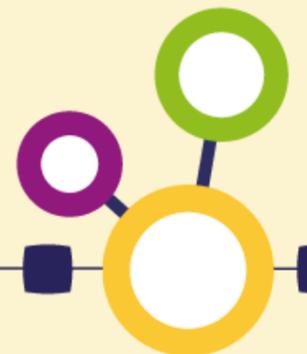




South West Connect Conference

Alex Digby
Forest Voluntary Action Forum
Digital Projects Manager
Gloucestershire Digi Hubs Hubs.





The Digital Hubs project

The Digital Hubs project- A new innovative approach, developed in partnership with Gloucestershire Adult Transformation Team and the VCS.

Aims:

- Tackle digital exclusion across Gloucestershire.
- To increase Digital inclusion across all six districts in Gloucestershire.
- To provide Free, accessible, tailored support to individuals.
- Bring together Community partners who share a mission to bridge the digital divide.

Each district's dedicated community partner is well connected within its community, has a strong local knowledge and understanding of the barriers people face, with a drive and passion to demonstrate how life changing it can be in becoming digital included and confident.



The Affects Of Digital Exclusion

Social Isolation

Education & learning

Prevention of maintaining social connections

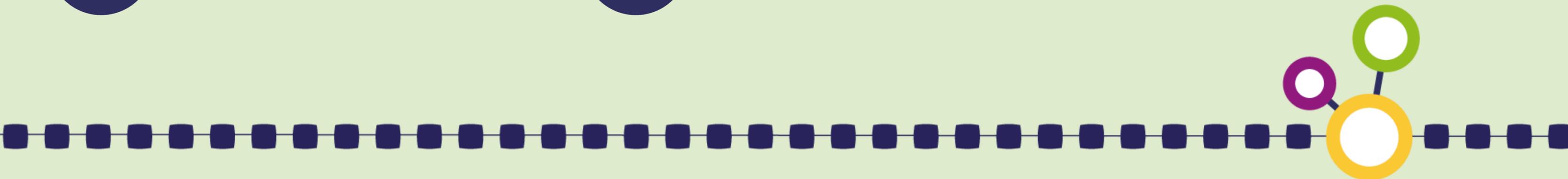
Higher risk of scams & fraud

Poor Health Literacy

Barriers to finding employment

Health & wellbeing support

Meeting new people/ forming online social groups



The Community DiGI Hub Model

That provides a safe space to listen, create, inspire that makes the community stronger together



Asset Based Community Development

Volunteering & Opportunity Building

Strengths Based, Community Led

Reactive To Local Needs and Aspirations

Holistic Support

Service Sign Posting- Hand holding

Enabling Community Action

Working With The "Easily Forgotten"





Motivation

Not everyone sees why using the internet could be relevant and helpful
A Digital Hub can demonstrate the huge benefits

Confidence

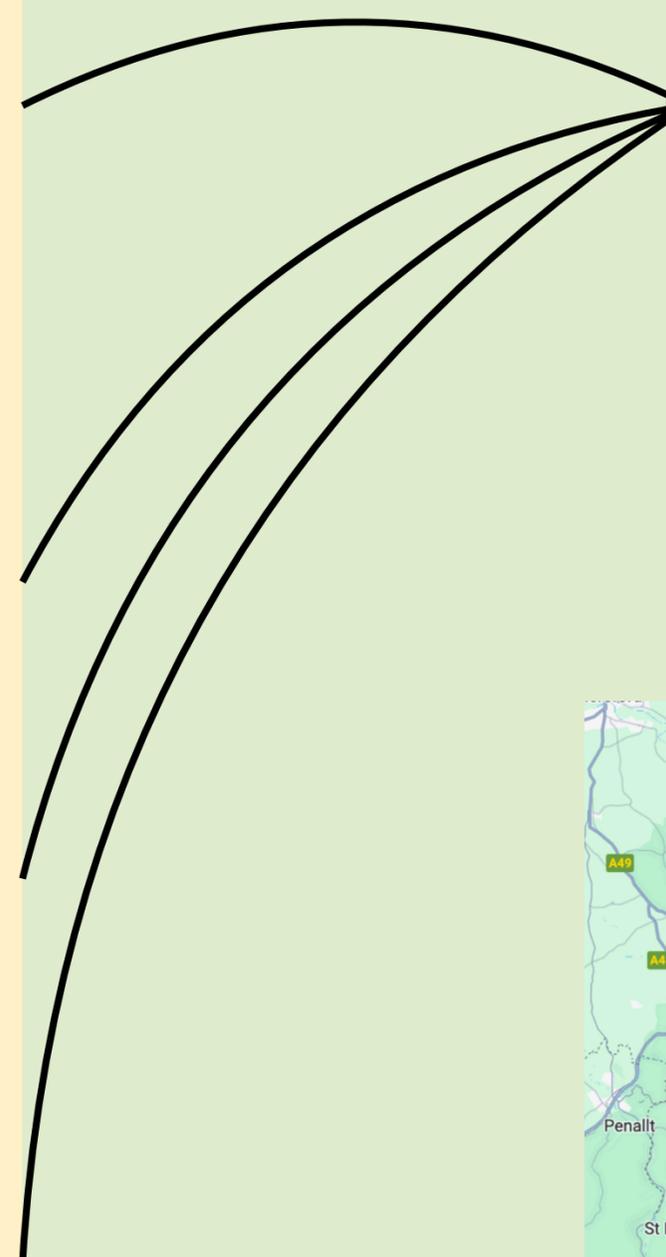
Some people fear online crime, lack trust or don't know where to start online
A Digital Hub can increase confidence via trusted relationships

