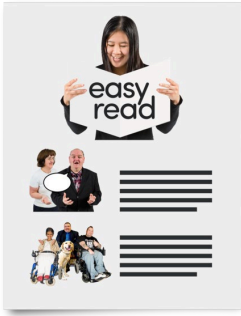


Are you worried about using digital health services?

Information and support to help



Easy read booklet



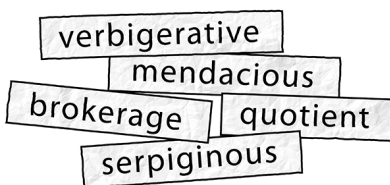
This is an Easy Read version of some information. It has words and pictures.



You might want help to read this booklet. You can ask someone to help you.

words

Some words are **black and bold**. This means we think they are difficult words.



Black and bold words are thicker and darker. We explain what they mean in a box like this.



Some words are **bright blue**. These are links to websites or email addresses. You can click on these links on a computer.

Who we are and what this booklet tells you about



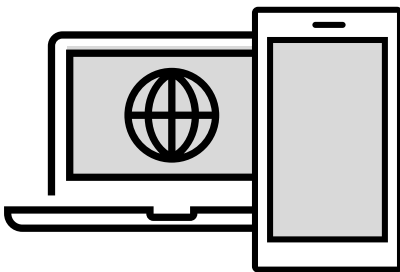
We are a **charity** called **Good Things Foundation**.



A **charity** is an organisation that does work to help people.



We do work to help with **digital inclusion**.



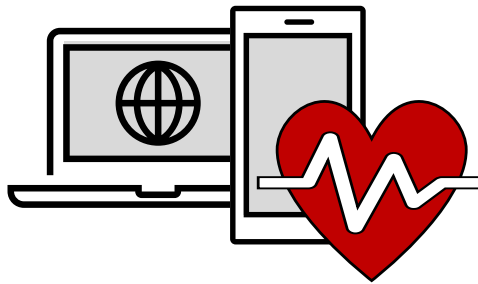
Digital means anything to do with the internet or with digital devices like computers, tablets or smartphones.



Digital inclusion means making sure everyone has the right skills and equipment to be able to use the internet and digital devices in their daily life.



This booklet tells you about **digital health services**.



Digital health services are online services for health that you use with digital devices.



This booklet has information and support for anyone who is worried about using digital health services.



You can use this booklet as a guide to help you understand more about digital health services.

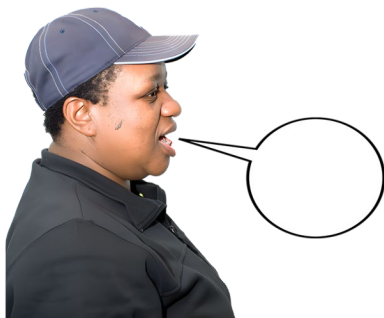
More about this booklet



To make this booklet, we worked with the **VCSE Health and Wellbeing Alliance**.



They are a group of charities and services who work together to make health services better.

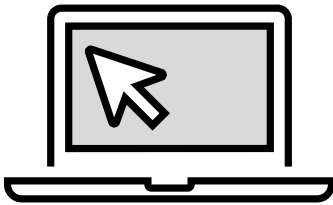


To get the information for this booklet, we listened to people who have found it hard to use digital services or do things online.



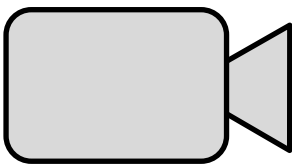
This means we thought about real people and real problems when we made this booklet.

More about digital health services

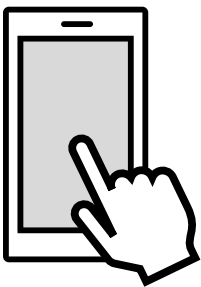


You can use digital health services for lots of different things, including

- ✓ to book health **appointments** online
- ✓ to have health **appointments** online by video.

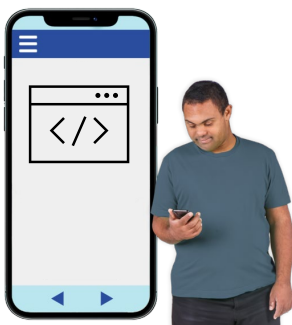


An **appointment** is when you agree a certain time and place for something to happen.



