Designing for Digital Inclusion in Healthcare

Seminar 3: Designing inclusive digital healthcare services - lessons and principles
January 2024

TAKEAWAYS

1. Ensure that support is built into the roll out of digital services - unpaid support (family), staff/colleagues, referral partnerships (VCSE)
   Make connections with partners and networks to explore what additional support is needed

2. Using data and knowledge to understand the extent of digital inclusion and who it affects can help you target the support more appropriately
   Access national data sets such as the DERI tool, Lloyds consumer digital index and Data from Ofcom or ONS and other VCSE partners to build your understanding

3. Learn from others and build on their understanding - use existing guidance, tap into and link to other services
   Find other digital services that your audiences are used to using and replicate their design and layout. Use design tools and accessibility guidelines

To access a recording of the event, please visit this page.