

THE
BUREAU

DIGITAL HEALTHCARE
SUPPORT SERVICE



DSD Network Meeting

Wednesday 26th March 2025

Who are we?

Voluntary Sector Organisation based in Glossop, Derbyshire

Range of projects including: Social Prescribing, car scheme, befriending, call companions, peer support, community development

Commissioned in 2021 to deliver support to patients in Tameside & Glossop to access health apps and online healthcare resources

DIGITAL HEALTHCARE
SUPPORT SERVICE





Overview of Our Model



Volunteer-led NHS app promotion events and follow up workshops, supporting patients to access GP online services



Practice staff engagement and training




Resources to explain access models in general practice




Referrals directly from GPs / admin staff via clinical system



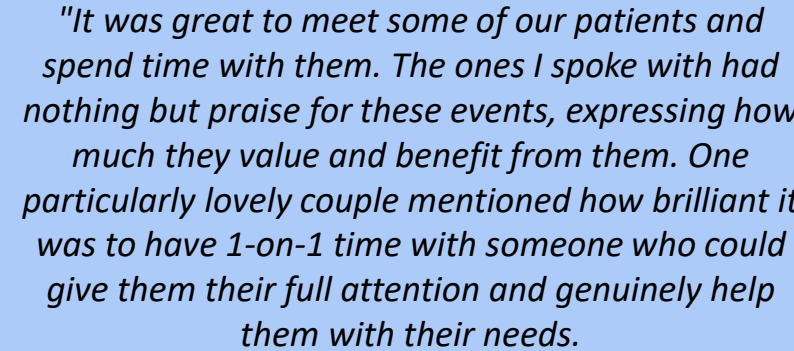
Links with local digital inclusion support




“The social interaction with the volunteer champions...made me feel less stressed giving me confidence to use the apps on my own. Bob made excellent suggestions for security, again improving confidence in using the apps!”




“[I love] the joy it gives to clients when they are able to gain access to their doctors via apps instead of having to hang on the end of the phone or visit the surgery.”



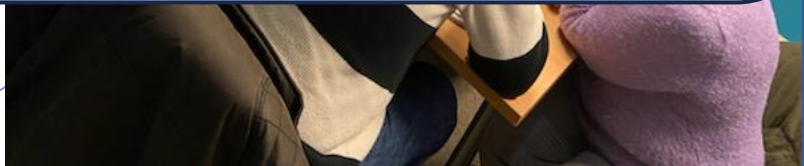
“It was great to meet some of our patients and spend time with them. The ones I spoke with had nothing but praise for these events, expressing how much they value and benefit from them. One particularly lovely couple mentioned how brilliant it was to have 1-on-1 time with someone who could give them their full attention and genuinely help them with their needs.”



“[This] enables me to stay more independent”



“[I really enjoy] empowering patients with the apps and seeing how they can benefit from this. Also meeting other people and learning new skills...”



“We have witnessed patients arriving at a drop-in session feeling angry and frustrated about having to use apps to manage their prescriptions, but we then see them leaving the session with a much more positive and grateful attitude. One of the patients expressed to me that she was overjoyed that she could request her repeat prescription so easily and that she had been able to do it for herself.”

Digital Inclusion for NHS services project



Helping VCSE organisations across Derbyshire with NHS app promotion and patient support



Sharing our model and resources across the network



Training practices and volunteers on primary care digital tools



Highlighting key barriers to the promotion of digital tools in primary care



Supporting with the removal of barriers to effective promotion and adoption of primary care digital tools



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Resources



NHS app promotion toolkit for VCSE organisations and practices



Volunteer training



Practice training



Practice engagement

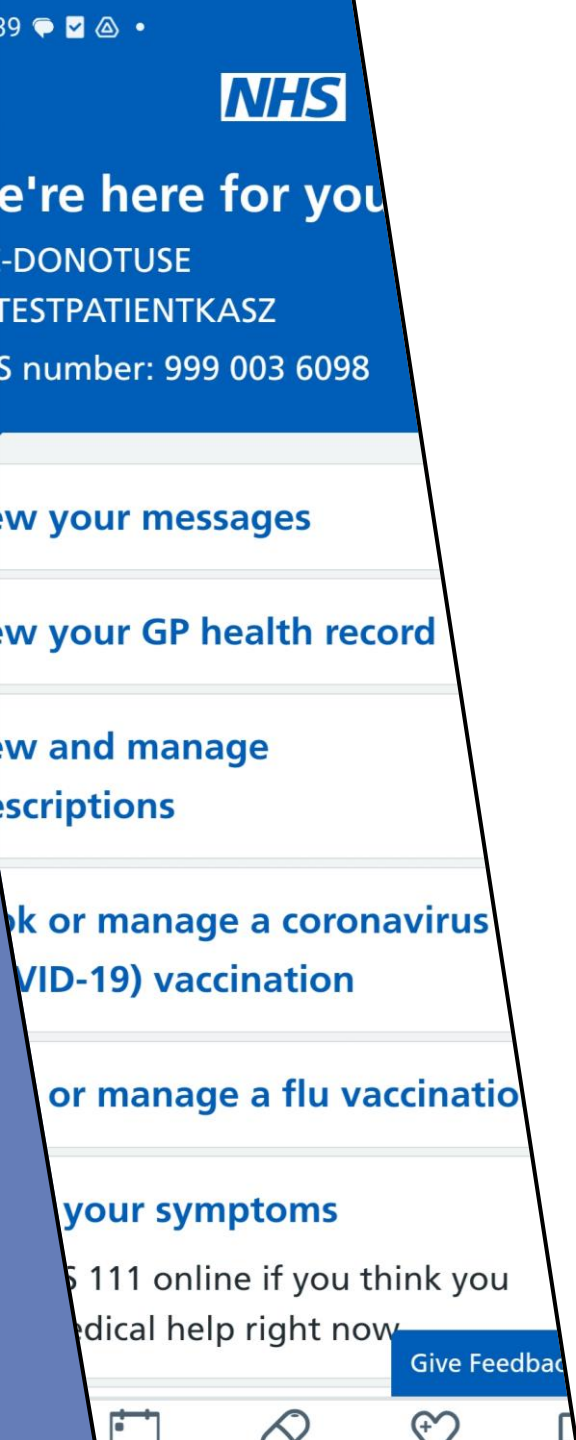


NHS app event support



Examples of things to consider

- ▶ What combination of digital tools do the practices you want to work with use? E.g. do they have online triage? What do they enable through the NHS app? Do they already promote other equivalent apps instead?
- ▶ What are the processes in the practice(s) for e.g. Appointments; Acute prescriptions; Online access; Proxy access?
- ▶ Are the practice staff confident with the NHS app?
- ▶ Is there a practice staff member available to generate online access codes?
- ▶ Is there the capacity and processes to deal with unknown numbers of attendees?
- ▶ Partnerships with other organisations
- ▶ Attendance of other healthcare staff e.g. social prescribers, carer support, pharmacy team etc?



Empowering patients and practices with GP Online Services

Helping patients and primary care to...

Understand the benefits of online resources to both patients and practice e.g. efficiency, accuracy, audit trails etc

Understand how the resources fit together / which resources to use in which situations

Feel empowered to access, not disempowered or dependent on others

See the systems as an enabler, not a barrier

An ask from us!

What have you observed on the NHS app and online tools at different practices?



Looking for feedback around:

Level of access to records

Appointments available to book via the NHS app

What messages do patients receive via the app/via text?

Q&A

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