You can also

- ✓ use the NHS **App** to do things like get information, book appointments or sort **prescriptions**
- ✓ use other **apps** to do certain things, like check your health or get treatment.



Apps are computer programmes that can be used on digital devices.



Prescriptions are official orders for medicine, made by doctors or healthcare staff.



There are lots of reasons why you might be worried about using digital health services.



In this booklet we talk about 4 reasons and give you advice and information to help. We

- give you questions you can ask
- tell you about websites where you can get more information
- tell you stories from real people.

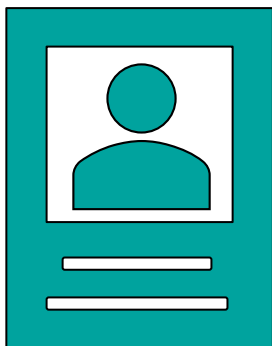


If you are worried about using digital health services, you can

- talk to someone you trust
- ask your doctor or other healthcare staff any questions you have.

Reason 1

Are you worried about what happens to your personal information?



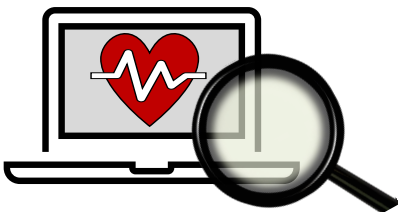
You might be worried about who will see your **personal information** if you use digital health services.



Personal information is anything that tells other people information about you, like your name, email address or health information.



You can ask your doctor or other healthcare staff how your personal information is kept and shared.



Questions you can ask

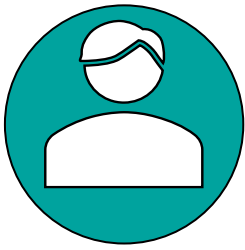
- Who can see my personal information when I use digital health services to do things like book appointments or look at test results?
- Who can I speak to if I want to check if an email about my healthcare is real, and not a **scam**?
- How can I check and update who can see my health information online?

A **scam** email is a fake email that looks like it's from a certain person or organisation but is not.

Scam emails usually ask you to do something that could mean you lose money or give away personal information.

Find out more

Go to this website to find out more about how the NHS looks after personal information
digital.nhs.uk/your-data.



Real life story

Naveed, who is 62, has always been careful about sharing personal information.



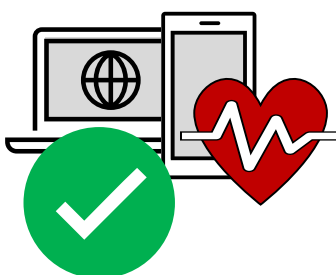
When his GP surgery started doing online appointment bookings, he was worried about who could see his health information and if the system was **secure**.



Secure means safe and protected.



Naveed talked to the person on reception at his GP surgery. They told him the system was secure and only the right people could see his health information.



Naveed still uses the phone for urgent problems but feels happy to use digital health services for day-to-day things, like booking appointments.

Reason 2

Are you worried digital health services will feel different from in-person health services?



You might be worried it will be harder to explain and talk about your health problems if you use digital health services.



You might worry this will mean you do not get the right care.



Questions you can ask

- Who can I speak to if I think my health worries were not understood when I had a phone or video appointment?
- How can I ask to have in-person appointments if I do not want to have phone or video appointments?





Real life story

Leah, who is 41, has a young child with **asthma**.



Asthma is a health problem that affects your breathing.



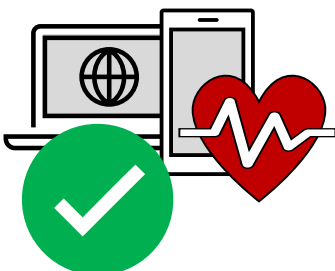
She often needs to book GP appointments, sort prescriptions and check test results.



Leah was worried that using digital health services would not feel the same as talking to doctors and healthcare staff in person.



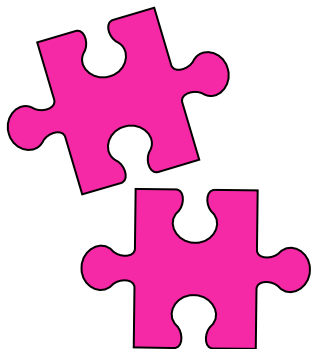
She tried booking appointments online and using the NHS App to sort prescriptions and found these digital health services quick and easy to use.



