

Digital Inclusion in Healthcare

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Good Things

DIGITAL NATION UK 2024

FACTS & STATS TO FIX THE DIGITAL DIVIDE FOR GOOD

SCALE OF THE DIGITAL DIVIDE

3.7m
FAMILIES ARE BELOW THE MINIMUM DIGITAL LIVING STANDARD

8.5m
LACK BASIC DIGITAL SKILLS

2.4m
HOUSEHOLDS CAN'T AFFORD THEIR MOBILE PHONE CONTRACT

7.5m
WORKING AGE ADULTS LACK BASIC DIGITAL SKILLS FOR WORK

0.6m
YOUNG PEOPLE LACK HOME INTERNET OR A SUITABLE DEVICE

1.5m
DON'T HAVE A SMARTPHONE TABLET OR LAPTOP

5000
COMMUNITY ACCESS POINTS
THE NATIONAL DIGITAL INCLUSION NETWORK

OUR CHANGING DIGITAL WORLD

Health

33% of those offline say it's difficult to interact with NHS services

39% of UK adult population not registered on NHS App

Money

Banking takes **1.5 hrs** longer without an internet connection

50% higher food costs without internet access

4m+ older people are not managing their money online

Work

92% of UK businesses say there is a digital skills gap

40% of jobs will be affected by AI worldwide

Internet

