



North Central London
Clinical Commissioning Group

Digital inclusion for Haringey patients

Haringey's response to digitally excluded patients

Responding to Covid-19 has significantly changed the way patients access health and care services.

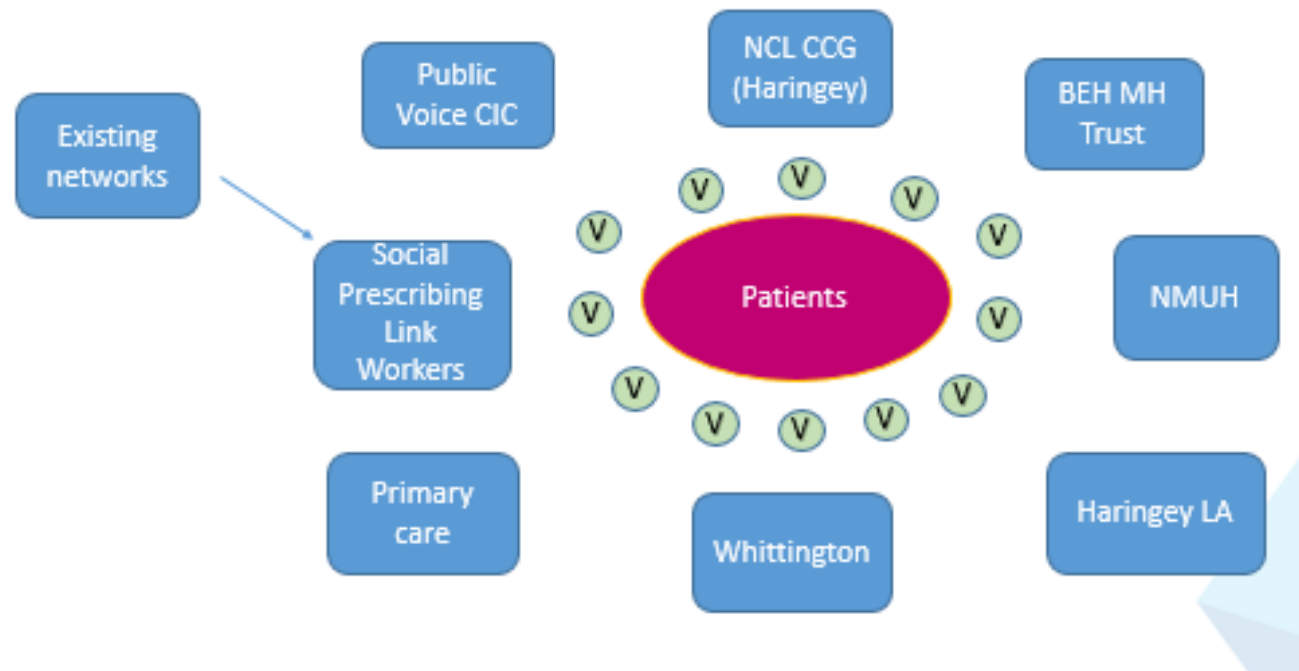
- Fewer patient facing appointments with more video consultations in primary, community and secondary care.
- General practice has adopted a model of total triage supported by new investment in IT.
- This brings significant potential advantages in improved access for patients, but also great concern that some patients are digitally isolated from care, with no access to appropriate devices / connectivity.

The project aims to improve access for patients; by mobilising a team of volunteers to provide tailored technical support on how to access GP and hospital appointment systems, i.e. eConsult and Attend Anywhere.

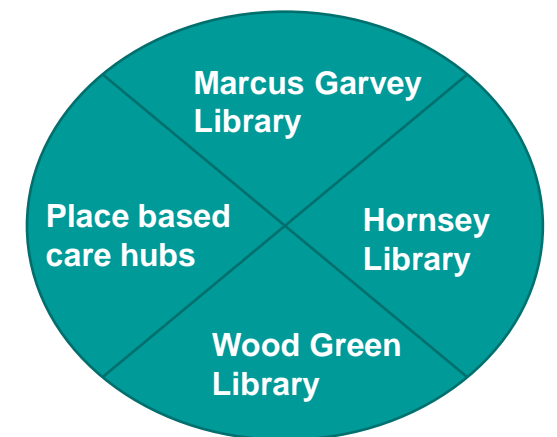
The level of support will be determined by level of need. In some instances devices will be loaned along with support on using the device and navigating the internet and health and care services, remotely or in person.

