Digital Apps:
A help or hindrance?

Understanding and accessing digital healthcare apps

Contents

A message from our chair, Gail Beer

We are pleased to be able to share our Digital Apps report with you and we hope you are able to relate to or gain an insight into the everchanging world of digital healthcare. We would like to thank those who worked on this project, including Matt James, and our volunteers, Saoirse Moriarty, Anna Louise Todsen and Najida Parveen, all who worked hard to make this piece of work happen.

As we started to undertake our research, we found that there are various different digital apps that you could access in relation to your healthcare within the City of London. These apps may vary depending on which GP surgery you are registered with, whether you have had to visit hospital for any appointments, and how many services are involved with your healthcare. We wanted to find out what NHS digital apps were on offer to patients in the local area, how they worked, and whether they were easy to use. Upon talking to local residents and gathering their feedback, we have found that accessing digital apps can prove difficult and confusing for many people.

Healthwatch City of London will be sharing this report with our stakeholders, who all have a role in your health services. These include, our local Integrated Care Board (ICB), Primary Care Network (PCN), Health and Wellbeing Board, the City of London Corporation and shared on our website to enable us to work collaboratively towards change. We will also be holding events/meetings to share the results we have found and enable our community to work collaboratively by sharing our findings.

The methodology used includes desktop research of the digital apps that local residents are most likely to use, what apps were available, what their functions were, and how accessible they were as well. Our team created a survey to capture the thoughts of patients, asking broad questions about their experience of using digital apps and how they had found it. We then also held three focus groups, holding one online and two in person, these were a great way to gain useful feedback, giving us a deeper insight into their experience of using digital apps. Via these methods we were able to access a sufficient number of users and insight to inform this report.

Our three key findings were:

- The number of apps/digital platforms that are now used is confusing.
- The different apps/platforms don't connect to each other; therefore, patients have to access several to get the information needed.
- There is a lack of language and disability access options.

In our report, we include our full list of recommendations. Our most critical recommendations include:

- Our Integrated Care Board and Local Authority should work together to facilitate digital access to all through support, advice and practical help, particularly with setting up and using the basic functions within the NHS app.
- Apps need to work together more effectively or be centralised into one app so that patients have fewer apps to access and are able to understand how to use them better.
- All digital apps to be compliant with the Accessible Information Standard and meet the requirements for those with any additional needs – NHS England » Accessible Information Standard Specification
- Service providers to have adequate information accessible to those who can't access services digitally.

Gail Beer
Chair, Healthwatch City of London

Introduction

Did you know there are nine different digital apps you could be accessing in relation to your healthcare within the City of London? These may vary depending which GP surgery you are registered with, whether you have had to visit hospital for any appointments and how many services you have involved with your healthcare.

Healthwatch City of London wanted to find out what digital apps were on offer to patients in the local area, how they worked and whether they were easy to use. Upon talking to local residents and gathering their feedback, we have found that accessing digital apps can prove difficult and confusing for many people. We have also spoken to carers in the local area who have told us that navigating digital apps for themselves and family members has been complicated and tiring. We also asked patients to give feedback to us whether these digital apps were able to link together and whether they were offered any support in setting up or using a digital app.

By the time you have finished reading this report, we hope you will have a greater understanding of the digital apps available and what information/ services you may be able to access for yourself and others. In addition to this, this report should enable you to access support and advice should you need further help setting up or using a digital app.

But what is a digital app?

For the purpose of this report, we have used the term "digital" throughout, this could be an app you have downloaded on a smart device such as the NHS app or a website you access through a web browser such as the Neaman Practice website. It could also be a portal that you can use by going through the NHS app such as Patients Know Best. There are many different digital apps, each with their own layout, features and operability which can become confusing for patients, particularly those who use more than one digital app.

Methodology

Our team conducted desktop research of nine digital apps local residents are most likely to use, to establish what apps were available, what

their functions were and how accessible they were, particularly for those patients who may not have a high level of health or digital literacy. We focused on only apps that you can access your NHS health record through, rather than exploring all healthcare apps available such as prescription ordering services, health trackers and online GP consultation services. There are many more apps both for accessing your health record and other services available however we focused our research on a small, locally used portion of them.

We then created a survey to capture the thoughts of patients in a quick and concise way, asking broad questions about their experience of using digital apps and how they had found it. This survey was open for ten weeks online and we collected 51 responses digitally, we also collected another five via physical copies of the survey left in central areas such as libraries and community centres.

We also conducted three focus groups; one online and two in person. These proved very successful and we had a total of 15 attendees who gave useful feedback giving us a deeper insight into their experience of using digital apps.

The team also undertook several meetings with professionals who are assisting patients with these apps to get an understanding of their experience of them too. This enabled the team to get feedback on any common issues and what support they were directly offering patients who needed help accessing digital apps.

While conducting this research, the team were able to speak to many residents and professionals in the local community which has meant we now know what support is on offer for people wishing to access additional support with digital apps. This is included at the end of the report with contact information for each service.

Summary of desktop research

The team conducted desktop research through a variety of methods such as analysing websites, apps and portals, along with talking to professionals and those using digital apps themselves or on behalf of others.

The apps below are ones we found that residents of the City would be most likely to access if they seek treatment at a local GP or hospital, this is not a conclusive list of all apps available.

Name of app	Features	Accessibility	Support	Digital requirements
NHS app The Lawson Practice Barts Health Homerton Hospital Neaman Practice	▪ Request repeat prescription ▪ View GP health record ▪ Manage appointments ▪ View messages from GP ▪ Use 111 online	▪ Change contrast, colour and font ▪ Zoom up to 200% ▪ Screen reader compatible	▪ <u>Dedicated support email</u> ▪ Video ▪ How to guides ▪ <u>AbilityNet</u>	▪ Web browser ▪ iOS/Android app
Neaman Practice website	▪ Request repeat prescription ▪ Manage appointments ▪ Links to other platforms	▪ List of non compatible access features ▪ Change contrast, colour and font ▪ Screen reader compatible	▪ Support from GP ▪ <u>Learn My Way</u>	▪ Web browser only
Dr iQ Goodman's Fields	▪ Request repeat prescription ▪ View GP health record ▪ Monitor symptoms ▪ Online consultations ▪ Set medication reminders	▪ Limited accessibility features	▪ <u>Dedicated support email</u> ▪ <u>Live chat function</u> ▪ Comprehensive FAQs ▪ Support from GP	▪ iOS/Android app only ▪ Camera enabled device (video appointments)
Lifebox Homerton Hospital	▪ Online preoperative questionnaire	▪ Change contrast, colour and font ▪ Zoom up to 300%	▪ <u>Live chat function</u> ▪ How to guides ▪ Comprehensive FAQs ▪ Clear options on how to opt out	▪ Web browser only

Patients Know Best Barts Health Homerton Hospital	▪ Manage appointments ▪ View hospital record ▪ View test results ▪ View discharge summaries ▪ View care plans ▪ View clinic letters	▪ Simplified language ▪ List of non compatible access features ▪ Change contrast, colour and font ▪ Zoom up to 300%	▪ Dedicated support email ▪ Links to digital support ▪ Video ▪ How to guides ▪ Comprehensive FAQs	▪ Web browser only
My Care UCLH	▪ Manage appointments ▪ View test results ▪ View clinic letters ▪ Access video appointments	▪ Change contrast ▪ Limited accessibility features	▪ Dedicated support email ▪ How to guides ▪ Comprehensive FAQs	▪ Web browser ▪ iOS/Android app ▪ Camera enabled device (video appointments) ▪ Reliable internet connection
My Chart Guys and St Thomas'	▪ Manage appointments ▪ View test results ▪ Access video appointments ▪ Update staff before appointments	▪ Change contrast ▪ Limited accessibility features	▪ Dedicated support email ▪ Video ▪ How to guides ▪ Comprehensive FAQs	▪ Web browser ▪ iOS/Android app ▪ Camera enabled device (video appointments) ▪ Reliable internet connection
Attend Anywhere Barts Health Homerton Hospital	▪ Access video appointments	▪ Change contrast ▪ Limited accessibility features	▪ Video ▪ How to guides	▪ Web browser only ▪ Camera enabled device (video appointments) ▪ Reliable internet connection
Dr Doctor Chelsea and Westminster Hospital	▪ View hospital record ▪ Manage appointments ▪ View clinic letters	▪ List of non compatible access features ▪ Zoom up to 300% ▪ Screen reader compatible	▪ Dedicated support email ▪ Comprehensive FAQs	▪ Web browser only

Data protection

All platforms had a comprehensive data protection policy/statement available to view with some offering more advice through their FAQ section. Some also offered more in depth answers to common data protection concerns when using digital apps.

