

# **Have your say: digital health**

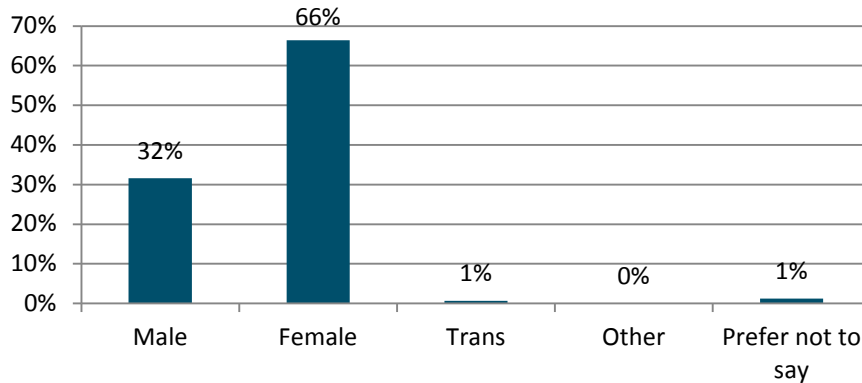
## **Appendix 1**

## Appendix 1: Have your say - digital health survey

Who took part?

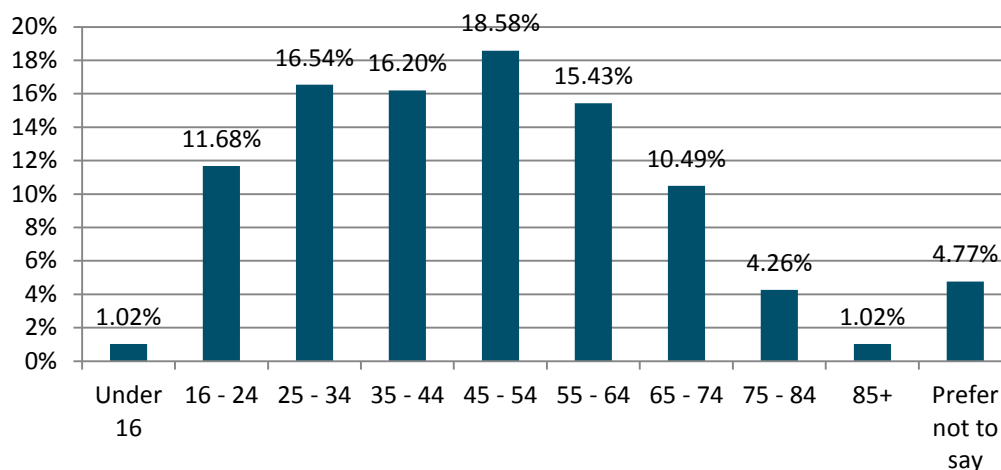
- 1,225 people responded

What gender were the respondents?



Answer choices (1,165 answered, 60 skipped)	Response (%)	Response (No.s)
Male	32%	368
Female	66%	774
Trans	1%	8
Other	0%	1
Prefer not to say	1%	14

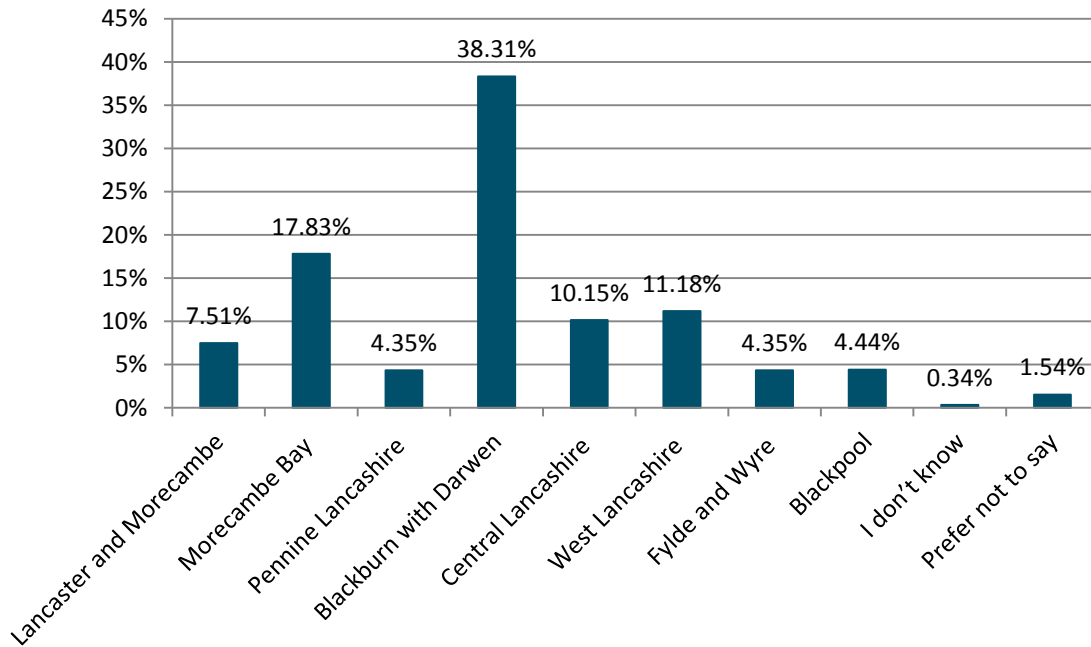
What age were the respondents?



The survey had a good response across all age groups and reflected the wider population profile with the exception of responses from under 16s which were lower than population norms.

