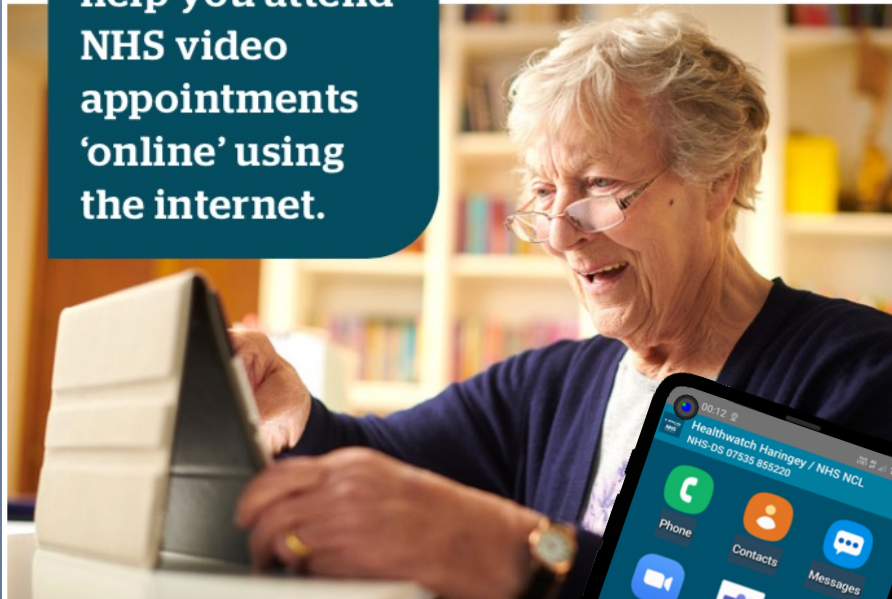


Free support to help you attend NHS video appointments 'online' using the internet.

Find out more overleaf >



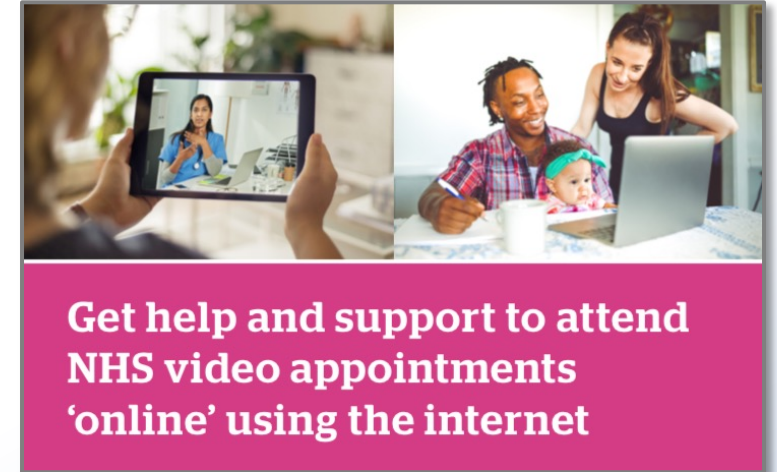
NHS NCL / Healthwatch Haringey Digital Support Project

Guidance for Community Hubs

Project Objectives

Covid-19 Impact

- Fewer patient facing appts, more remote/video consults
- GPs adopted model of triage supported by new IT systems
- Convenient for many, but risk of “digitally excluding” others



Improve patient access to digital health services

- Online enquiries/consultations, video appointments, prescriptions, appt bookings etc.
- NHS website/mobile app, GP/hospital/other healthcare service provider websites
- Specific health programmes, monitoring systems, management courses
- General health info, group video meetings, wellbeing/MH resources, social isolation

Health-Related Digital Support

- Remote / video consultation services - accuRx, AttendAnywhere
- eConsult triage / enquiry system
- GP services - Patient Access, MyGP, NHS App, patches
- Other digital health services –
GP/NHS websites, Mental Health resources, Covid T&T, Diabetes monitoring, Low Cal Diet programme, self-management courses
- Zoom / Teams for (group) video meetings
- Email account creation & basic use – If reqd for other services
- Access to shared Smartphone device in community hubs
- Limited no. of Smartphone devices available to loan



Healthwatch Referrals

- Patients identified by healthcare service providers and referred into Healthwatch Digital Support.
- Primary focus is supporting patients to access digital health services, but will help with other support where possible (or refer on to Coffee & Computers)
- Support needs identified and support task allocated to digital support volunteer.
- Digital support/training delivered by DS volunteer
 - remotely via phone or video session
 - In person at Healthwatch Community Hub or home visit
- Independent Community Hubs can help provide digital support to wider range of users/clients



Community Hubs

- Healthwatch Hubs – Space in public facility where HW digital support team can book appointments and deliver in-person training
- Independent Hubs – Service managed by organisation where users/clients can access a smart device and receive digital support from community staff/volunteers
- Healthwatch Digital Support Service Offering
 - Loan smart device (custom system with remote support)
 - Training on digital health systems and using smartphone device for hub staff/volunteers
 - Comms materials (flyers/posters for community hub)
 - Backup support from Healthwatch DS team and vols, possibly including group training/sessions (e.g. C&C)
 - Comm org to manage appts and training sessions
 - Comm org to provide basic reporting/feedback



