

Working together to extend the reach of the NHS App



This case study is about how the Digital Inclusion Team at Framework Housing Association has worked with staff in Framework services to ensure maximum benefit to our service users.

Framework has had a dedicated Digital Inclusion Team for nearly 2 years. Over 250 donated laptops have been deployed in hostels and gifted to service users. Donated Vodafone SIMs have proved to be a lifeline for many vulnerable adults across the East Midlands. We now have 8 Digital Champions helping to run Digital Skills Days at our Training Centre in Bulwell and Drop-Ins in other locations. We have a dedicated website supporting the project and Digital Inclusion and Learning Hubs have been established in Nottingham and Lincoln and with plans for other locations.

With Framework supporting over 17,000 people each year, the task of tackling Digital Inclusion with such a small team is complex and challenging. Recent funding from the NHS has allowed us to purchase some budget Android phones as well as promote the use of the NHS app.

A recent change of focus is now on educating the support staff at Framework with all things DI and this will result in a much wider spread of digital support. One early initiative has been the training of the North Notts Moving Forward (specialist mental health tenancy support) in the

use of the NHS app. A competent staff member who uses the NHS app and is tech savvy is more likely to be able to support a service user to make positive changes in their lives underpinned by the appropriate use of everyday IT tasks. The staff training session was well received, and staff were left with a much more positive view and increased use of the NHS App.

This case study has been completed by one of the Moving Forward North Notts staff, Jane and reflects how a 'joined up' approach to Digital Inclusion has benefited staff and service users alike:

Community Engagement / Empowerment Case Study by Moving Forward, North Notts

What was the issue?

N had been allocated a Housing Association property when he started his support with Framework Moving Forward.

He had a difficult childhood, in and out of foster care, N needed to gain the skills to live independently.

One of the main issues was keeping contact with his support agencies and engaging with our service.

N did own a mobile phone which he had been given by a friend, the mobile could not receive emails or Wi-Fi.

N needed a mobile that allows him to him having greater access to apps and more options to fulfil his needs.

Who did you engage with?

N engaged with Framework Moving Forward Support Worker

What did you do?

I contacted Kevin Rookes, Digital Inclusion Coordinator and explained Nathans situation.

Kevin obtained an Android mobile for N through his service.

What was the impact?

N has downloaded the NHS app to be able to order repeat prescriptions, book and manage GP appointments and get health information and advice.

N uses the emails to contact his supporting agencies, to contact friends and requesting information on community groups.

N can also look up information on google and download games which helps him cope with anxiety issues.

What barriers, challenges or points of learning did you identify?

Purchasing a new mobile was not an affordable option for Nathan, he had to use any disposable income to set up his new tenancy.

I found that having a mobile that has all the technology opens an avenue to gain new skills enabling to improve a person's independence.