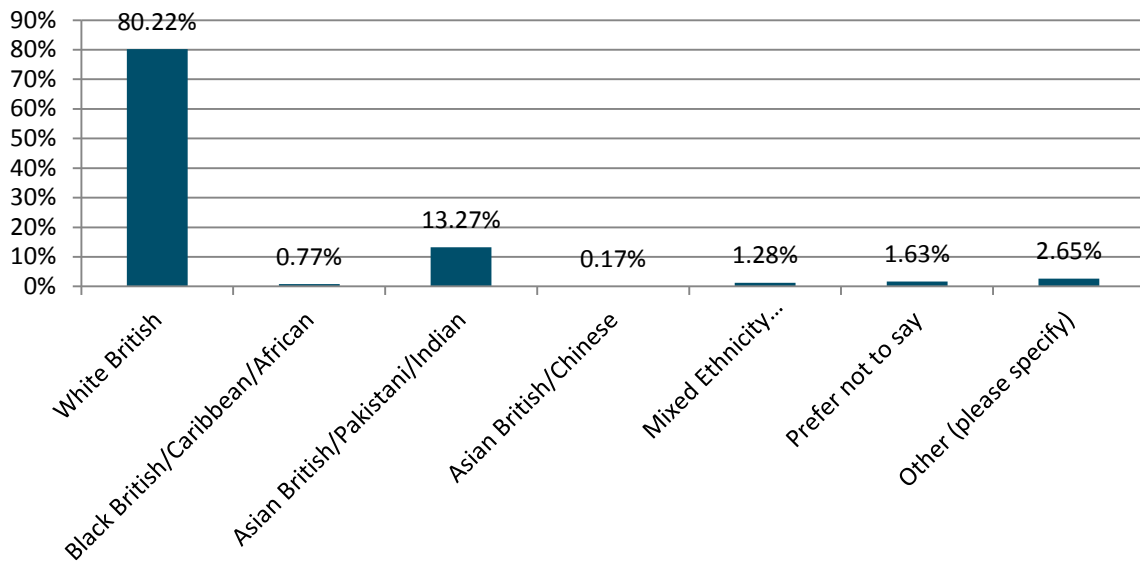
Answer choices (1,173 answered, 52 skipped)	Response (%)	Response (No.s)
Under 16	1%	12
16 - 24	12%	137
25 - 34	17%	194
35 - 44	16%	190
45 - 54	19%	218
55 - 64	15%	181
65 - 74	10%	123
75 - 84	4%	50
85+	1%	12
Prefer not to say	5%	56

Where did respondents live?



Answer choices (1,172 answered, 53 skipped)	Response (%)	Response (No.s)
Lancaster and Morecambe	8%	88
Morecambe Bay - including Carnforth, Barrow, Kendal, Ulverston, Millom, Kirby Lonsdale	18%	209
Pennine Lancashire - including Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley	4%	51
Blackburn with Darwen	38%	449
Central Lancashire - including Preston, Chorley and South Ribble	10%	119
West Lancashire - including Ormskirk and Skelmersdale	11%	131
Fylde and Wyre - Including Lytham, Kirkham and Fleetwood	4%	51
Blackpool	4%	52
I don't know	0%	4
Prefer not to say	2%	18

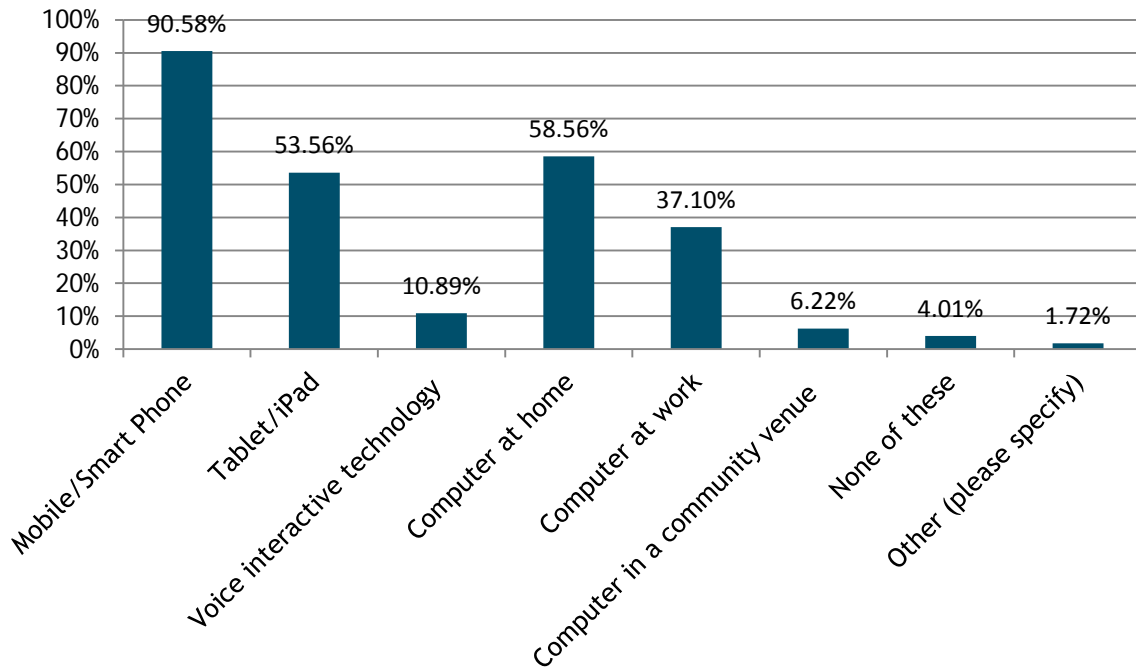
### What were respondents' ethnic backgrounds?



Answer choices (1,168 answered, 57 skipped)	Response (%)	Response (No.s)
White British	80%	937
Black British/Caribbean/African	1%	9
Asian British/Pakistani/Indian	13%	155
Asian British/Chinese	0%	2
Mixed Ethnicity White/Black/Asian	1%	15
Prefer not to say	2%	19
Other (please specify)	3%	31

Those who responded 'Other' said their ethnic background was either: Arab; Bangladeshi; British Asian; American; European; Iranian; Irish; Lithuanian; Moroccan or Scottish.