Community Hubs

- **Marcus Garvey Library (N15 4JA)**
Mon/Wed/Fri/Sat 10am-4pm
Tues/Thurs 10am-6pm
- **Wood Green Library (N22 6XD)**
Tues/Thurs 10am-6pm.Sat 10am-4pm
- **Northumberland Park RC (N17 0HJ)**
Tues 10am-4pm
- **Alevi Centre (N8 0DD)**
- **St Ann's Church (N15 5JH)**
- **Selby Centre (N17 8JL)**



Project Info & Contact Details

- Basic Project Info (For Gen Public)

<http://tiny.cc/hwh-digital-info>

- Referral Form (for healthcare providers)

<http://tiny.cc/hwh-digital-referral>

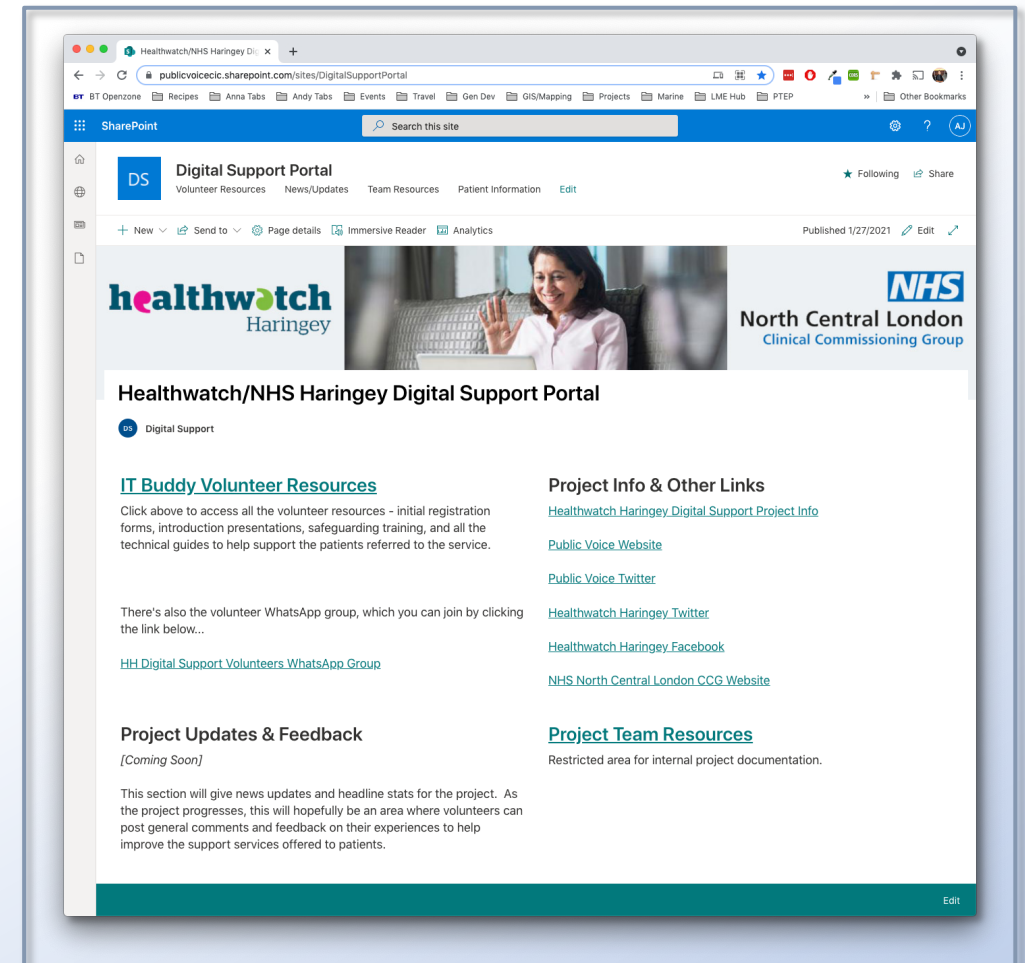
- Digital Support Website Portal (coming soon!)

Project Info, Referrer/Volunteer Resources, Training Guides

Email: digital.support@publicvoice.london

Phone: 0203 794 1168

Text/WhatsApp: 07535 855191



Coffee & Computers

- Local community group offering general digital support (i.e. not just health related).
- Currently operating remotely/online, with a weekly Zoom session and 1-to-1 support where possible, but restricted with limited resources, volunteer availability, and what can be done over the phone (e.g. getting started with a new device).
- Planning to resume in-person group support sessions soon at Hornsey Library, and Holy Trinity Church in Tottenham.
- Collaborating with Public Voice over coming months to develop a longer-term broader digital support service.

More Info: <https://coffeecomputers.org>

Email: info@coffeecomputers.org

Referrals: <https://coffeecomputers.org/askforhelp>