Skills

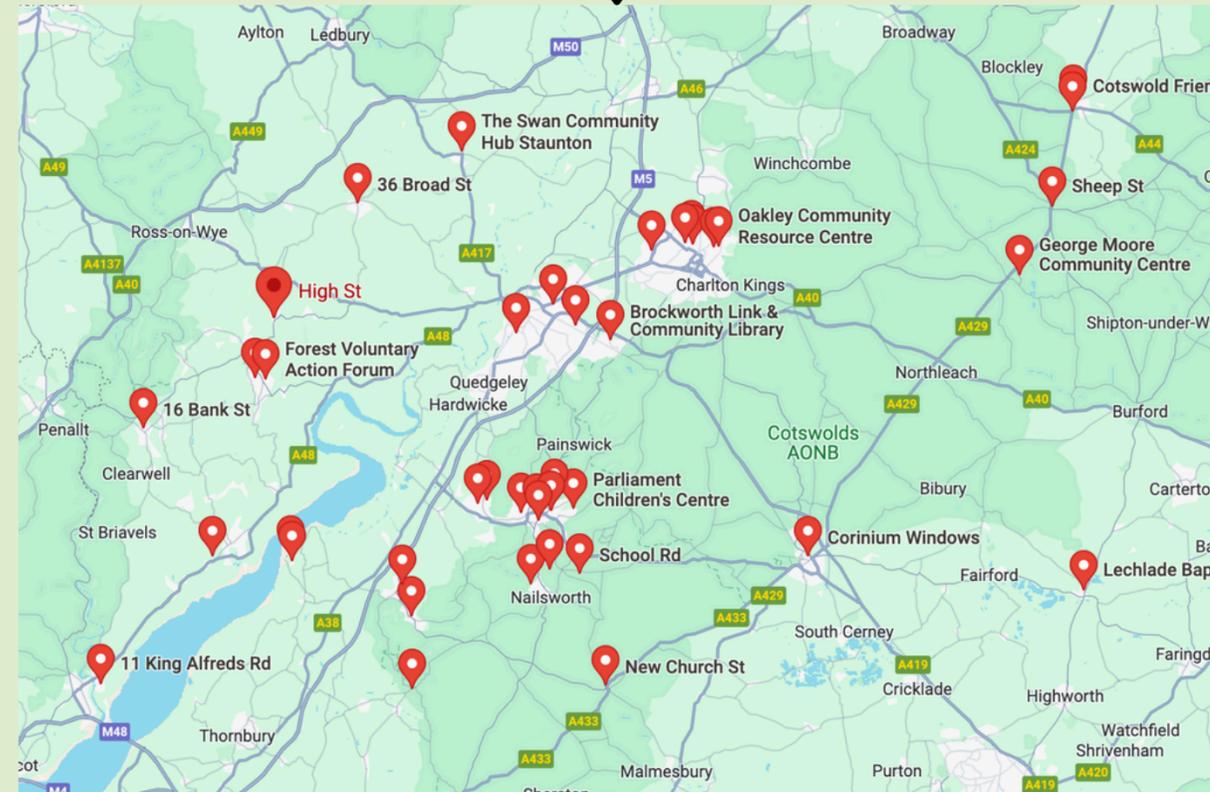
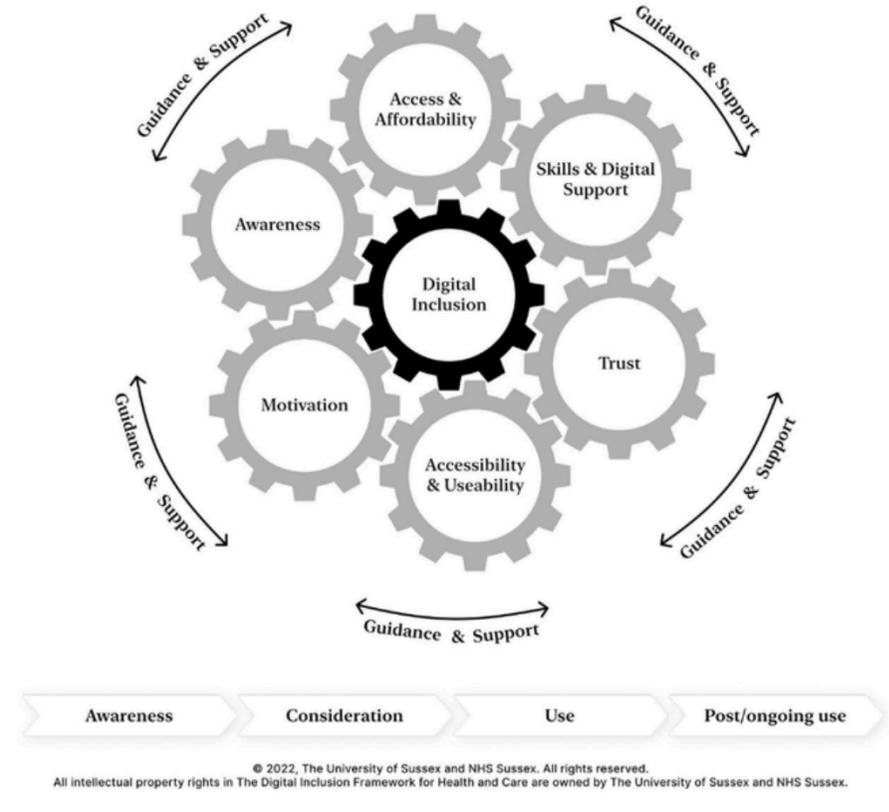
Not everyone has the ability to use the internet and online services
A digital Hub can provide 1:1 training

