



# Using digital health and care services



**What do you think?**



## About us

We are the Bedfordshire, Luton and Milton Keynes **Health and Care Partnership** and **Integrated Care Board**.



Our job is to plan and buy health and social care services for the people in:

- Bedford Borough
- Central Bedfordshire
- Luton
- Milton Keynes



**Health services** are all services that support you with your health. Things like:

- doctors and pharmacies



- hospitals and ambulance services



- mental health services



**Social care** is care that you get in your own home or in the local community. This might be in places like a day centre or care home.

## What is a digital service



**Digital** is when you use a device. Things like a computer, phone or tablet.

We call it a digital health and care service if you:

- have a video chat with your doctor or social worker





- get a text message to remind you about an appointment or tell you results of a test



- use the NHS app to find out information about your health



- book your appointments on the computer



Because of Coronavirus we had to change the way we run our services.



Lots of people started using **digital services**.



## Tell us what you think

We are asking lots of people some questions about what they think about digital services.



Please fill in our questionnaire.



Send us your answers back to us by **Sunday 12th February 2023.**



**You can post your answers back to us**  
**BLMK ICB - Engagement Team**  
**Priory House**  
**Monks Walk**  
**Chicksands**  
**Shefford, Beds**  
**SG17 5TQ**



You can also fill the questionnaire in online. This is not in easy read.

[eu.surveymonkey.com/r/  
BLMKDigitalEasyRead](https://eu.surveymonkey.com/r/BLMKDigitalEasyRead)



If you need help filling in this questionnaire, you can email us or phone us.



## Email

[blmkicb.communications@nhs.net](mailto:blmkicb.communications@nhs.net)



## Phone

07778 449539

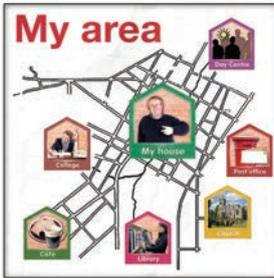


We are writing a **big plan** about digital services in our area. The plan will say how we will use digital services in the future.



We will look at what everyone tells us. It will help us decide what to put in our big plan.

## Questions about where you live



**Question 1a:** Which area do you live in? **Tick 1 box.**

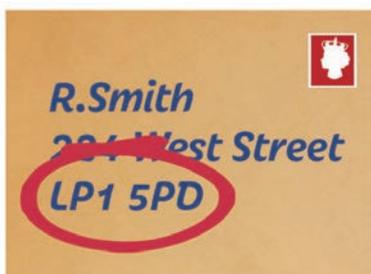
Bedford Borough

Central Bedfordshire

Milton Keynes

Luton

Other. Please tell us:



**Question 1b:** Your **postcode** is the letters and numbers at the end of your address.

What is the first part of your postcode?

# Questions about digital health and care services



Thinking about health and care services you have used since March 2020. This was when Coronavirus pandemic started.



**Question 2:** Have you used our health or social care services since March 2020?



If you ticked **yes**, tell us what services you have used. This might be things like:

- your local doctor's surgery
- hospital services





- mental health services
- care services in your own home

Please tell us what services you have used here:



**Question 3:** Have you used digital health and social care services since March 2020? Page 3 and 4 told you what digital services are.



Yes



No



I don't know



If you ticked **yes**, tell us why you used digital services. This might be because you are:



- someone who uses digital services already
- a family member or carer of someone who needed health and care services

Please tell us more here:

**Question 4:** Please tell us what digital services you have used.



**You can tick more than 1 box.**



booked an appointment online



video call appointments with health and social care staff



used the internet to find health and care information



looked at your health information online



used an app like the NHS app or Covid app



used **assisted technology**.

This is a device that helps you manage your health at home



None

Other. Please tell us:



**Question 5:** On the next page we have written some things about using digital services. How much do you agree with these things?



**For each one, tick the box you agree with.**



## Question 5a: Using digital services in health and social care

1. It is a good idea to have more digital services



Agree



Agree a little bit



Don't agree



Don't know



2. I feel confident using digital services



Agree



Agree a little bit



Don't agree



Don't know



3. I could use digital services but I don't want to



Agree



Agree a little bit



Don't agree



Don't know



4. I would like digital services to carry on in the future



Agree



Agree a little bit



Don't agree



Don't know



5. I don't want to use digital services



Agree



Agree a little bit



Don't agree



Don't know

### Question 5b: Things that might stop you using digital services



For each one, tick the box you agree with.



1. I do not feel like I can use or know how to use digital services





2. I do not know how to use digital services or what to do



3. I do not have a very good connection to the internet



4. I can't afford a computer or the internet



5. I don't own a computer or have the internet



Some libraries and community centres have computers for everyone to use.