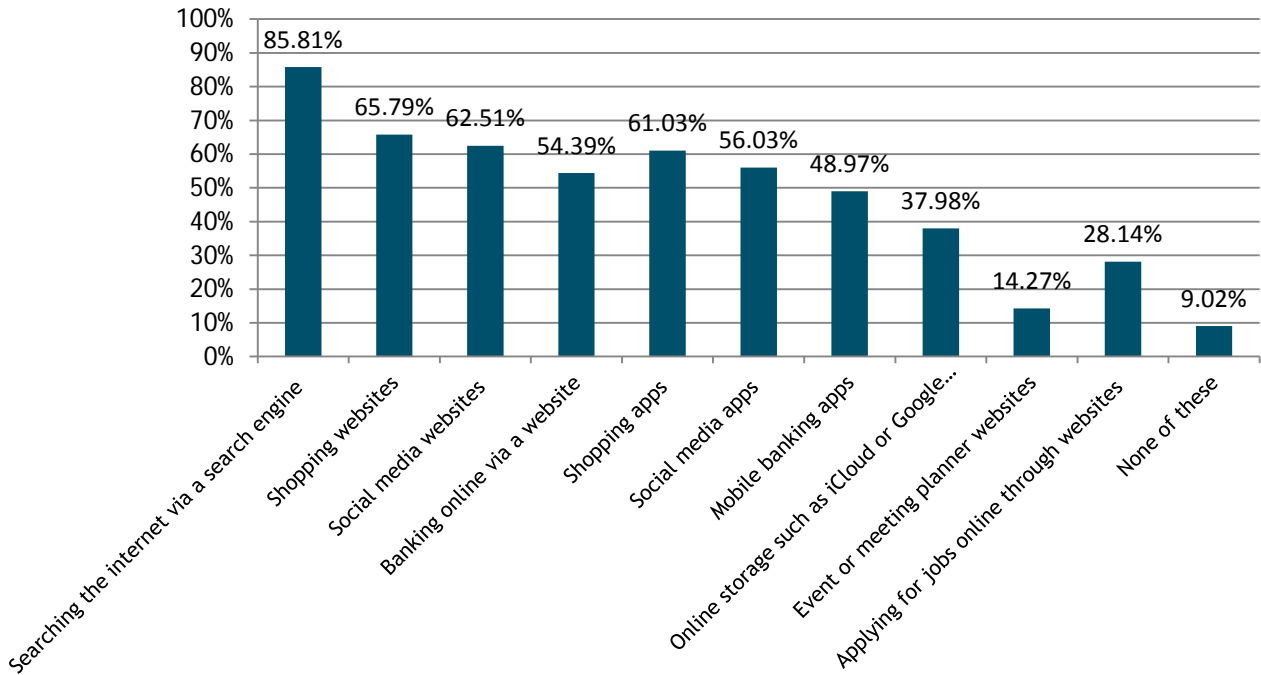
What digital device, if any, do respondents normally use?



Answer choices (1,221 answered, 4 skipped)	Response (%)	Response (No.s)
Mobile/Smart Phone	91%	1106
Tablet/iPad	54%	654
Voice interactive technology such as Alexa or Google Home	11%	133
Computer (Laptop or Desktop) at home	59%	715
Computer (Laptop or Desktop) at work	37%	453
Computer in a community venue e.g. community centre/library	6%	76
None of these	4%	49
Other (please specify)	2%	21

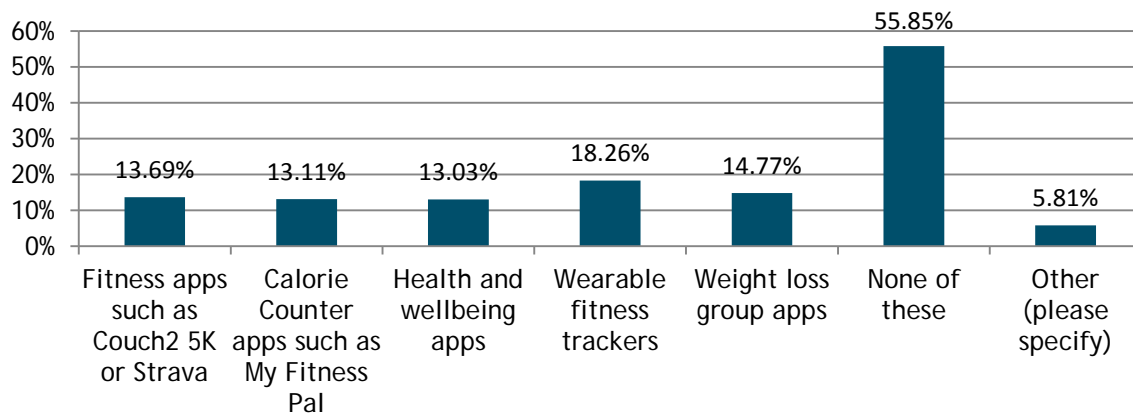
Of those who responded 'Other', wearable technology was the digital device most often cited.

Which of the following do people use?



Answer choices (1,219 answered, 6 skipped)	Response (%)	Response (No.s)
Searching the internet via a search engine such as Google to find answers or the best way of doing something	86%	1046
Shopping websites like supermarkets or clothes shops	66%	802
Social media websites like Twitter or Facebook	63%	762
Banking online via a website	54%	663
Shopping apps like Amazon and eBay	61%	744
Social media apps like Twitter, Facebook or Instagram	56%	683
Mobile banking apps	49%	597
Online storage such as iCloud or Google Drive	38%	463
Event or meeting planner websites such as Eventbrite or Doodle	14%	174
Applying for jobs online through websites such as Universal Jobmatch, Indeed, or LinkedIn	28%	343
None of these	9%	110