33% unaware of local access point for device access or internet connection

8% of eligible households signed up for social tariff

DEVICES

NATIONAL DEVICE BANK

CONNECTIVITY

NATIONAL DATABANK

CAPABILITY

CONFIDENCE

TRUST

46k devices collected to date

CO₂ saved equivalent to **328k** trees

DIGITAL INCLUSION BENEFITS

as a result of support

£13.7 billion BENEFIT TO THE ECONOMY

I'm happier
76% say the internet helps them connect with family and friends

I'm more employable
68% saw a work or skills related benefit

I'm healthier
68% can use online tools to help them manage their health

I'm better off
People with high digital engagement save **£900** more a year

PEOPLE LEFT BEHIND

lack basic digital skills

24% of those not working

25% of those with a disability or health condition

48% of those with no formal qualifications

37% of those over 65

WHAT THE PUBLIC THINK

64% believe there's **NOT ENOUGH SUPPORT** for people who can't get online

92% think most **ESSENTIAL SERVICES** require internet access

75% want **GOV'T INVESTMENT** in digital skills training

21% feel **LEFT BEHIND** by technology

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#FixTheDigitalDivide

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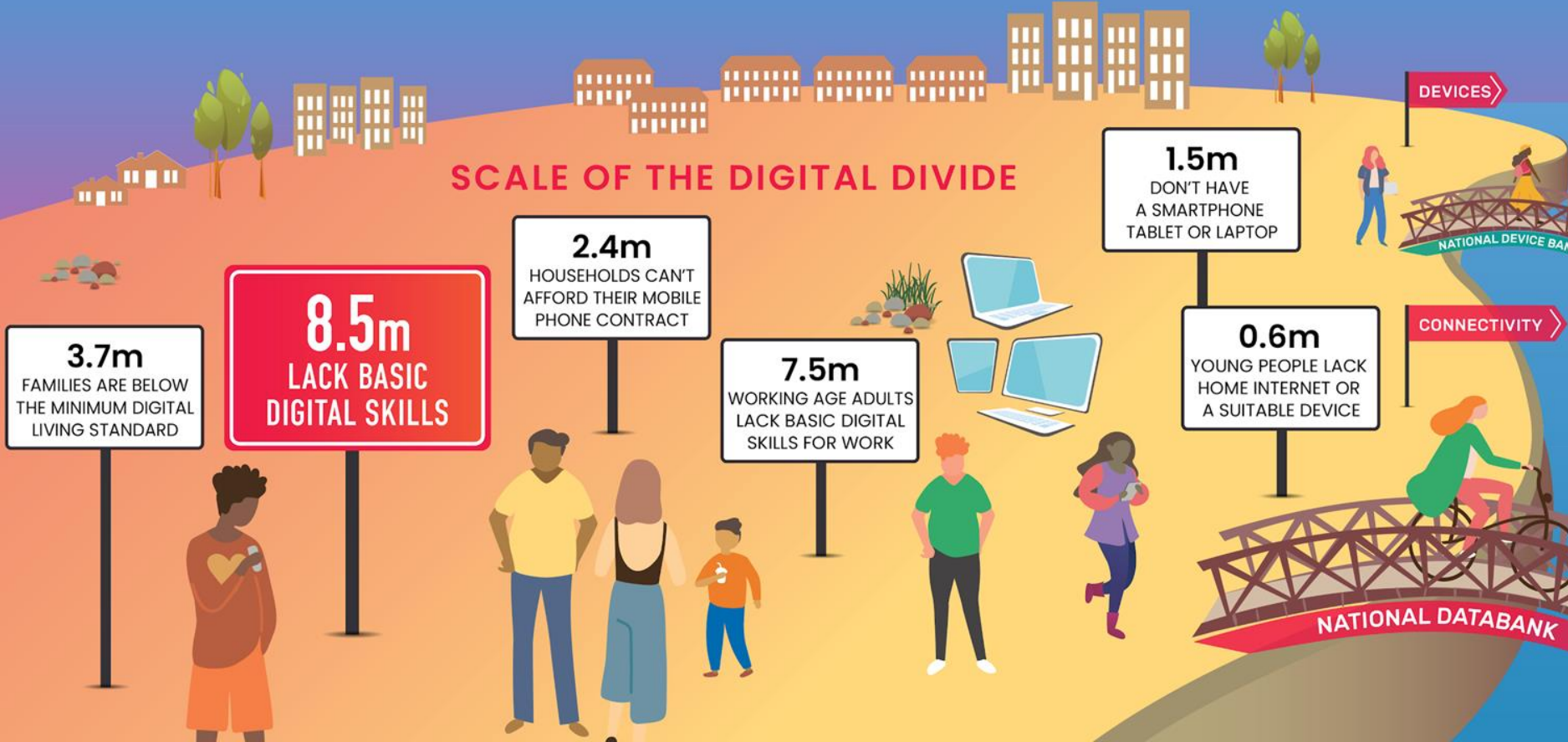
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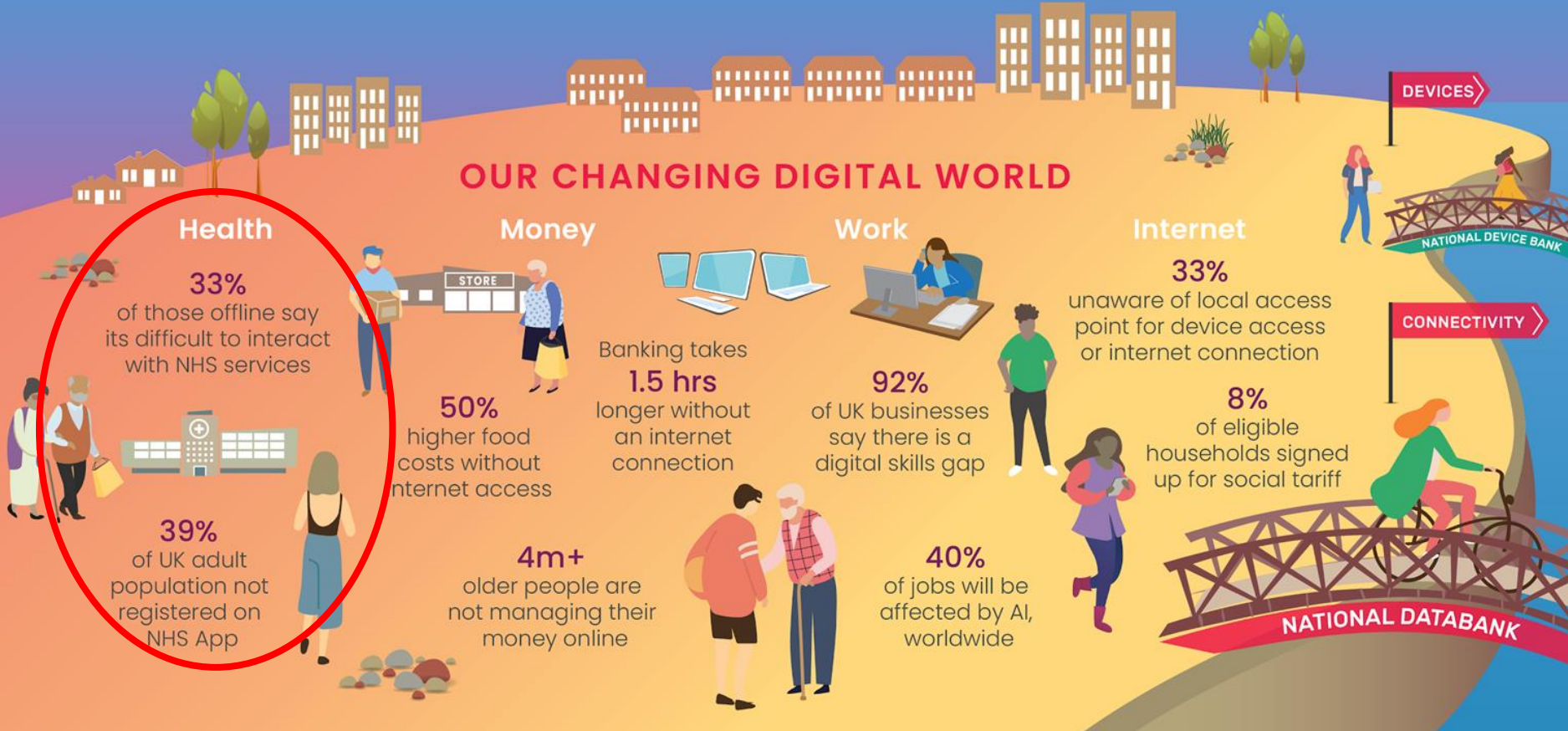
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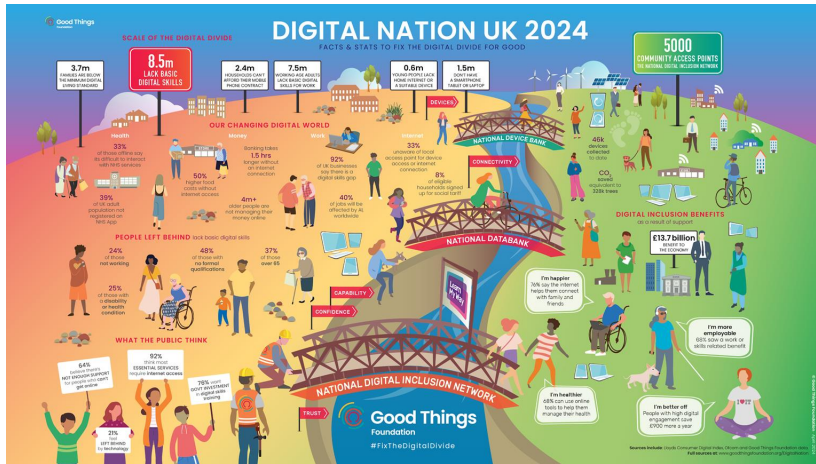
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INCLUSION NETWORK

Learn My Way

How to access Digital Nation 2024



You're welcome to use it!
Please just reference 'Good Things Foundation'

We've more great Digital Health content

Topics include:

- Health inequalities and mitigating the risks of digital exclusion
- Top Tips: supporting digital inclusion in general practice
- Seminar series: Designing for Digital Inclusion in Healthcare
- NHS Framework for Action on Digital Inclusion





Delivering our mission to Fix the Digital Divide - for Good



Katie Heard

Strategic Insight & Research
Leader | Evidence Champion



Get in Touch!

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