Proxy access

All platforms researched offer proxy access which can be requested through the service e.g. directly with your GP or hospital which enables the patient to give access to someone else for them to view/manage their health records. The boundaries of what carers are able to access was unclear during this research stage.

Languages

On the majority of apps/websites, there was very limited information about being able to select another language or to even request this. Patient Knows Best offers up to 23 different languages but there doesn't appear to be this level of language support on other platforms.

Digital literacy

Using these apps/websites requires a certain level of digital literacy, particularly the ability to log in through the various apps, navigate online platforms, and understand health-related information presented in the apps. The registration process usually involves using an NHS login and creating a password, which indicates a baseline level of digital literacy is needed. However, the platforms are designed to be user-friendly and accessible.

Alternatives to digital access

All online services are offered as an addition, with the aim of improving the use and accessibility of the services they already offer. Patients are still able to call, email or visit in person and none of these digital services on offer are mandatory. Patients have the option of using them or sticking with traditional methods of contacting their healthcare providers. Patients who are unable to access their medical records, for example blood test results, repeat prescriptions, should have priority of access via their GP Practice or relevant healthcare setting.

There is a range of support on offer from both the providers of the apps as well as the services themselves in various formats such as videos and face to face support.
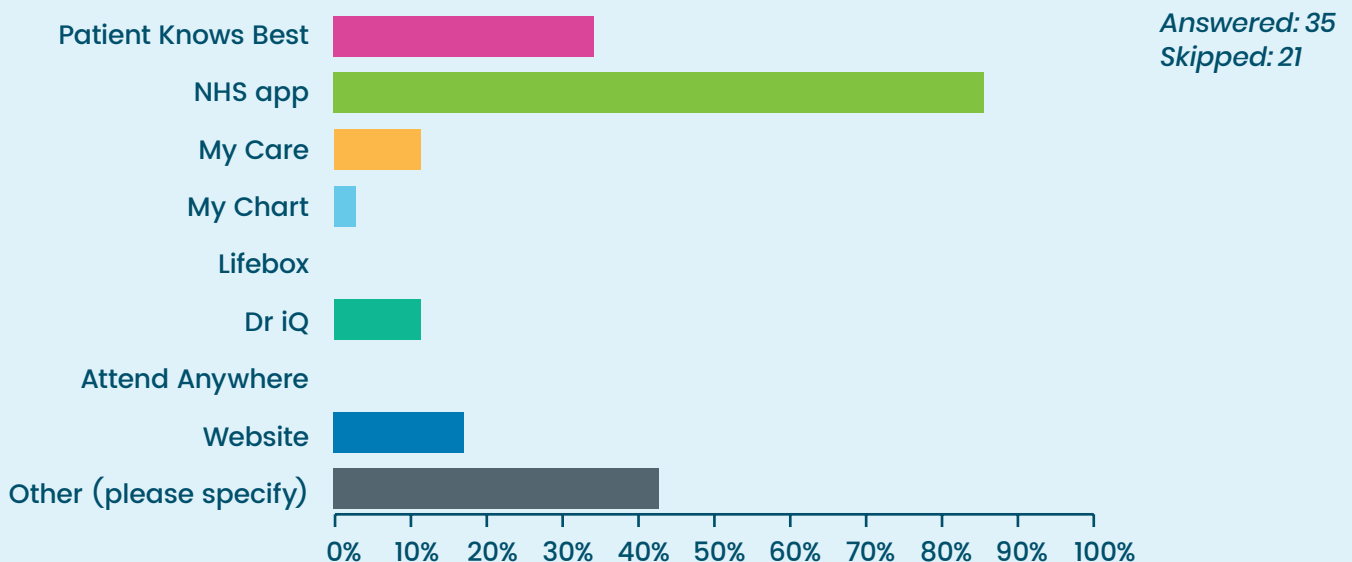
Summary of survey results

We collected the responses of local residents via an online and paper survey which generated 50 responses. This survey was open for several weeks to ensure there was enough time for people to complete it once it had been circulated both online and via posters in local areas.

