

## **Understanding beliefs and concerns around accessing digital health services: Invitation to join a co-design process**

### **Who are we?**

We are Good Things Foundation, we support people to access the internet and to feel confident to do more online. We are part of the VCSE Health & Wellbeing Alliance (a collaboration with NHS England and other organisations). We want to ensure everyone can access digital health services, if they want or need to.

### **What is the aim of the project?**

We are looking to work with organisations who support people who might have concerns about accessing digital health services, to better understand the impact of issues related to beliefs and trust in relation to these services. We then want to work with people to co-design a tool or resource that can be used to help explore and address these concerns for others.

### **What do we mean by 'digital health services'?**

Digital health services can include a wide range of things, such as: the NHS app, online appointment booking platforms, video consultations and therapy sessions, apps or wearables for monitoring health / symptoms, 'virtual' (home-based) wards, digital access to medical notes, and more. We're particularly interested in people's experiences or perceptions of digital health services in primary care (using the NHS app, making GP appointments, ordering prescriptions, using apps or wearables for monitoring health conditions or promoting health, and video consultations).

### **What will participation involve?**

Between October '24 and January '25, we will hold 2 rounds of interactive, in-person workshops with 3 groups of people, followed by a final feedback session. In the first round of workshops, we will explore people's beliefs and perceptions of digital health services. We will work together to agree definitions and to prioritise the main areas of concern. Using these insights, we will deliver a second round of workshops, to co-design tools to help address the priority concerns. There will also be an opportunity to provide feedback on the final draft of the tool, before it is made available to wider audiences.

Each workshop will last around 2 hours and will involve between 6 and 10 people. We would like these workshops to be hosted by community organisations, to provide participants with a friendly, familiar space.

### What is the benefit of getting involved?

Being involved in the workshops will give people the opportunity to share their views and experiences on a topic that affects their, and others' experiences of healthcare. They will also have an active role in designing a tool to help lots of other people who face barriers to accessing healthcare because of concerns around digital health services.

As a thank you, participants will be offered a £30 shopping voucher for each workshop. As a thank you to the organisations for helping us recruit participants and for hosting the workshops, we can offer a payment of £105 per workshop hosted.

### What information will we be collecting and how will it be used?

We will invite participants to complete a short questionnaire at the beginning of the first round of workshops, to give us some information about them and their lives, including age, gender, ethnic identity, sexual identity, if they are a carer to another person, and whether they have any disabilities or long term health conditions. This will be voluntary. We want to collect this information as we know from existing evidence that some groups of people find it harder to engage with digital health services, and may have fewer opportunities to have their voices heard. However, we will not be linking this information to individuals' views expressed in the workshops, so people will not be identifiable.

The views expressed in the workshops will be summarised and used to inform the development of the tool or resource. In our final report we may want to include some quotations from the workshop discussions, but these will always be anonymised and will never be linked to a person's identity. We will never report anyone's name or the name of any organisation participating in the workshop.

The final report and tool will be made publicly available on Good Things Foundation's website and we will be sharing these resources with other organisations, such as health organisations and other charities and voluntary sector organisations.

### Can we give feedback on the co-design process?

Yes, we will be happy to hear your views on how we conduct the co-design process and to hear any concerns you have along the way. We're keen to make sure the process is enjoyable and meaningful for all involved. We will also be asking participants to offer their reflections on the process at the end, as part of our evaluation of the project.

### Contact information

Jo Reynolds, Research & Evaluation Manager, Good Things Foundation:

[jo.reynolds@goodthingsfoundation.org](mailto:jo.reynolds@goodthingsfoundation.org)