Leah uses digital health services for day-to-day things but asks for in-person appointments if she is very worried about something.

Reason 3

Are you worried digital health services will be hard to use?

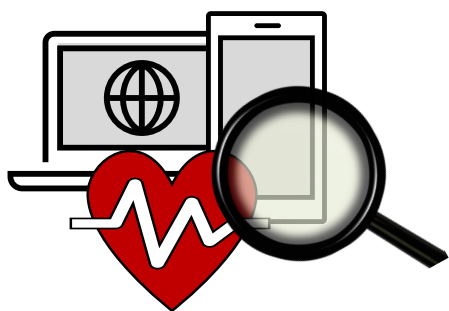


You might be worried it will be hard to set up digital health services and that you might make mistakes when you use them.



Questions you can ask

- Who can I speak to if I find it hard to use a digital health service?
- If I make a mistake when I'm doing something online, like booking an appointment or filling out a form, how can I speak to someone to get it fixed?
- Can I try out a digital health service before I need to use it for something important?



Find out more

Learn My Way offers free training about digital skills, including how to use digital health services. Go to this website to find out more www.learnmyway.com.

**Learn
My Way**



Real life story

Ailsa, who is 72, worries about using technology and finds it hard to do things online, like filling out forms.



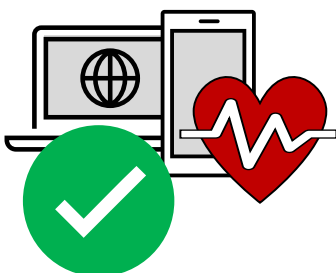
When her GP surgery sent her a text saying she needed to book an appointment online, she did not know what to do. She was worried about pressing the wrong buttons.



Ailsa went to her local community centre and asked for help. They showed her how to go through each step to book an appointment online.



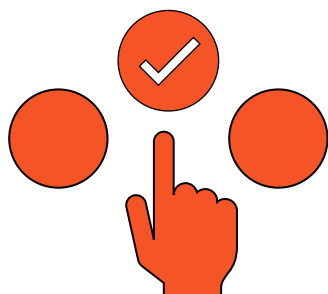
She also talked to the person on reception at her GP surgery. They told her she could still book over the phone if she needed to.



Ailsa still likes booking appointments by phone, but she is pleased she knows how to do it online as well. She also feels braver about asking for help when she needs it.

Reason 4

Are you worried you will have to use digital health services even if you do not want to?



You might feel like you are being forced to use digital health services.

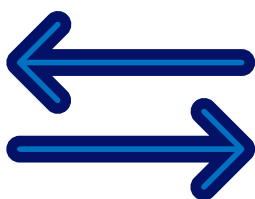


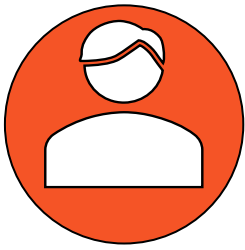
This might make you worried you will not have a choice about how your care happens.



Questions you can ask

- Can I ask for an urgent appointment over the phone or in-person instead of using an online system?
- Can I switch between digital and in-person health services if this is right for my needs?
- Can I go back to an in-person health service if I try a digital service but do not like it?





Real life story

Robbie, who is 38, helps to care for his father who has a **long-term health condition**.



A **long-term health condition** is a bad health problem that will last a long time and need to be looked after with medicine and healthcare.



Robbie was worried that digital health services would make it harder to get in-person appointments when his father needed them.



He tried booking check-ups online and using the NHS App to sort prescriptions and found these digital health services quick and easy to use.



He also helped his father to try health appointments by video and they went well.



Robbie still asks for in-person appointments for urgent problems.

Your notes and questions



You can write any notes or questions you have about digital health services in the box below.

More information and support



Good Things Foundation

Go to our website to find out about organisations in your area that can help with ways to do more things online

www.goodthingsfoundation.org/find-support.



NHS Apps

Go to the NHS website for your nation to find out how to use the NHS App.

- For **England**
www.nhs.uk/nhs-app/nhs-app-help-and-support.
- For **Scotland**
nhs24.scot/nhs24-online-app.
- For **Wales**
apphelp.nhs.wales.
- For **Northern Ireland**
dhcni.hscni.net/digital-portfolio/encompass/my-care.



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