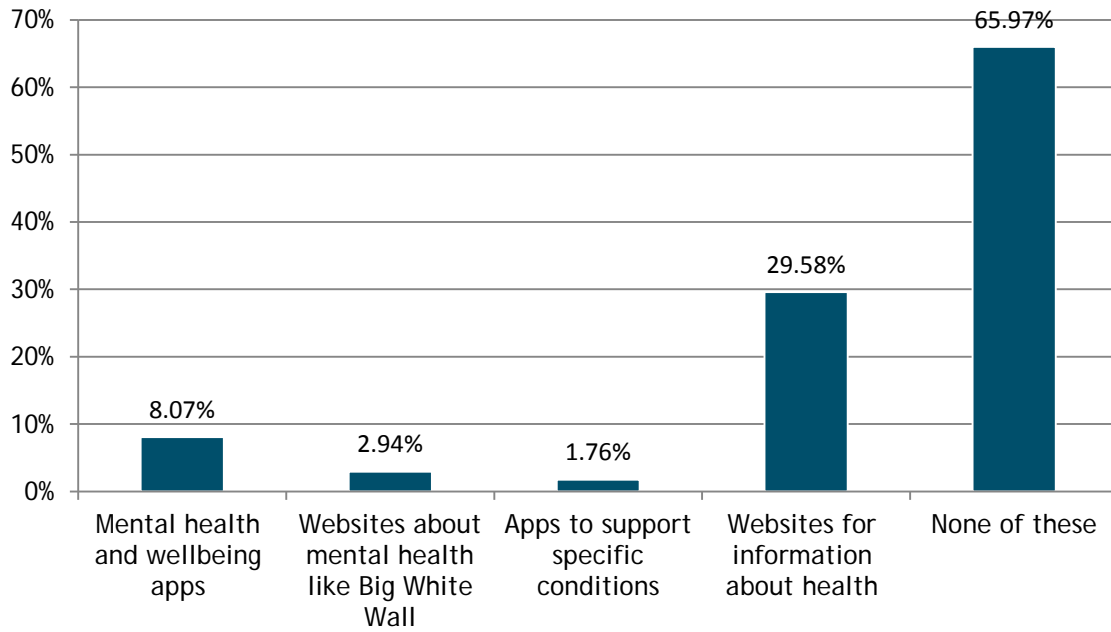
Do people use any of the following to support their diet or fitness?



Answer choices (1,205 answered, 20 skipped)	Response (%)	Response (No.s)
Fitness apps such as Couch2 5K or Strava	14%	165
Calorie Counter apps such as My Fitness Pal	13%	158
Health and wellbeing apps	13%	157
Wearable fitness trackers such as step counters or a Fitbit type watch	18%	220
Weight loss group apps such as Slimming World or Weightwatchers	15%	178
None of these	56%	673
Other (please specify)	6%	70

56% of people didn't use any of the apps listed to help manage their diet or fitness. When people responded 'Other' most people either stated they go to the gym or use another fitness app that wasn't listed as an option on the survey.

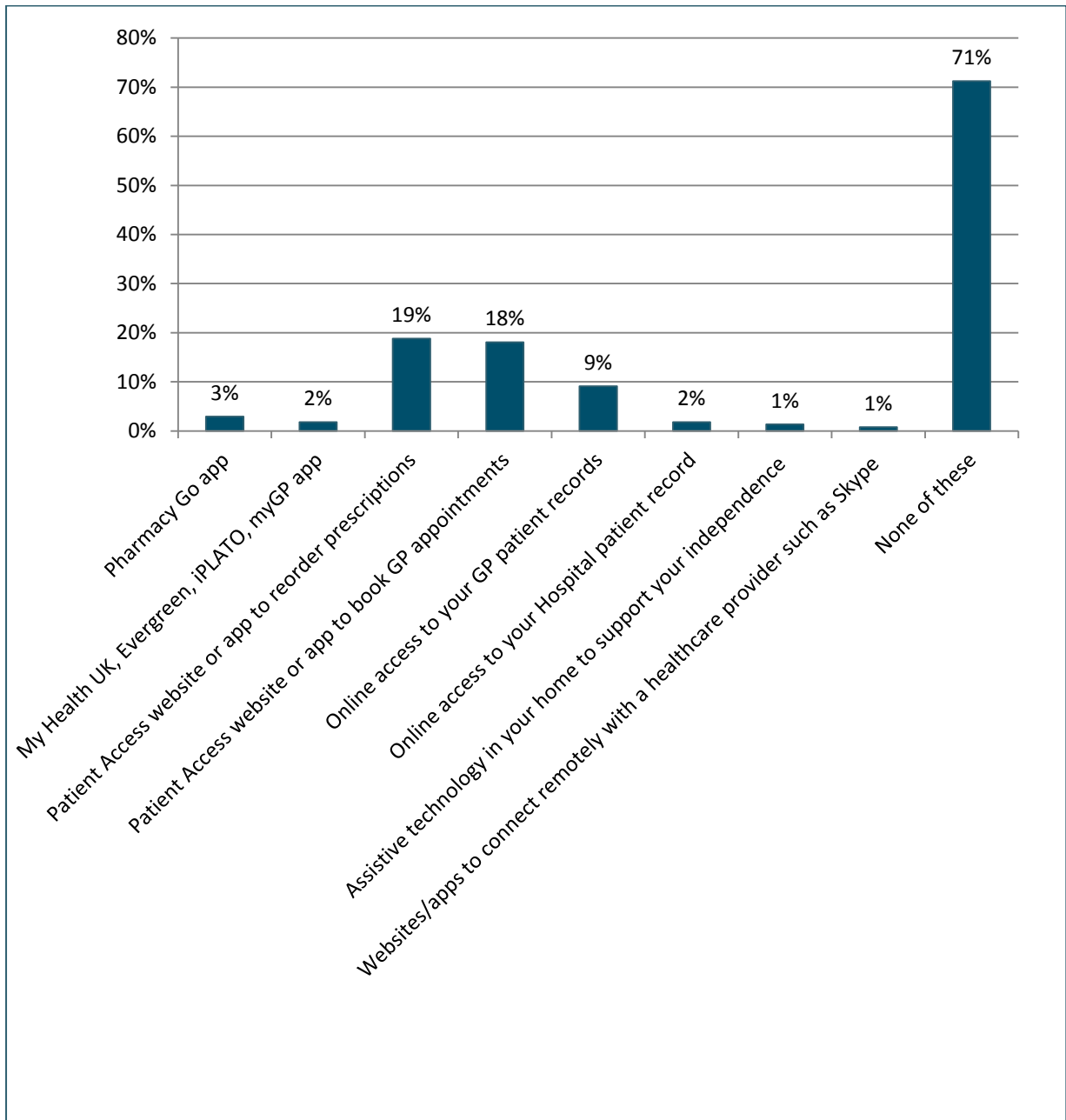
Do people use any of the following to support their health and wellbeing?



