

BOARD MEETING

Title	Patient Story – Listening to patients experience on using patient apps		
Paper Date:	9 May 2024	Meeting Date:	21 May 2024
Purpose:	Discussion	Agenda Item:	06
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Executive Summary

The Integrated Care System (ICS) Joint Forward Plan (JFP) sets out to address four key challenges including an experience challenge with an aim of improving accessibility of our services and elimination of long waits. The JFP also describes the ambitions to ensure that our population start well, live well and age well.

The BOB system goals include:

- Improve outcomes in population health and healthcare.
- Tackle inequalities in outcomes, experience, and access.

Key enablers to achieving these aims are:

- The adoption of digital technologies to connect across the system and improve the experience of citizens.
- Use of patient apps, including the NHS App enabling people to access digital health and care services that helps people stay well, get well, and manage their health.
- Social prescribing which is an approach that connects people to activities, groups, and services in their community to meet the practical, social, and emotional needs that affect their health and wellbeing.

The following story was recorded in Digital Café's in South Buckinghamshire as part of a patient engagement portals study. Key themes include:

Patients Experience

Patients provided details on how they use apps to access services and take charge of their health by monitoring their medication, arranging appointments, requesting repeat prescriptions etc. One patient noted that a relative had experienced issues while using the app and had not used it since.

Why are patients not using apps?

It is reported that patients were unsure what they were signing up to, others advised that they were not aware the NHS App was used more widely than for Covid. There also appears to be confusion about the various kinds of app available e.g. NHS App, Patient Access.

What are the barriers to using patient apps?

In the Talking Café's held in Buckinghamshire, patients were shown how to access apps via their digital devices. Technology and lack of knowledge of using apps can be a barrier to access but once this is sorted the results are generally positive.

How can we convince patients to use apps?

Advertising in GP surgeries would encourage patients to access the app. If GPs sent communication out to their patients advising what the app could be used for then this may also increase take-up. Patients felt it would be helpful if there was someone available at the GP surgery to help and encourage sign-up; this would benefit those patients who are not as confident using digital devices.

Patient experience of using the pathway:

Some patients did not agree with the 'do it online' experience, especially if they were in a surgery where they could speak with someone directly, others had not been able to book appointments through the app so had ended up contacting their surgery. Part of the challenge is engaging with your GP differently and this can at times cause confusion in relation to services offered at different surgeries.

Link to video: <https://www.youtube.com/watch?v=dnd9K-kXx3o>

Action Required

The board are asked to review the video provided in order to:

- Listen to the voices of our service users and their lived experience.
- Reflect on the challenges faced.
- Discuss what can be done to improve patient engagement and access to the available apps including groups at risk of health inequality, children, and young people and the digitally excluded.

Conflicts of Interest:

No conflict identified

**Date/Name of Committee/ Meeting,
Where Last Reviewed:**

N/A