We start at question 5 because this survey was formulated in a way that enabled us to identify if the responses were from carers or not and whether they used apps or didn't. The full questions and answers are included within the appendix. Below is a summary of the most relevant questions from the survey and the responses collated.
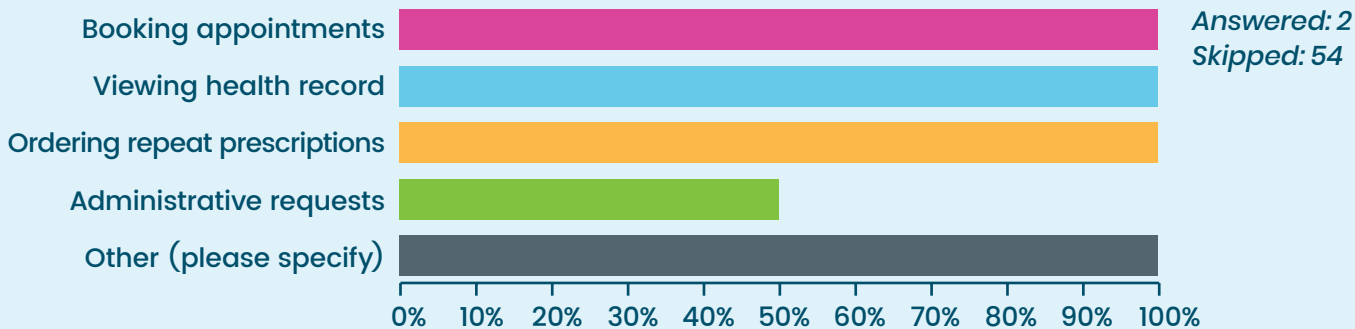
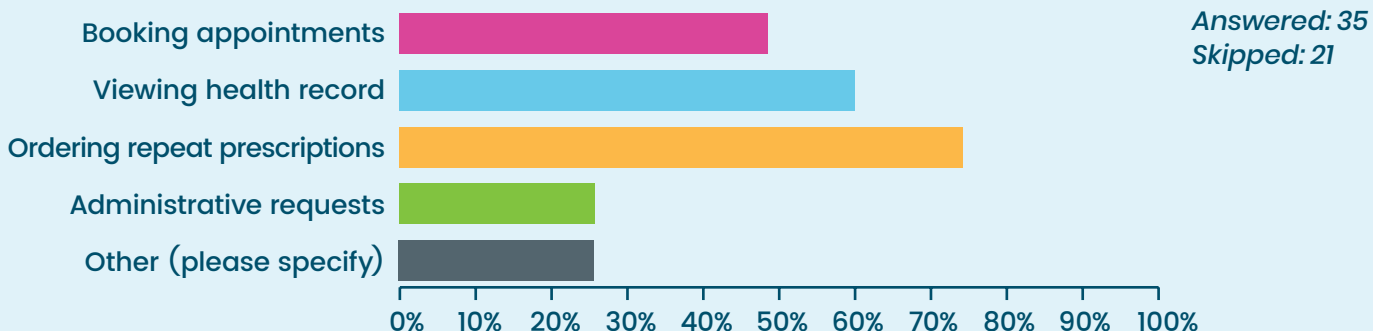## Q5. What apps/websites do you use? Please select all that apply or specify if not listed.
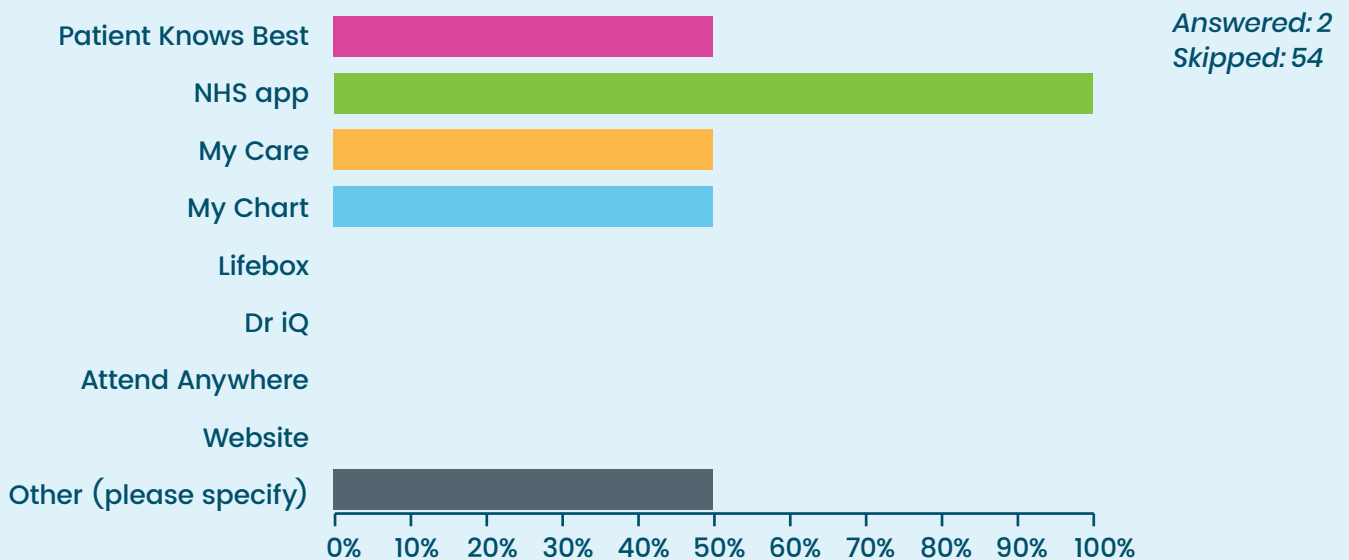
Answered: 2
Skipped: 54

Q22. What apps/websites do you use? Please select all that apply or specify if not listed.

Answered: 35
Skipped: 21

Q6. What do you use these apps/websites for? Please select all that apply.

Answered: 2
Skipped: 54

- Booking appointments: 100%
- Viewing health record: 100%
- Ordering repeat prescriptions: 100%
- Administrative requests: 50%
- Other (please specify): 100%

(0% – 100% scale)

Q23. What do you use these apps/websites for? Please select all that apply.

Answered: 35
Skipped: 21

- Booking appointments: ~48%
- Viewing health record: ~60%
- Ordering repeat prescriptions: ~74%
- Administrative requests: ~25%
- Other (please specify): ~25%

(0% – 100% scale)

Q12. Do the apps/websites you use link together?

Answered: 2
Skipped: 54

- Yes:
- No: 100%
- Not sure:
- If yes, please explain further:

(0% – 100% scale)

Q29. Do the apps/websites you use link together?

Answered: 34
Skipped: 22

- Yes: ~5%
- No: ~41%
- Not sure: ~43%
- If yes, please explain further: ~8%

(0% – 100% scale)
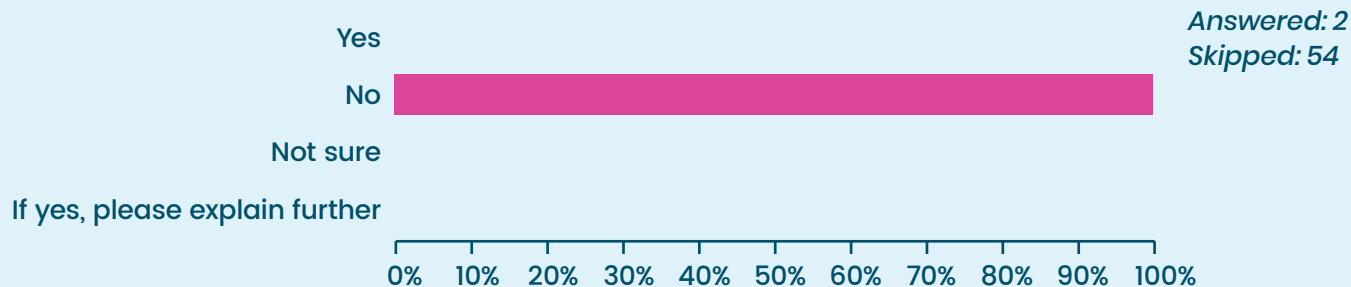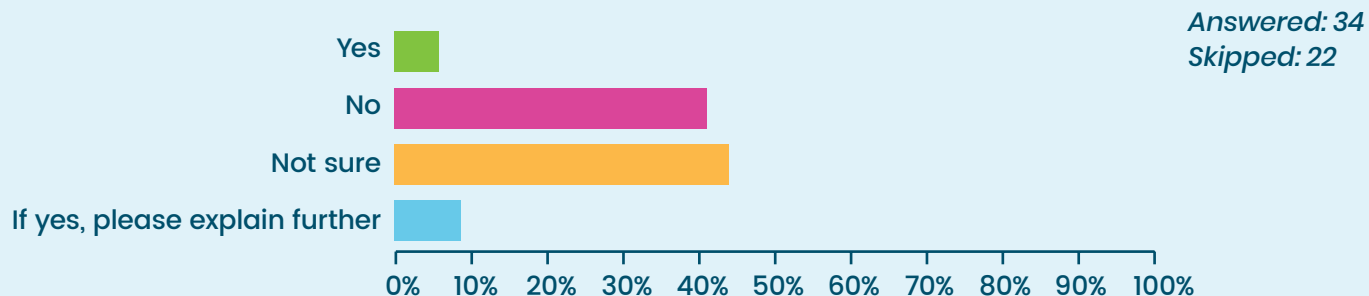
Focus groups

We conducted a series of focus groups, aimed at giving residents the opportunity to share their experience of digital apps in more depth. We understand that an online survey may not be accessible to everyone and may not capture the entire story behind the feedback they would like to give.

We conducted three focus groups; one online and two in person. These proved very successful and we had a total of 15 attendees who gave useful feedback giving us a deeper insight into their experience of using digital apps. These ran for an hour each, with participants being asked some simple open questions about their experience with digital apps to promote conversation on the topic. For example, "How have you found using the NHS app?" and "Is there anything you would like to improve?". The conversation was then continued between the participants where they talked with each other about their struggles with accessing their information etc.