Key stakeholders and partners

The CCG, primary care, Whittington Health, NMUH, Barnet, Enfield and Haringey Mental Health Trust, Haringey Council and Public Voice are committed to a collaborative and integrated approach to support this service offer.



Community based hubs



Patient cohort identification criteria

Criteria group 1: people at risk of social exclusion:

These patients will experience barriers to / have limited method to access and would benefit via a loaned phone or appointments via community hub (library). For example people with complex needs, including mobility needs, who experience barriers getting to and from appointments with potential associated financial burdens. It is anticipated this group will be identified from hospital trust providers (North Middlesex, Whittington or BEH). It is vital this groups is supported effectively.

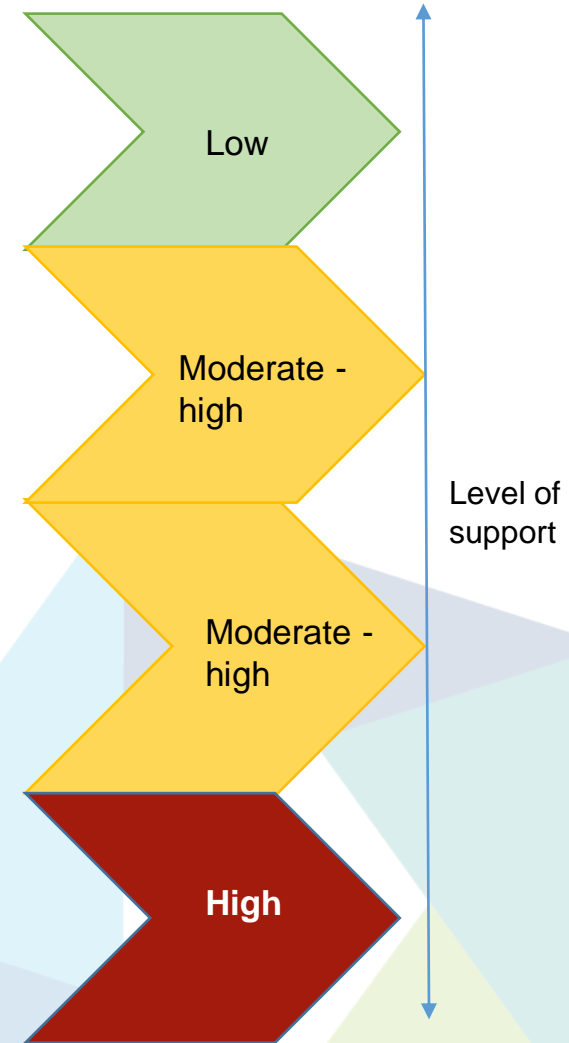
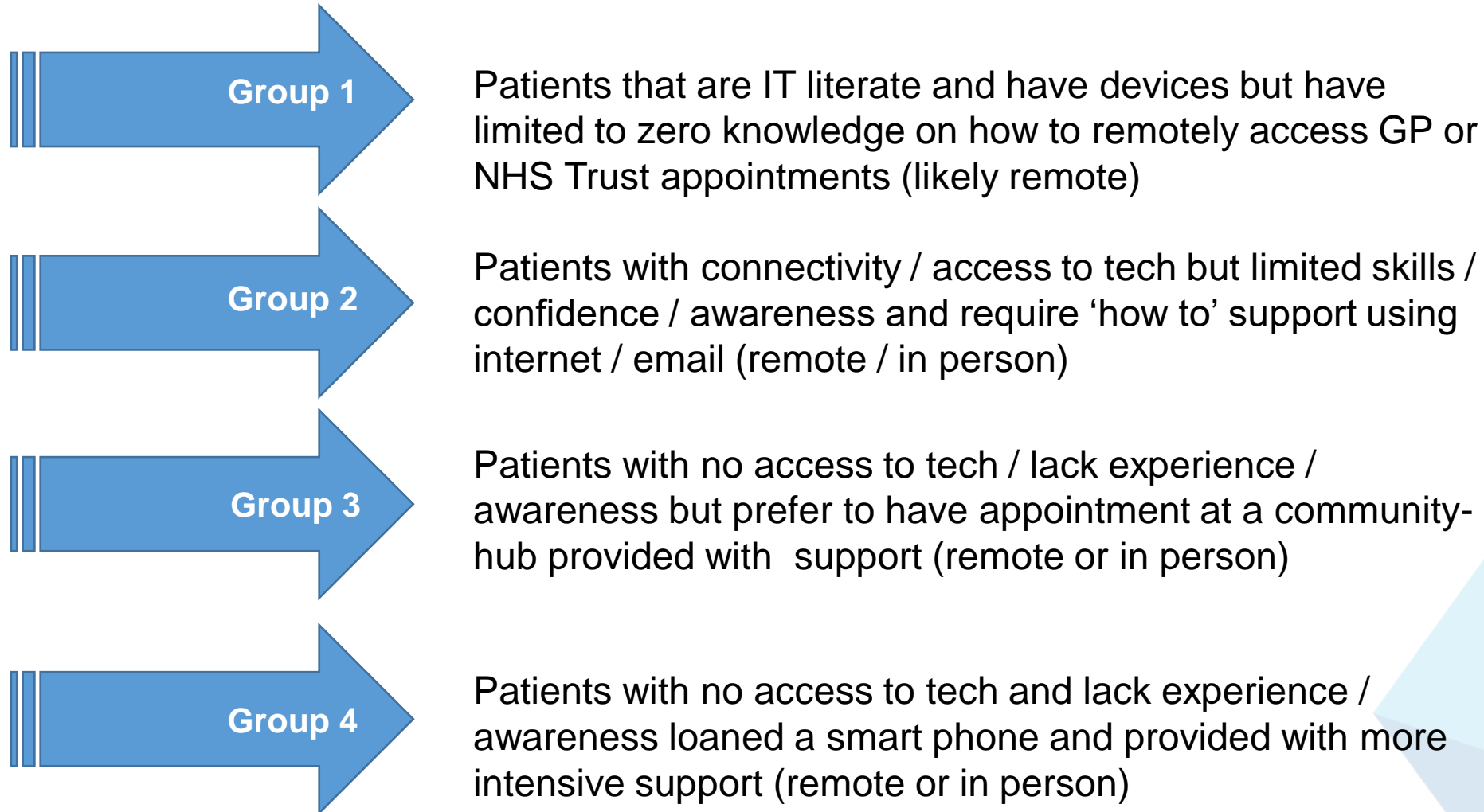
Criteria group 2: people who can access care in more productive ways:

Patients who are IT literate enough to use e-Consult, NHS related Apps, online booking systems, video consultations etc., but require low level support (remote).

Sub-set group: People in care homes (staff, residents and family and friends)

Supporting and enabling criteria group 2 will free up space in the primary care system to allow GPs and clinicians to offer longer appointments and better care for patients who need it most. This also applies to criteria group 1 who may find it easier / prefer to have face to face GP / hospital appointments (i.e. where remote consultation is less important and where it is clinically appropriate).

Groups of patients and the type of support required



Other identified groups to support with digitalisation

- **Care home staff:** volunteers can offer training on using digital devices by remote access / training videos.
- **Patient Participation Groups:** to support, empower and encourage PPGs to use digital devices to access virtual meetings and strengthen the development of PPGs.
- **Reception teams:** to offer training on the platform used at the GP practice, so they are also able to support patients to use video consultations (VCs) as the majority of patients unable to use / access their VCs will express queries and concerns to reception staff.
- **GP pilot sites:** Morris House, Bounds Green and West Green Surgery