6. I cannot use a computer or the internet in my local community

## Question 5c: More about using digital services



For each one, tick the box you agree with.



1. I need to talk to someone face to face if I have a problem or need advice



2. I want to use digital services but I don't think they work very well



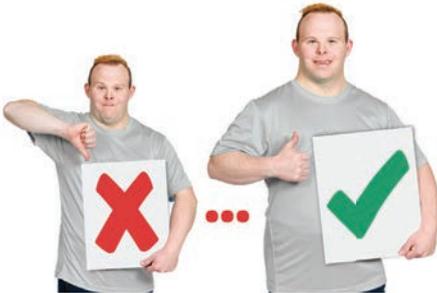
3. I cannot use digital services because I did not get a password from my doctor



4. I tried using digital services but I could not get an appointment



**Question 6:** The next questions are about making sure everyone can use digital services.



Tell us if you think these things would help more people to use digital services.



**For each one, circle 1 of the boxes:**

0



— 1 means you think it would not very useful

10



— 10 means you think it would be very useful



1. Give people training on how to use digital services

0 1 2 3 4 5 6 7 8 9 10



2. Give people things to use the internet on like tablets or computers in their own home

0 1 2 3 4 5 6 7 8 9 10



3. Have more places in the community where you can use the internet

0 1 2 3 4 5 6 7 8 9 10





4. Make sure digital services can be used by everyone. This includes people who are blind, deaf or disabled.

0 1 2 3 4 5 6 7 8 9 10



5. Make sure people can look at information about their health online

0 1 2 3 4 5 6 7 8 9 10



6. Make sure all health and social care services work in the same way when you book appointments and use services

0 1 2 3 4 5 6 7 8 9 10





7. Make sure services use the NHS App so that people can book appointments

0 1 2 3 4 5 6 7 8 9 10



How else can we make it easier for everyone to use digital services?  
Please tell us:

Empty response box for user input.

# Sharing your records



Your records are things that doctors, nurses and other health staff write down about your care and treatment.



Your records include personal information about you. This might be things like:

- your name and your date of birth



- your address and phone number



- any medicines you take or health conditions you might have



- any test results or appointments you might have



We keep your records locked safely on our computers.



We want all health and social care staff to be able to see people's records.

This will mean everyone who is involved in your care can see the same information.



This will help to give you better care and treatment.



**Question 7:** We have written some things about sharing your personal information below. Tell us if you agree with these things.



**For each one, tick the box you agree with.**



1. I understand how my personal information is looked after and used by health and social care services



Agree



Agree a little bit



Don't agree



Don't know



2. I do not know how my personal information is looked after



Agree



Agree a little bit



Don't agree



Don't know



3. I trust that staff keep my personal information safe and private



Agree



Agree a little bit



Don't agree



Don't know



4. I am worried about how my personal information is looked after. But I still want to use digital services



Agree



Agree a little bit



Don't agree



Don't know



5. I am worried about how my personal information is looked after and I do not want to use digital services



Agree



Agree a little bit



Don't agree



Don't know



**Question 8a:** We have written some things about using digital services at your local doctors. How much do you agree with these things?



**For each one, tick the box you agree with.**



1. It is easier to have an online appointment than a face to face appointment



Agree



Agree a little bit



Don't agree



Don't know



2. It is cheaper for me to have an online appointment than go to a face to face appointment



Agree



Agree a little bit



Don't agree



Don't know



3. It is quicker to have an online appointment than go to a face to face appointment



Agree



Agree a little bit



Don't agree



Don't know



4. It is easier for me to book an appointment online



Agree



Agree a little bit



Don't agree



Don't know



5. It is easier for me to get my repeat prescription online. This is when you order more medicine from your doctor using your computer or phone.



Agree



Agree a little bit



Don't agree



Don't know



6. I can get more information about my health using digital services



Agree



Agree a little bit



Don't agree



Don't know



### Question 8b: Making it easier to use digital services

We have some ideas about how we could make digital services easier to use..



We have written our ideas below.



Tell us if you think these are the right things to do in the future.



For each one, tick the box you agree with.