Answer choices (1,190 answered, 35 skipped)	Response (%)	Response (No.s)
Mental health and wellbeing apps such as Headspace, Moodscope or Elefriends	8%	96
Websites about mental health like Big White Wall	3%	35
Apps to support specific conditions such as DESMOND app for Type 2 diabetes	2%	21
Websites for information about health such as NHS choices	30%	352
None of these	66%	785



Do people use any of the following to support them to interact with a service?



Answer choices (1,185 answered, 40 skipped)	Response (%)	Response (No.s)
Pharmacy Go app	3%	35
My Health UK, Evergreen, iPLATO, myGP app	2%	21
Patient Access website or app to reorder prescriptions	19%	223
Patient Access website or app to book GP appointments	18%	214
Online access to your GP patient records	9%	108
Online access to your hospital patient record	2%	21
Assistive technology in your home to support your independence such as lifeline	1%	16
Websites or apps to connect remotely with a healthcare provider such as Skype or video consultations	1%	9
None of these	71%	844

### Which were people's favourite of the websites and apps they use to look after their health?

Some of the most popular apps and websites were: Google; Strava; Slimming World; Headspace; NHS fitness; Patient Access; NHS website; NHS Choices; Fitbit UK and Fitness pal.

The top most frequently used words and phrases were:

- NHS Choices
- Patient Access
- Fitbit
- NHS
- None

### Why did people select a website or app as their favourite?

The top answers were:

- Gives simple information
- Helps calories
- Convenient
- Easy to use
- Gives good appointment information.

### How did they find out about it?

- Through a group
- Word of mouth
- Online
- Apple App store
- GP surgery

- At work
- Google
- Friends
- Slimming World
- Search engines
- NHS

**Which were people’s least favourite?**

The majority of people responded “none” or “not applicable” to this question.

**Why was this their least favourite?**

The majority of people responded “not applicable” to this question. Of those who commented they responded that it was because the website or app was too difficult to use.

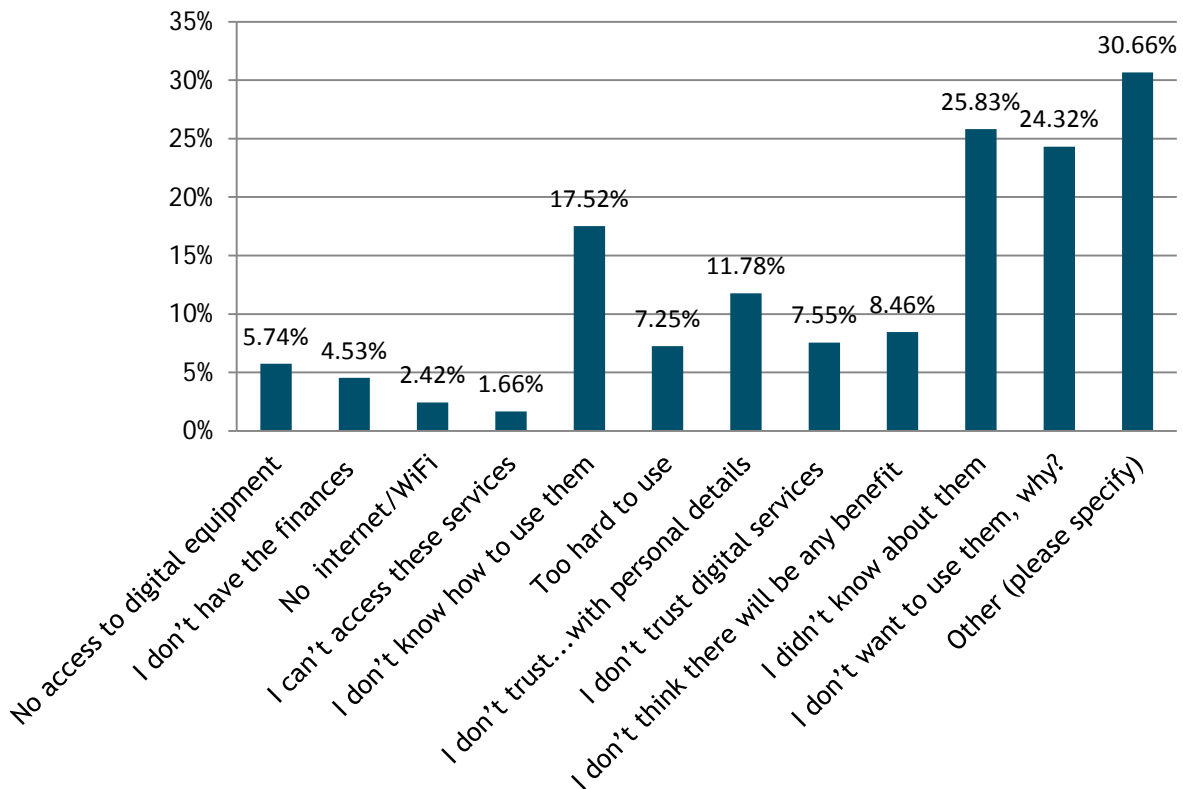
**How did people find out about websites and apps?**

People either found out about them from someone else or online.