Access

Not everyone has the ability to connect to the internet and go online
A Digital Hub can provide access to free equipment and internet



Enablers and facilitators of digital inclusion



1000+
Hours of
Volunteering



5589
Engagements at
Digi Hubs



7672
Digital support
outcomes



93
People Supported
on average every week



Impact
April 23 - May 24

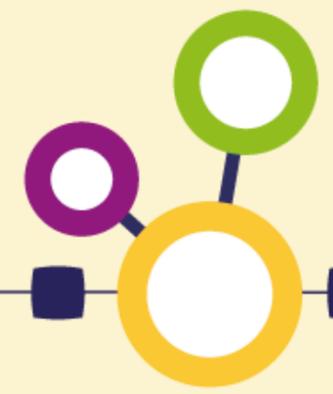
46
Digi Hub
Locations
1545
Digi Hub Sessions



2646
(47%)
New Participants



2826
(51%)
Returning Participants



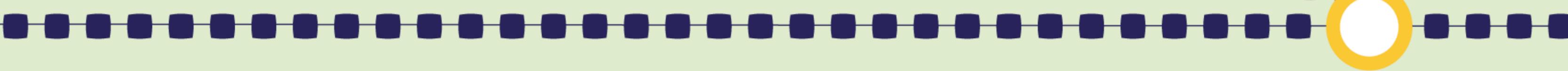
Digital Inclusion in the context of Health & Care Digital Transformation

- Increased Health Literacy
- Access To Digital Communications

- Access and contribution to personal health records
- NHS App

- Health & wellbeing support
- Taking active role in personal health & Wellbeing

- Access Local & standard Digital Services
- Self triage/ referrals
- Condition management





GP/ Medical Pop-ups Pilot

Early findings:

Types of support given:

- Downloading NHS APP – 28%
- Accessing Health Records – 20%
- General advice/ guidance – 16%
- Registering – 8%
- ID Verification - 8 %

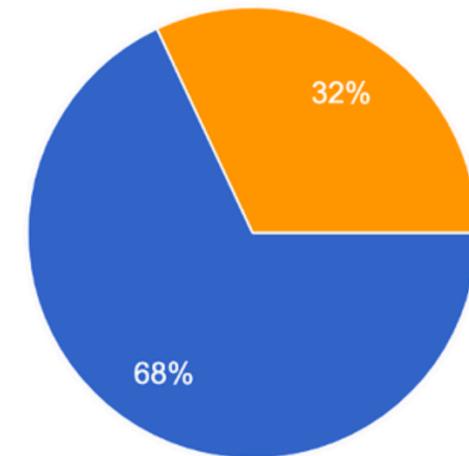
Participant Ages

- 35- 64's - 68%
- 65+'s – 24%

Learnings

- GP Surgeries/ Practice managers incredibly supportive of the pilot
- Dispensaries play an important role for signposting/ prescription leaflets suggestion
- Digital Champions play a crucial role to elevate fears of digitalisation.
- Digital prescribing/ sign-posting/ support

Do you feel more confident using the app after today?



● Yes
● No
● Maybe



“I have so many issues at the moment, that I just couldn’t get around to doing the app – it felt like one step too far, even with help from my grand-daughter. But now you’ve given me access, I can see my whole medical history and appointments, it really helps me feel like I’ve got a bit of control back over my illness journey”

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