, when they need it. They can complement existing methods of delivering care, such as face to face appointments, helping both the patient and their clinicians.

A patient might choose to email a picture of a pressure sore to their clinician rather than travel to a clinic. Or they might choose to check their test results on line at a time convenient to them, rather than having to call their surgery. Your GP can quickly book your appointment online with the local hospital or arrange a virtual consultation, rather than having to write letters. All of these ways of working can help people lead healthier lives.

“As people's health needs are changing, we are developing new ways to support our patients.”

Listening to your views

We've launched a project – [the Digital Navigator](#) to look at ways in which digital technologies might better support patients.

In the first stage – [the Discovery Phase](#) – we are talking to patients, clinicians and the wider public to truly understand how digital technologies might support your health needs. And then we'll design and test a system around what we've heard.

We are building care around your needs. Help us shape the care you and your families receive.



The Digital Navigator is being led by clinicians who want to provide a better service for all their patients.



We want to understand how technology can improve your care.



ENABLE

Enable you to securely access your own medical records and a range of NHS services anytime and anywhere



EMPOWER

Give you the tools to effectively and safely manage your own health and care,



IMPROVE

Improve communications with your healthcare professionals



REDUCE

Reduce waiting times and unnecessary delays

What have we heard already?

Here are some of the things that we have learnt already.

- **Making life easier.** Digital technologies can help clinicians provide care in ways that are more convenient to the patient. For example, you might have an online consultation from home, rather than having to travel to a hospital.
- **Say it once.** Some patients do not like giving their health history on many different occasions. They should only have to do so just once.
- **Better managing your own care.** Patients with multiple health conditions want to more easily manage their care especially when many different healthcare professionals are involved.
- **Helping the NHS.** Digital technologies can help all of the NHS be more efficient, improving the health of all and making better use of resources.

We've also heard about some of the concerns people have.

- **Choice** – people should still have a face to face consultation if they request it.
- **Security and safety** – patients will want to be confident that their information is safe and secure, visible only to the people who need to see it.
- **Support** – Patients may need help to understand their medical records – such as test results – and what it means to them
- **Access** – digital services should be easy to use, for everyone. But some groups such as deaf people, people living with dementia, those for whom English is not their first language can find it especially hard to access health care services online.

Listening to learn

We want to hear about how you can be better connected to your local NHS. We're speaking to community and health groups to truly understand your views on how technology might support your care. In this way we can design a service that works for you and helps you get the care you need. Here are some of the questions we have:

- What sort of tasks would you like to undertake online? E.g. making an appointment, having a consultation, checking your records or test results, talking to your clinician?
- What would encourage you to use a digital service? E.g. confidence that it is secure and safe, easy sign up, prompt response etc. What additional support might you need?
- How can we support people who do not have access to digital technologies or are not comfortable using them?

We particularly want to hear from under-represented groups and from people who do not normally use digital technologies.

We're organising a series of meetings with community and patients groups across Surrey throughout July and hope you can get involved.

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As we build new ways of
working together, patients
can be confident that their
views are heard.”

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