1. A list of times I can have an online appointment



Agree



Agree a little bit



Don't agree



Don't know



2. Training on how to use digital services



Agree



Agree a little bit



Don't agree



Don't know



3. I can choose to have a face to face appointment if I want one



Agree



Agree a little bit



Don't agree



Don't know



4. I can choose what type of appointment I want



Agree



Agree a little bit



Don't agree



Don't know



5. I am sent information about my appointment. This will help me get ready for my appointment.



Agree



Agree a little bit



Don't agree



Don't know



6. I am sent information before an online appointment. Things like:

- how to join the meeting online

**and**

- what to do if the link doesn't work



Agree



Agree a little bit



Don't agree

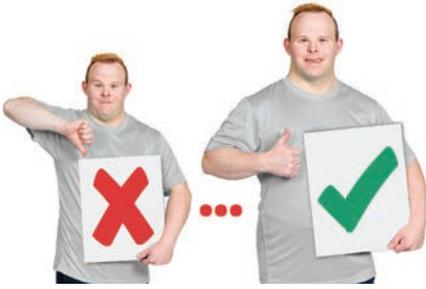


Don't know



Is there anything else we could do to make digital services easier to use?

Please tell us here:



**Question 7:** Is there anything else you want to tell us about our digital services? This might be things that are working well and things we could do better:

A large, empty rectangular box with a thick orange border, intended for user input.

## More information



We will look at everyone's answers to the questionnaire.



Then we will write a report about what we find out.



If you would like us to send you a copy of the report, tell us how to contact you:

**Your name:**



**Your email address:**





**Your address:**



By email



By post



**Do you need the report in easy read?**

Yes

No



## Questions about you

The next few questions ask you about you.



These questions make sure we are asking lots of different people what they think.



You do not have to answer the questions if you do not want to.



We will keep what you tell us confidential and private.

We will not be able to work out who you are from the answers that you give.



**Question 13.** How old are you?



**Question 14.** Do you have a disability?



Yes



No



I don't want to say

**Question 15.** If you ticked **yes** to Question 14, please tell us what disability you have.



**You can tick more than 1 box.**

I have a learning disability

I have a long term mental health illness





I have a hearing impairment. This means you can't hear or you find it hard to hear



I have a sight impairment. This means you cannot see things or you find it hard to see even with glasses on



I have a physical disability. This means I find it hard to walk far or am unable to walk



I don't want to say

Other. Please tell us:

## Question 16. What is your gender?



I am female



I am male



I am non-binary  
This means you do not see yourself as a woman or man



I am intersex  
This means you have both male and female parts to your body



You can tell us what gender you are.



I don't want to say



**Question 17.** Are you pregnant, given birth in the last 2 weeks or on maternity leave?



Maternity leave is time off from work when you are pregnant or when you have your baby.

   
Yes

   
No

   
I don't want to say



**Question 18.** Have you had an operation to change your gender or are you thinking about it?

  Yes   No

  I don't want to say



## Question 19. What is your **Sexual orientation**?

**Sexual orientation** mostly means who you are attracted to.



I am a man who is attracted to women or a woman who is attracted to men



I am man who is attracted to other men



I am a woman who is attracted to other women



I am attracted to both men and women



Other. You can tell us your sexual orientation if you want to:



I don't want to say



**Marital status** means if you have ever been married or in a civil partnership.

**Question 20.** What is your marital status?



I am not married or in a civil partnership



I am married



I am in a civil partnership



I am living with someone



I am still married or in a civil partnership but my partner has died



I don't want to say

**Question 21.** What is your **ethnicity**? **Ethnicity** is your race, background and culture.

**White:**

English, Northern Irish, Scottish, Welsh or British

Irish

Gypsy or Irish Traveller

Roma

Any other white background.  
Please tell us:





### Mixed ethnic group:

Asian and White

Black African and White

Black Caribbean and White

Other mixed race or backgrounds. Please tell us:



### Asian, or Asian British:

Indian

Pakistani

Bangladeshi

Chinese

Other Asian or Asian British.  
Please tell us:



## Black or Black British:

African

Caribbean

Other Black or Black British.  
Please tell us:

## Other ethnic group:

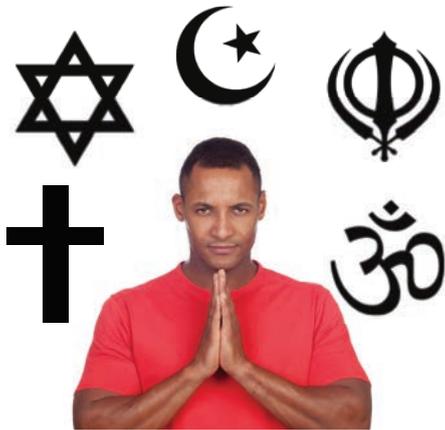
Arab

Another race or ethnic  
background. Please tell us:

I don't want to say



**Question 22.** What is your religion or belief?



Buddhist

Jewish

Christian

Muslim

Hindu

Sikh

No religion. This includes if you are Atheist

Other religion. Please tell us:

I don't want to say



Thank you for answering our questions