These sessions gave residents the opportunity to have a discussion with other like minded people and give the team the chance to capture valuable feedback. These gave us a good insight into the struggles faced by many local residents when it comes to accessing their health online, particularly from several local carers who shared their experiences with us of trying to juggle multiple online accounts across numerous apps/portals.

Overall from these focus groups, we have seen that many residents appear to be using the NHS app but seemingly for different reasons and are using different features within it. For example, some people are consistently using the NHS app to order their repeat prescriptions whereas others are only using it to access their health record and see any changes. Some residents are using other digital apps, such as Patient Knows Best, but with varying success and there is little or no option for their apps to be linked. For example, some patients are able to see their blood test results along with scans etc whereas others are only able to access their appointments that have been scheduled. This is down to individual services and what features they choose to have available for their patients; this causes consistency issues as details from some hospitals visited will show within a patient's digital app and others will not, which can become even more confusing. The focus groups also showed that many residents are still using traditional methods of communicating with their healthcare services e.g. calling or visiting in person which they have expressed is due to a number of reasons such as poor digital literacy or no desire to access online services.

Common themes

Within our survey and feedback collection, we have found some common themes which we will explore in more detail below.

Pros:

- Some residents have expressed that being able to order their medication online and see when it has been approved or sent to the pharmacy is helpful and erases the need for them to go back and forth between their GP and the pharmacy

- Residents have said that it is helpful to be able to book appointments online with their GP and see what time etc, whereas when you book over the phone there is rarely a follow up confirmation especially if it is the same day

- "It's good for being able to access documents that are uploaded as they are all in one place and they cannot be lost like a physical letter"

- Some residents have expressed that it's easier to use online features than contact their GP via phone and wait in a queue of people

- "It is helpful to see if and when referrals have been made on my behalf and what it is for"

- Residents have said that they like being able to see their test results however this can pose it's own issues which are discussed below

- Residents have expressed that they like the functionality of the NHS app and that it works more seamlessly than other digital apps

- Residents have told us that they find it helpful that they are able to access Patient Knows Best through the NHS app as they are not having to download and log in to a separate app

- Some find it convenient to have a video call rather than having to attend the service in person, especially if it is for something routine like a medication review

- "I can get my appointment reminders via text which I find helpful"

- "I can order my prescriptions whenever I want without having to wait for somewhere to open"

- Residents have said that it is easy to switch between profiles on the NHS app when using proxy access

Cons:

- Residents have reported that when ordering their prescriptions online, these are not always sent or fulfilled which leads to further time needed to chase this

- Some residents, particularly carers, have expressed a concern for the lack of paper copies of appointment letters, clinic summaries etc. as this can become confusing when organising the care for multiple people

- Residents have told us that it can be confusing when apps are updated and the look/interface of it is different, along with how to access previous features or where data is stored

- "There are multiple apps which can be overwhelming and confusing, some apps also send notifications via email/text when there is something to view which can cause additional confusion"

- Residents have told us that they are often confused by links sent in text messages via their GP or hospital as they are unsure if they are real or not

- Test results can be difficult for everyone to comprehend themselves without the assistance of their GP or a medical professional

- Residents have expressed that there are data concerns around the multitude of apps and how their data is being shared/stored which can lead to them not wanting to use it

- Many of the apps do not link up so it is difficult to access information online as this is having to be done through multiple apps/portals

- Proxy access is not always simple to obtain and when granted, it is not always possible to see the same information that the patient would be able to, which is needed in cases of carers etc

- Residents have told us that it's often difficult to contact someone in relation to these apps of they have an issue or something doesn't work as it should

- Some apps have complex verification systems which include sending text/email codes and downloading additional apps which can be inaccessible for those who struggle to use digital apps

- Residents feel that it can be more difficult now to book an appointment and see a GP face to face as the default is usually a phone call/video call

- Residents have told us that if there is an issue with their prescription or the GP needs to review their medication etc, this is not communicated through digital apps and this has to be chased by calling

- There is not always confirmation when sending messages to a clinician via an app or portal which is then frustrating when there is no response, leading to feelings of uncertainty on the part of the user

Key findings

- **The number of apps/digital platforms that are now used is confusing.**

  In the City, residents have 9 different apps available to them to access their health information digitally. We researched and found a plethora of various apps, all stating that they offer a range of varying services and all having varying ways to access them etc. Residents have expressed to us that they feel they are constantly being offered a new app each time they have an appointment at another service which has become overwhelming for them. Our survey also showed us that there are more apps being used by respondents than we were able to research, with many people using the other section to tell us the app they use wasn't listed.

- **The different apps/platforms don't connect to each other, therefore patients have to access several to get the information needed.**

  Many residents have expressed that the apps they do use, don't link together at all which means they have to separately log on to each individual app/portal/website in order to access the different information that each one of these holds for them. Through our survey, this was also apparent with less than 10% of our survey respondents stating that the apps they used linked together.

- **There are issues with accessing information for the cared for by their carers and specific info not being given for appointments.**

  When speaking to carers in our focus groups, they have told us that it can become confusing when caring for multiple people and having different apps as well as different profiles for each person within each of them. There are also issues with the information shared as for example, one person cares for their mother and father but when they get an appointment through, it does not state who it is for. They have also expressed that without proxy access and communicating with the service multiple times, it is even harder to access the information they need which can add a lot of additional stress to their already busy day.

- **Proxy access is not always simple to obtain and when granted, it is not always possible to see the same information that the patient would be able to, which is needed in cases of carers etc.**

  During our focus groups, many carers expressed that they have had issues and faced a lot of barriers when trying to obtain and use proxy access for a person they care for. They have told us that it often takes several attempts to be granted proxy access and they aren't always supported through the process, often having to chase things themselves and follow up when things haven't been actioned for them. They have also told us that even once this access is granted, the individual services have the capacity to turn features on and off so the carer is then not always able to see the full information that the patient would. On some apps, you are able to see more than others but overall, carers are not able to see all the information that is on the patient's record which can cause additional stress and mean they then need to contact the service directly.

- **The level of information is different according to who is providing it and what service it is linked to.**

  Patients have told us during focus groups that even when their apps do link up or different services use the same app, what they can access varies drastically. For example, patients using PKB at one hospital can access their blood test results, discharge summaries and more, whereas when they access their records for another hospital using the app, they can only view appointments.

- **There is a lack of language and disability access options.**

  As you can see in the table above from our desktop research, there are very limited options for adapting the apps to be more accessible and they are very basic when they are available. Although it may seem like a lot of accessibility features are available, this very much varies between each app and we have been told that the functionality of these adaptations is often poor and difficult to access in the first place.

- **Multifactor authentication/complex verification processes are increasingly becoming a barrier to accessing digital services.**

  Lots of patients who completed our survey stated that the reason they aren't happy with using digital apps is because of the long processes that they have to go through to log in to each individual app. Carers that we spoke to also told us that it can become confusing for the people that they care for if they are having to input and receive multiple verification codes in order to access these digital apps. This can cause additional overwhelm as it's another layer of digital apps that become inaccessible to some as they face a barrier at the start of the process.

- **There are many worries about data storage and privacy with little information available regarding this.**

  During our focus groups, many patients expressed their concerns around data protection and the lack of available information about how their data is stored and used etc, in each of these apps. Patients have told us that there have been several apps before the ones currently used, for example, a patients GP practice has previously used two different platforms which now are invalid and not accessible to them however there is no information on what has happened to the data stored there.