**Do people get help from family, friends or people they care for in using websites and apps?**

26% of people responded ‘yes’.

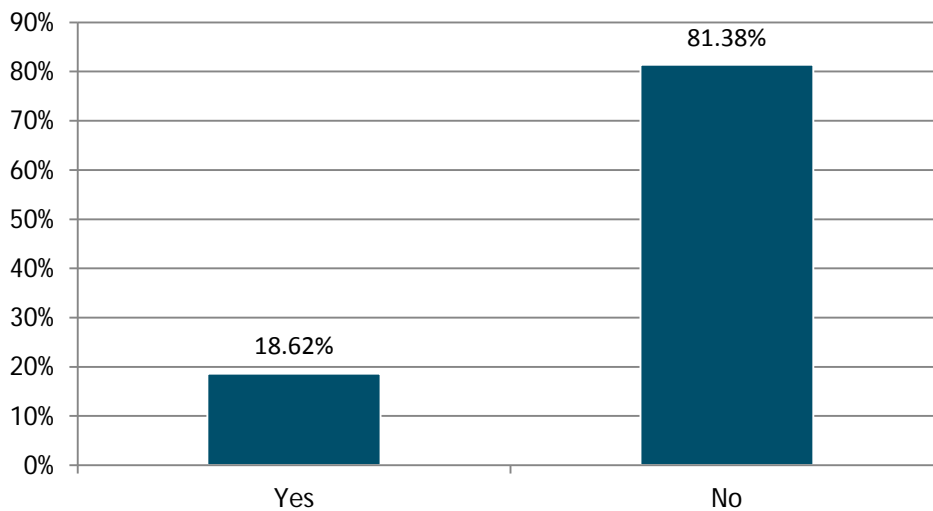
**If you answered ‘none of these’ to all above; why not?**



Of those who responded 'Other' (31%) the main reason people don't use websites or apps is because they choose not to use digital technology, preferring face to face contact instead.

Answer choices (662 answered, 563 skipped)	Response (%)	Response (No.s)
I don't have access to digital equipment	6%	38
I don't have the finances to buy digital equipment	5%	30
I don't have access to the internet/WiFi	2%	16
The digital equipment I've got can't access these services (don't have a smart phone)	2%	11
I don't know how to use them	18%	116
I have tried using them and find them too hard to use	7%	48
I don't trust digital services with my personal details	12%	78
I don't trust digital services to do what they say they'll do	8%	50
I don't think there will be any benefit to using digital technology	8%	56
I didn't know about them	26%	171
I don't want to use them, why?	24%	161
Other (please specify)	31%	203

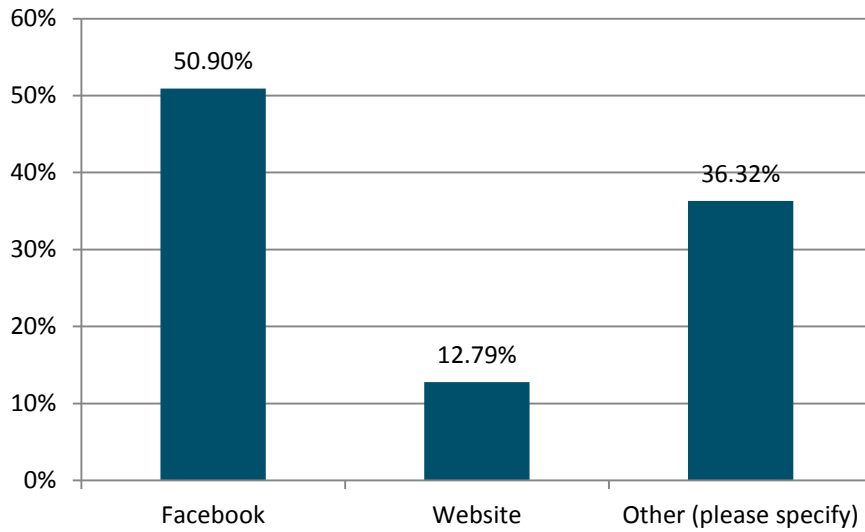
**Are people members of any online discussion, support groups or forums?**



81% of people who responded are not part of any online discussion, support group or forum.

Answer choices (1,160 answered, 65 skipped)	Response (%)	Response (No.s)
Yes	19%	216
No	81%	944

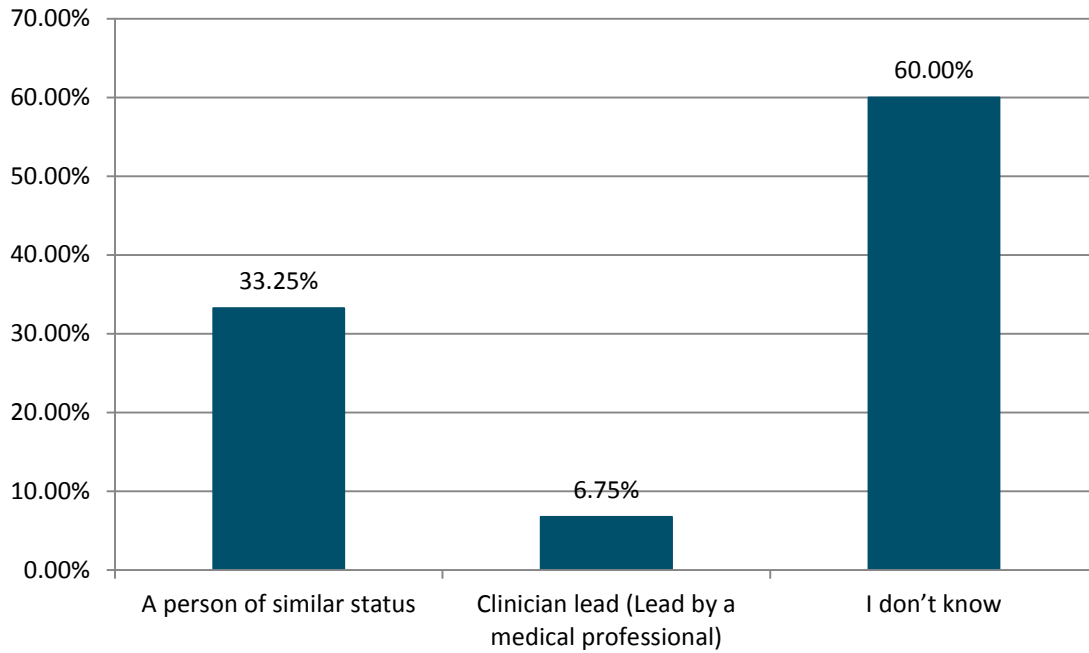
Which digital platform are the groups on?



