

# Digital equity

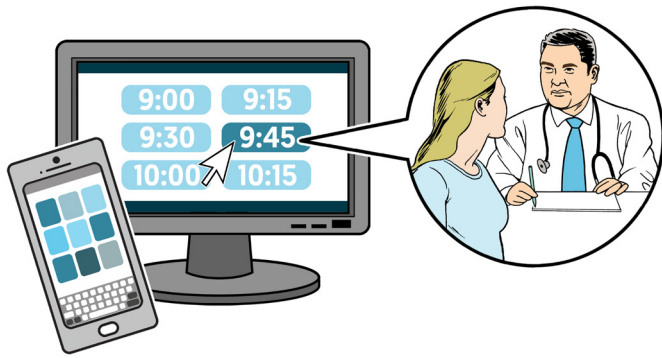
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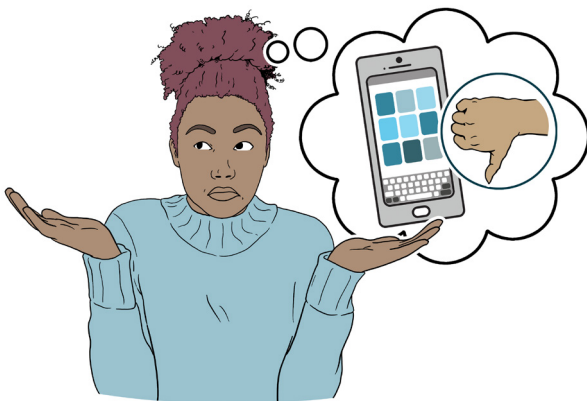
# Digital technology



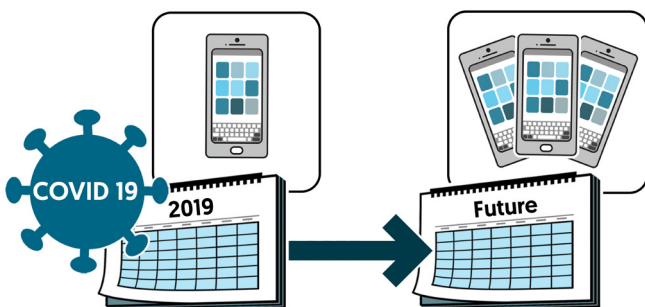
**Digital technology** can help to improve health and care services, both for staff and patients.



**Digital technology** can be things like online appointment booking, or apps on your mobile phone.



But not everyone is able to use or access digital technology.



Since the Covid-19 **pandemic**, health and care services are using digital technologies more, and we will use even more digital technology in the future.

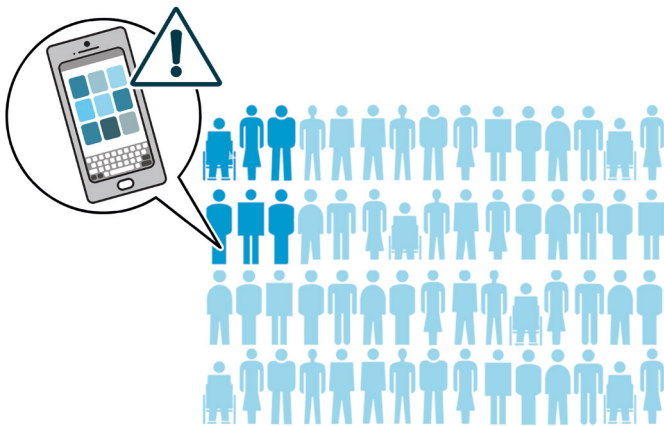


A **pandemic** is when a disease spreads all over the world, like the Covid-19.

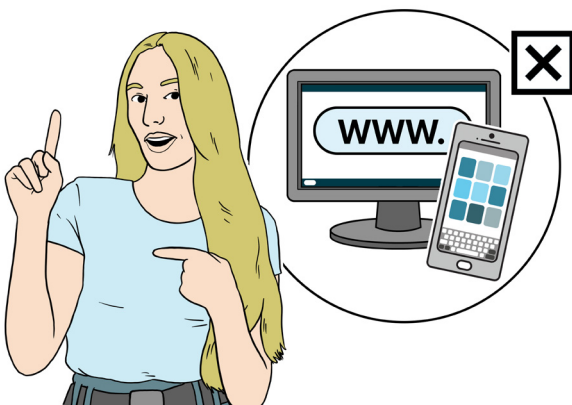


Some people prefer to use digital technology, but this is not the same for everyone.