- **Ordering medication/repeat prescriptions has become easier for patients**

  During our focus groups, the main feature that people were using on a digital app was ordering repeat prescriptions. This was also the case in our survey with over 70% of survey respondents telling us that they used a digital app to order their repeat prescriptions. Patients have also told us that it is helpful for them because they can order it whenever they are available rather than having to wait until their GP/pharmacy is open. They also like that it can be sent straight to the pharmacy and they are able to track the status of their prescription without having to contact the pharmacy multiple times.

- **Booking a GP appointment is usually easier than calling at 8am.**

  Patients have said that, when there are appointments available, booking online is a lot easier for them as opposed to calling their GP at 8am or visiting the surgery. Although in many cases, appointments are usually limited and sometimes difficult to get, patients have reported that the process of booking an appointment via a digital app is more convenient for them as they can do this in the comfort of their own home. We have heard that patients also find it useful that they are able to see past and current appointments via a digital app whereas when booking over the phone / in person, they are not always given confirmation of the day/time etc.

- **The text reminders for appointments is helpful.**

  Patients have told us that they like getting a text reminder before their appointment as they are able to check the date/time is correct and have it fresh in their memory for their upcoming appointment. Patients have also told us that it is helpful when they have multiple services involved as they can end up having a lot of appointments and having reminders means they don't have to find all the letters they have been sent. We have also been told that patients find it helpful as they can look back at their reminders to see what appointments they have had without going into a digital app as it is in their text messages.

Recommendations

As part of our findings and research, we feel able to offer some recommendations to improve the issues faced by many. These will be presented to our local Integrated Care Board, Primary Care Network, Health and Wellbeing board, the City of London Corporation and shared on our website to enable us to work collaboratively towards change.

We recommend that:

- Our Integrated Care Board and Local Authority should work together to facilitate digital access to all through support, advice and practical help, particularly with setting up and using the basic functions within the NHS app.

- Apps need to work together more effectively or be centralised into one app so that patients have less apps to access and are able to understand how to use them better.

- Our Integrated Care Board and Primary Care Network should provide adequate digital champions in multiple services e.g GP's, social care, to enable them to support those who need it.

- There is consistency of communications being broadcast to patients regarding digital apps and what is available for them to use to reduce confusion.

- Integrated Care Board and Primary Care Network to set up a monthly digital surgery at local GP surgeries to help set up and use digital apps.

- An increase in user friendly language/interfaces when using digital apps to make them more accessible.

- Digital teams working in each of the GP's/ Hospitals etc need to work collaboratively to ensure that their research and ongoing work is shared and utilised by those working in the same field who can benefit from it.

- Apps to have more accessibility and language features enabled so that more patients are able to access digital apps.

- All digital apps to be compliant with the Accessible Information Standard and meet the requirements for those with any additional needs – NHS England » Accessible Information Standard Specification

- Service providers to have adequate information accessible to those who can't access services digitally, without needing to go through lots of complicated steps.

Digital support

From our findings, we were able to get an idea of what support is out there for those residents wishing to learn how to use technology or further the skills they already have. Below is a summary of the support available locally and how to access this, created by the Digital Inclusion Team at Homerton Hospital.

Digital inclusion support in City and Hackney

| Name / Link	Open to	Support offer
Homerton Digital Inclusion Team	City and Hackney residents	One-to-one support and drop-in sessions, helping people to build their confidence using digital health services, including NHS App. Leave a voicemail on 07721 737918 or email huh-tr.digitalinclusion@nhs.net
Age UK East London	East London residents aged 50+	Telephone digital buddy scheme. Drop-in digital support at Marie Lloyd Centre on Tuesdays from 10am Contact Linessa on 020 8981 7124 or linessa.oliveierre@ageukeastlondon.org.uk
Age UK City of London	City of London residents aged 55+	Drop-in support on Tuesday at Barbican Library, 5.30pm-7.30pm One-to-one support available, call 020 3488 6884
Fifty-Plus Digital	Anyone aged 50+	Drop-in digital support Wednesdays 1pm-4pm at Mildmay Community Centre
Hackney Council digital skills	All Hackney residents	Free digital skills and IT courses, taking place across Hackney.
AbilityNet	Older and disabled people	Free IT support in the home or over the phone, call 0800 048 7642.
Digital helpline	Everyone	Free one-to-one training sessions over the phone. Call 0345 222 0333. If you have a hearing or speech impairment you can book a session using Relay UK or BSL SignVideo.
Citizens Online	Everyone	Free Digital Skills Helpline: 0808 196 5883.

Appendix

Other services we worked with:

**Barts Health NHS Trust • Homerton Healthcare NHS Foundation Trust
Shoreditch Park and City Primacy Care Network • Carers Connections**

Survey results

Through Survey Monkey, we were able to create a survey tailored to those who use digital apps, those who don't and those with caring responsibilities, to get specific insight into a variety of experiences. This means that the below survey results reflect the different survey pathways created for this.
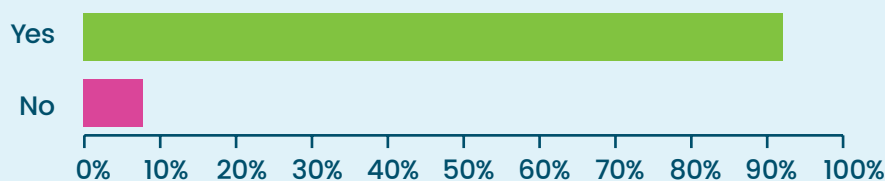
Survey results – Carers

Q2. Are you completing this survey as a carer? For the purpose of this survey, this needs to involve managing or helping someone to manage their healthcare e.g. booking appointments, viewing test results etc.
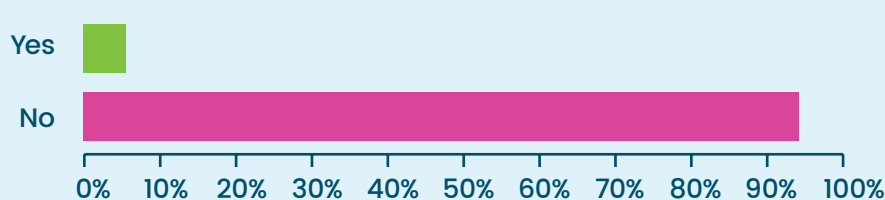
Answered: 53
Skipped: 3

Q3. Do you use apps/websites in relation to your healthcare?

Answered: 51
Skipped: 5

Q4. Do you use healthcare apps/websites on behalf of the person you're caring for?

Answered: 2
Skipped: 54

- Yes — 100%
- No — 0%

Q5. What apps/websites do you use? Please select all that apply or specify if not listed.

Answered: 2
Skipped: 54

- Patient Knows Best — 50%
- NHS app — 100%
- My Care — 50%
- My Chart — 50%
- Lifebox — 0%
- Dr iQ — 0%
- Attend Anywhere — 0%
- Website — 0%
- Other (please specify) — 50%

Q6. What do you use these apps/websites for? Please select all that apply.

Answered: 2
Skipped: 54

- Booking appointments — 100%
- Viewing health record — 100%
- Ordering repeat prescriptions — 100%
- Administrative requests — 50%
- Other (please specify) — 100%

Q7. How often do you use these apps/websites?

Response	Percentage
A few times a week	100%
Once a week	
A few times a month	
Once a month	
Once every few months	

Answered: 2
Skipped: 54

Q10. What other methods do you use to communicate with healthcare providers?