Of the 142 people that said 'Other', most of these said they were not on a digital platform. A small number said they were on both Facebook and Website whilst others mentioned WhatsApp, Twitter, Snapchat, Instagram and Pinterest.

Answer choices (391 answered, 834 skipped)	Response (%)	Response (No.s)
Facebook	51%	199
Website	13%	50
Other (please specify)	36%	142

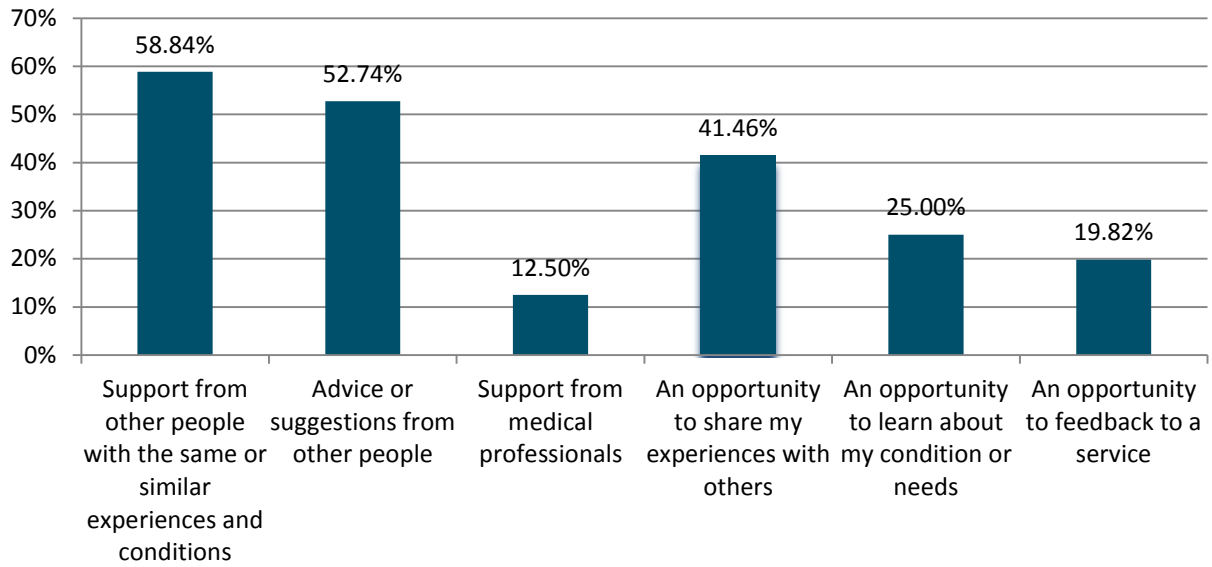
Who is it led by?



60% of people didn't know who the status of the person who was leading the support group.

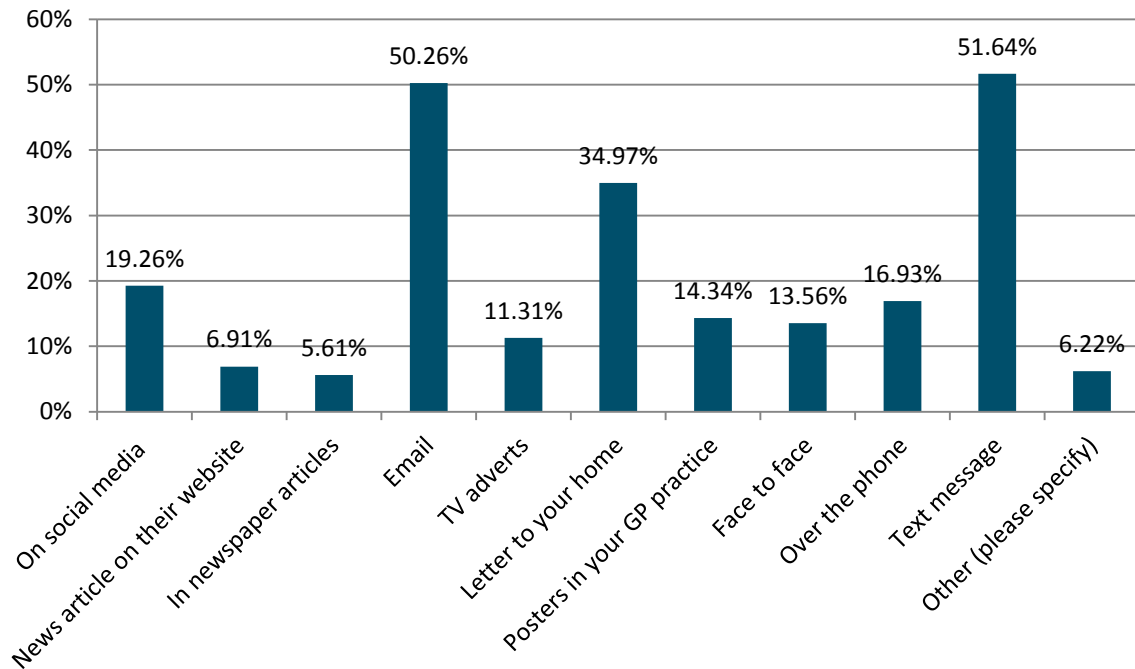
Answer choices (385 answered, 840 skipped)	Response (%)	Response (No.s)
A person of similar status	33%	128
Clinician led (Led by a medical professional)	7%	26
I don't know	60%	231