Response	Percentage
Phone call	100%
Email	
In person	
None	
Other (please specify)	

Answered: 2
Skipped: 54
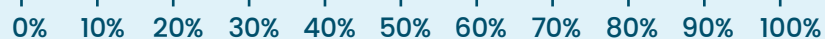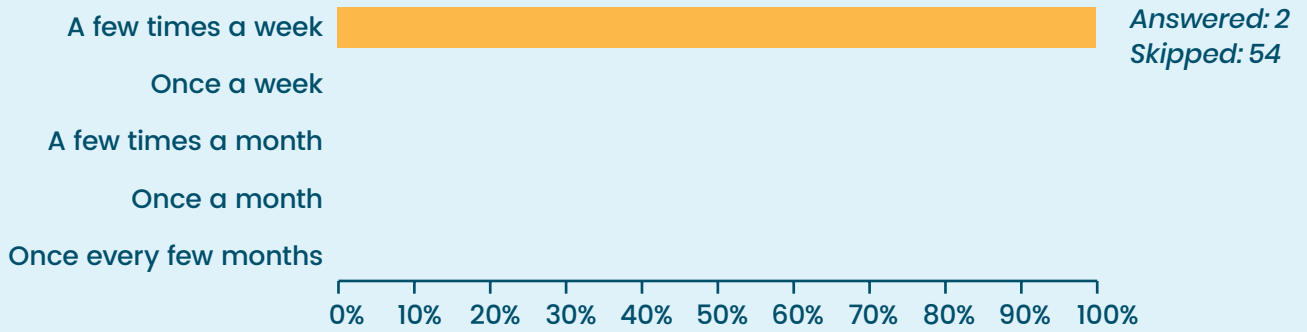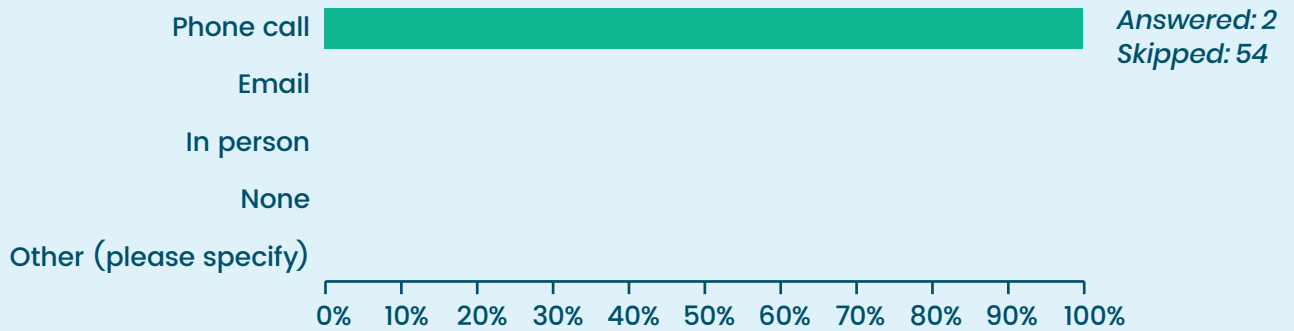
## Q11. Were you or the patient offered any support from your healthcare providers to access the apps/websites available?

Response	Percentage
Yes	
No	100%
If yes, please explain what support was offered	

Answered: 2
Skipped: 54

Q12. Do the apps/websites you use link together?

Yes

No

Not sure

If yes, please explain further

Answered: 2
Skipped: 54

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
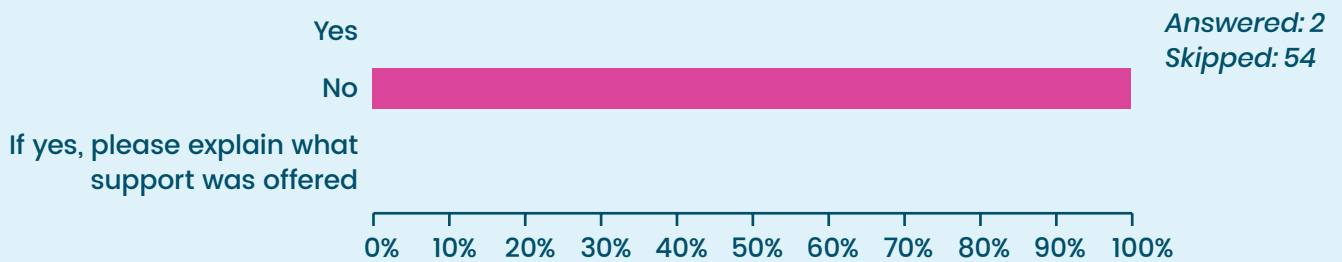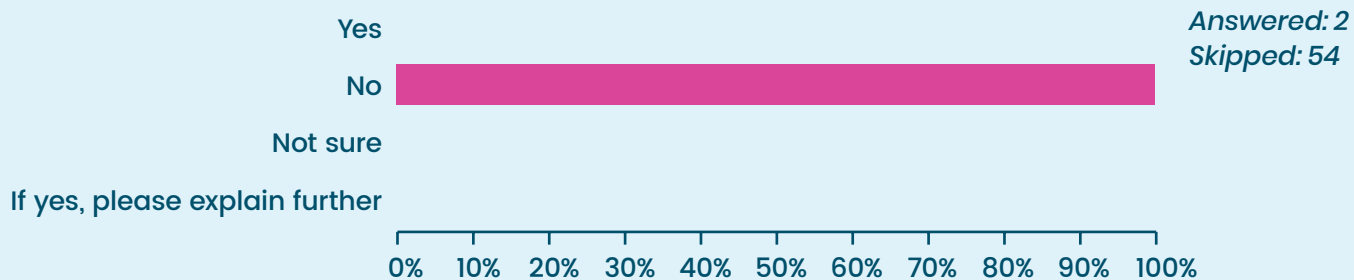
Q13. Do you or the patient have any concerns about how your personal data is handled/processed?

Yes

No

If yes, please explain further

Answered: 2
Skipped: 54

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
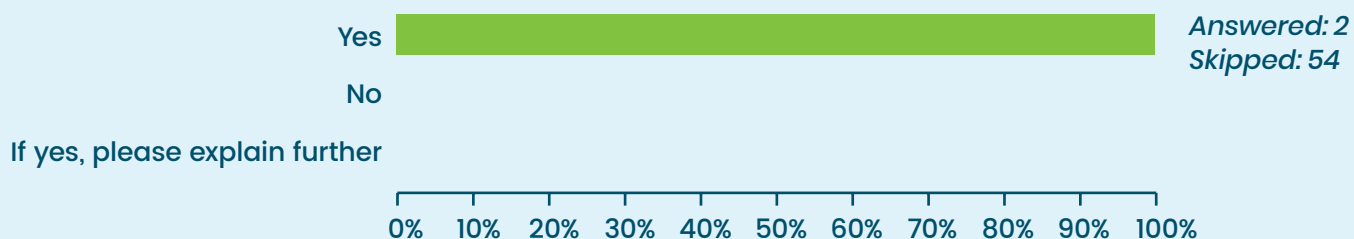
Not answered questions

Q15. How do you contact healthcare providers?

Q16. Is there a reason the person you care for doesn't use digital apps/websites?

Q17. Does the person you care for struggle to access any services as a result of not using the digital apps/websites offered?
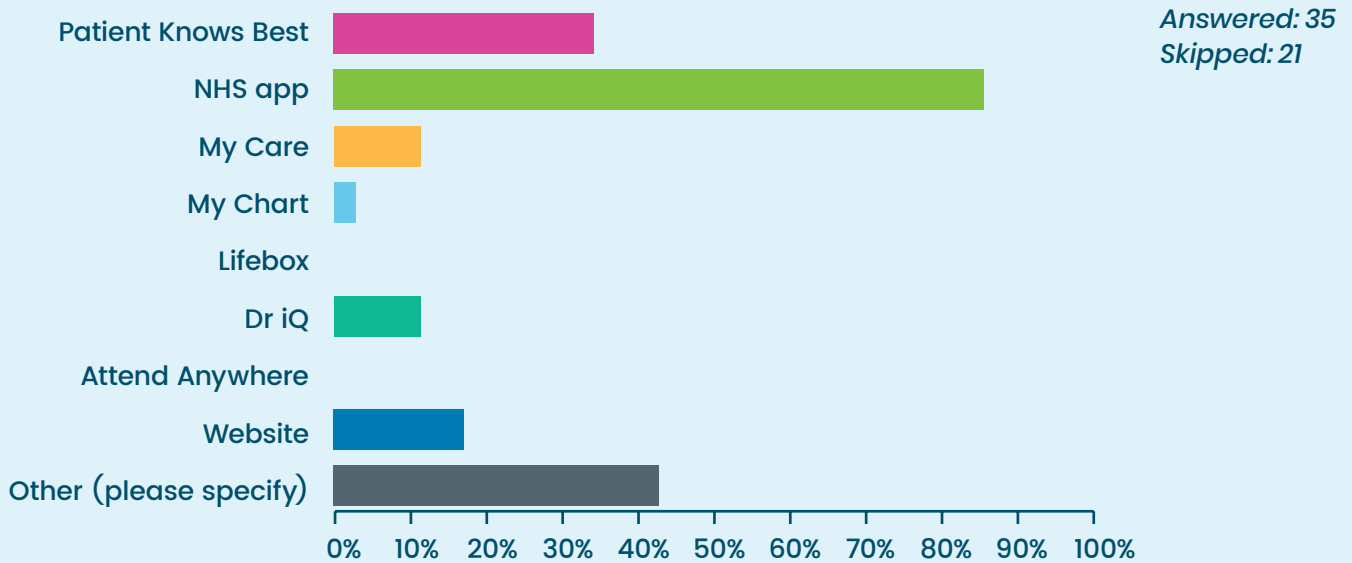
Q18. Does the person you care for have access to a web-enabled device and wifi?

Q19. Would you be interested in using an app/website on behalf of the person you care for or assisting them to use one?
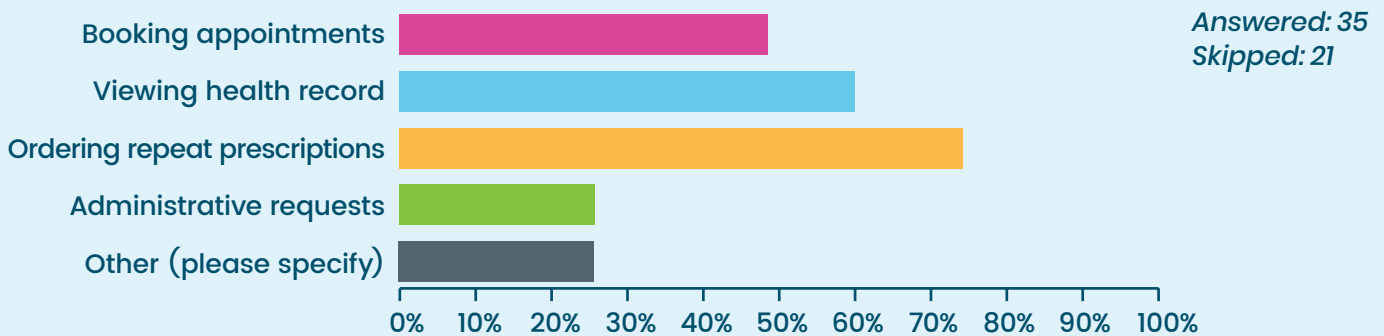
Q20. Does the person you care for use apps/websites for other aspects of their life? e.g banking, food shopping
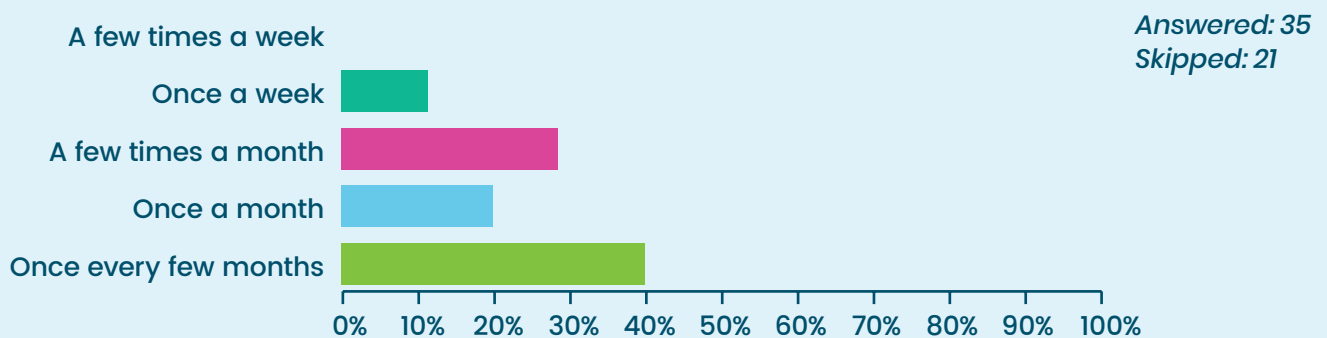
Survey results - Non carers

Q22. What apps/websites do you use? Please select all that apply or specify if not listed.
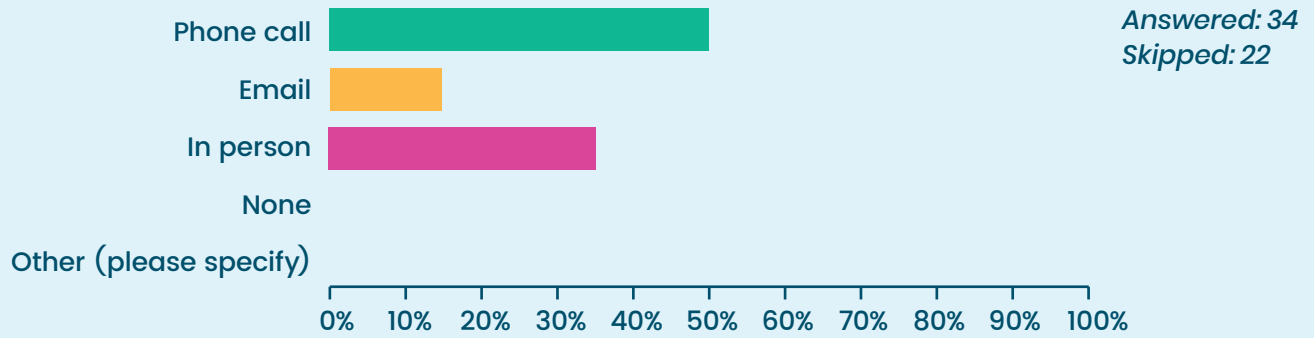
Answered: 35
Skipped: 21

Patient Knows Best
NHS app
My Care
My Chart
Lifebox
Dr iQ
Attend Anywhere
Website
Other (please specify)

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q23. What do you use these apps/websites for? Please select all that apply.

Answered: 35
Skipped: 21

Booking appointments
Viewing health record
Ordering repeat prescriptions
Administrative requests
Other (please specify)

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q24. How often do you use these apps/websites?