### How do people benefit from the group?



Answer choices (328 answered, 897 skipped)	Response (%)	Response (No.s)
Support from other people with the same or similar experiences and conditions	59%	193
Advice or suggestions from other people	53%	173
Support from medical professionals	13%	41
An opportunity to share my experiences with others	41%	136
An opportunity to learn about my condition or needs	25%	82
An opportunity to feedback to a service	20%	65

If the NHS wanted to share messages with you, how would you like to receive them?

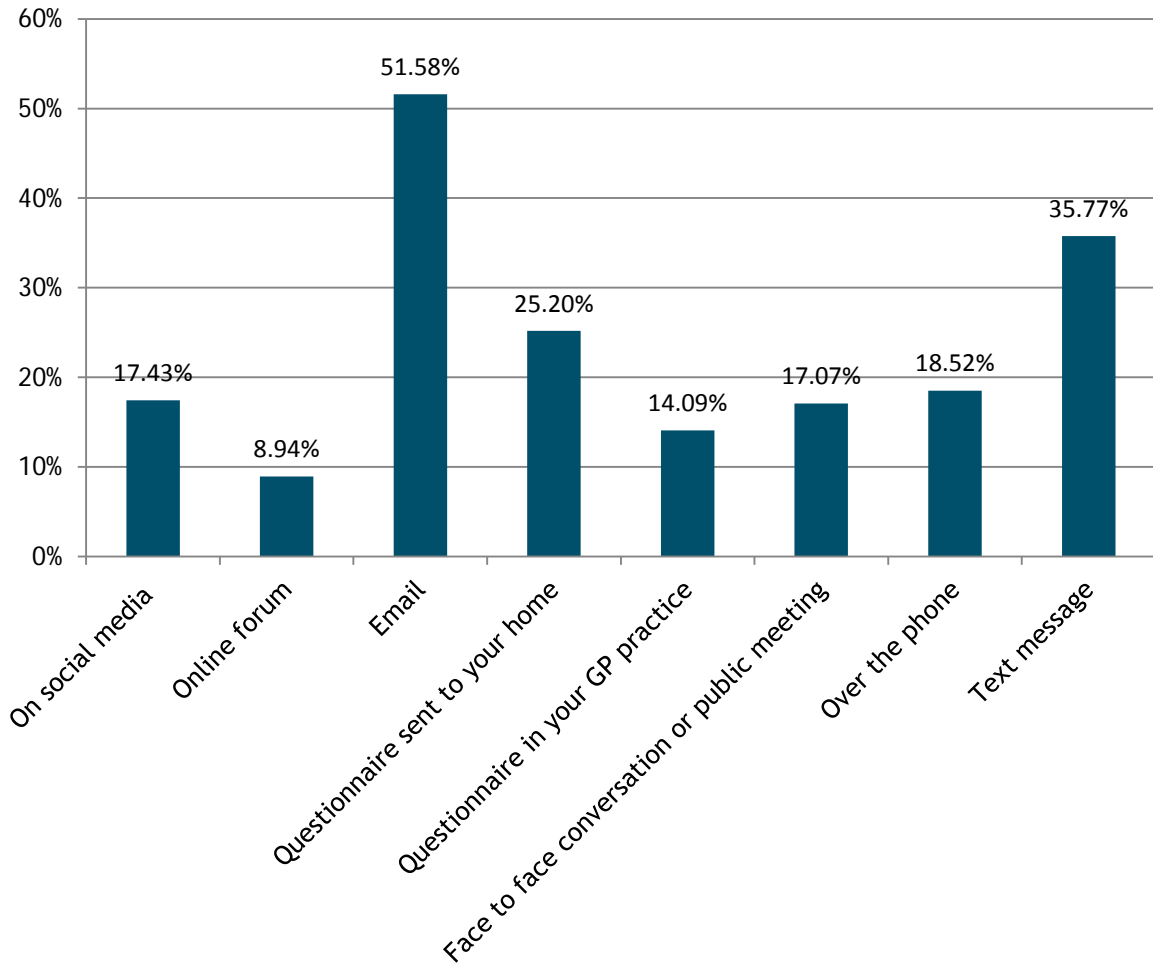


Respondents could select more than one option

Answer choices (1,158 answered, 67 skipped)	Response (%)	Response (No.s)
On social media e.g. Facebook and Twitter	19%	223
News article on their website	7%	80
In newspaper articles	6%	65
Email	50%	582
TV adverts	11%	131
Letter to your home	35%	405
Posters in your GP practice	14%	166
Face to face	14%	157
Over the phone	17%	196
Text message	52%	598
Other (please specify)	6%	72



If the NHS wanted to know what you thought about services or how you wanted services to be delivered, how would you like to communicate with them?



Respondents could select more than one option

Answer choices (1,107 answered, 118 skipped)	Response (%)	Response (No.s)
On social media e.g. Facebook and twitter	17%	193
Online forum	9%	99
Email	52%	571
Questionnaire sent to your home	25%	279
Questionnaire in your GP practice	14%	156
Face to face conversation or public meeting	17%	189
Over the phone	19%	205
Text message	36%	396

**Is there anything else you'd like to tell your local Healthwatch?**

- Ensure that if we increase the use of digital technology that it is accessible.
- It is also important to be aware that digital technology may not be usable by everyone including the elderly, people who can't afford digital technology and those with disabilities such as people who are blind.
- It is important not to lose sight of the importance of face-to-face interaction.