Answered: 35
Skipped: 21

A few times a week
Once a week
A few times a month
Once a month
Once every few months

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q27. What other methods do you use to communicate with healthcare providers?

Phone call
Email
In person
None
Other (please specify)

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Answered: 34
Skipped: 22

Q28. Did you receive any support from your healthcare providers to access the apps/websites available?

Yes
No
If yes, please explain

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Answered: 34
Skipped: 22

Q29. Do the apps/websites you use link together?

Yes
No
Not sure
If yes, please explain further

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Answered: 34
Skipped: 22
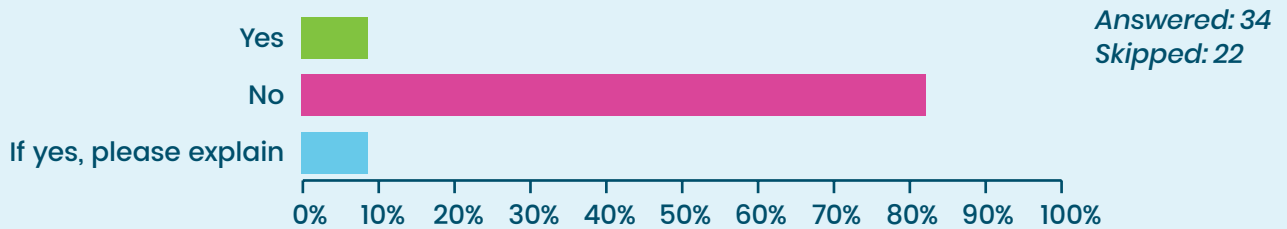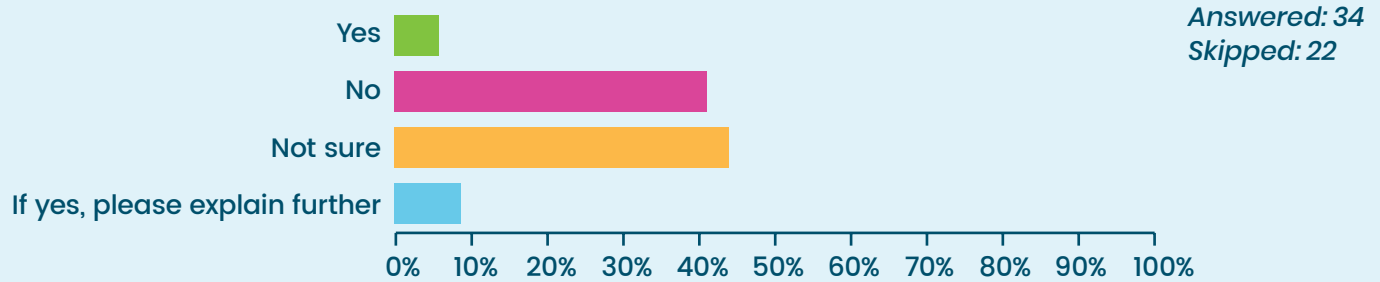
Q30. Do you have any concerns about how your personal data is handled and/or processed?

Yes
No
Not sure

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Answered: 33
Skipped: 23

Q32. How do you contact healthcare providers?

Phone

Email

In person

Other (please specify)

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Answered: 4
Skipped: 52
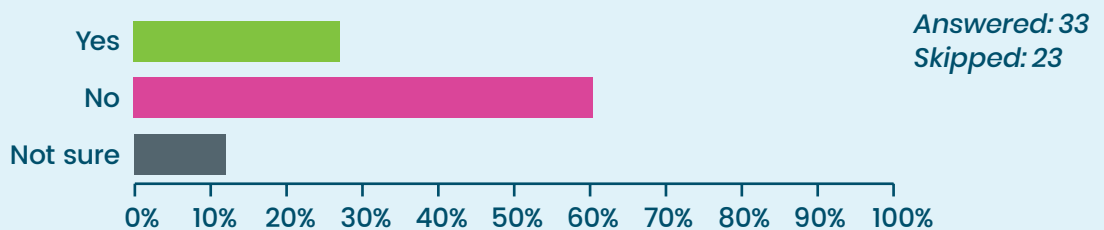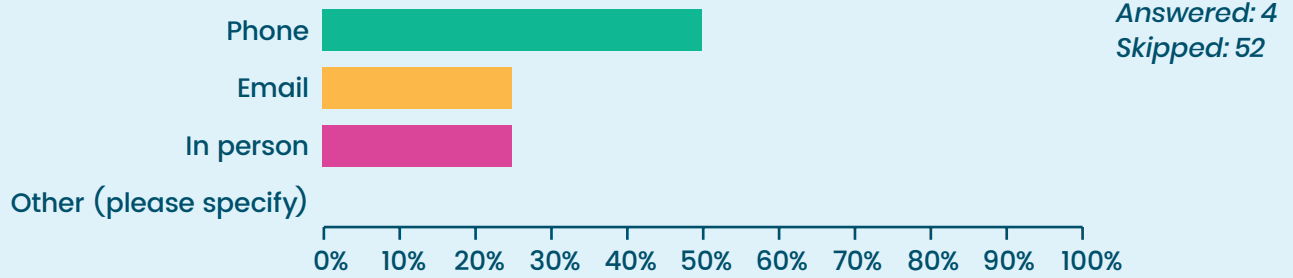
Q33. Is there a reason you don't use digital apps/websites?

Yes

No

If yes, please explain further

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Answered: 4
Skipped: 52
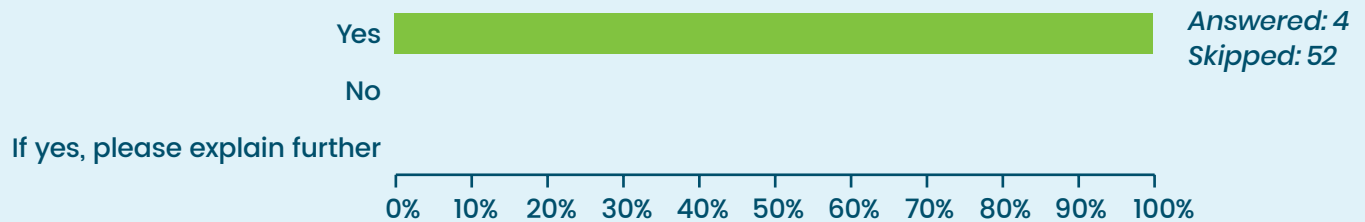
Q34. Do you struggle to access any services as a result of not using the digital apps/websites offered?

Yes

No

If yes, please explain further

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Answered: 4
Skipped: 52
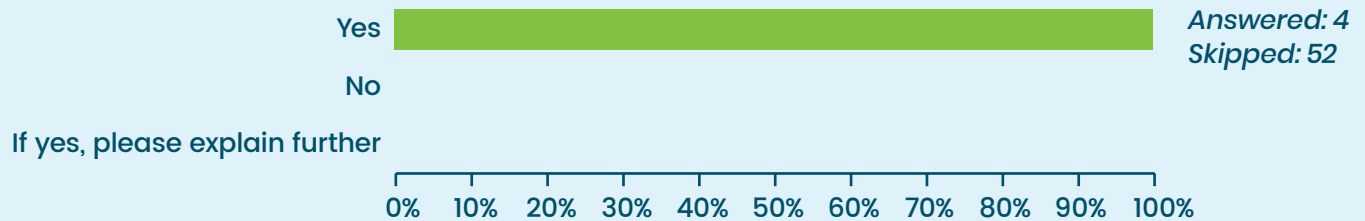
Q35. Do you have access to a web enabled device and wifi?

Yes

No

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Answered: 4
Skipped: 52