## Digital exclusion



Some people are at risk of **digital exclusion**.



**Digital exclusion** is when someone does not have access to digital technologies, or they do not have the skills and knowledge needed to use them.



We wanted to find out about people's experience of using digital technology and services.



We wanted to know what could be done to improve things and help stop digital exclusion.



The King's Fund spoke to people with lived experience and to service providers, like health clinics.

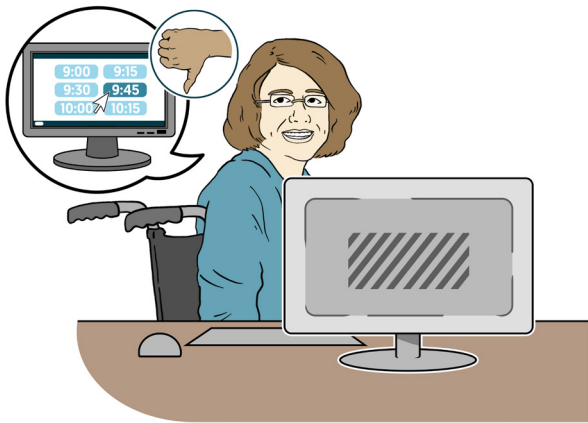
## What we learnt:



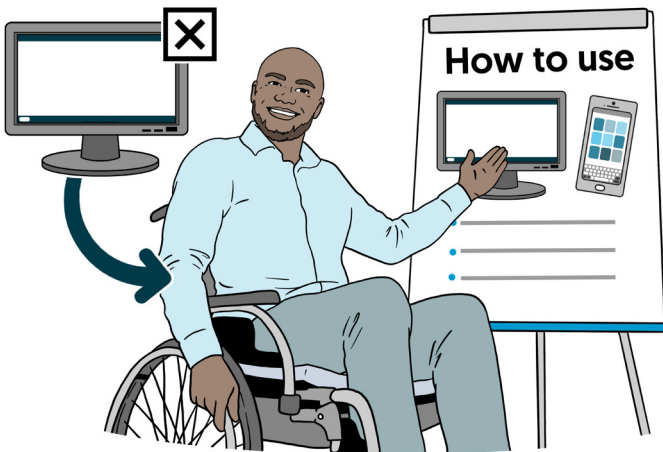
We found that people have different needs and different ideas about what to expect from digital technology.



Some people are happy and able to use digital technology, and think that it improves their experience.



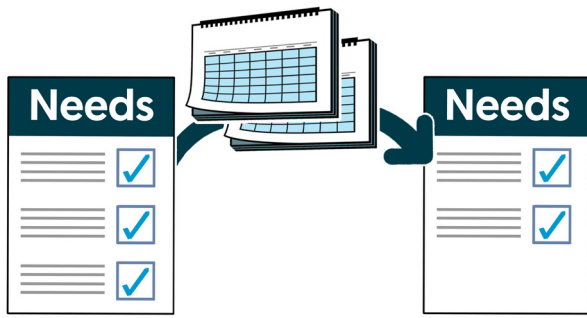
Some people are happy and able to use digital technology, but services do not meet their needs.



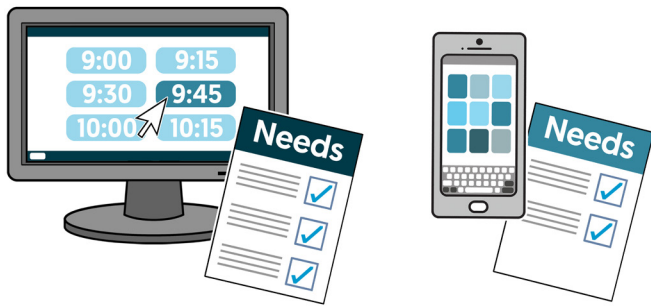
Some people are not able to use digital technology but would like to learn.



And for some people digital technology is not the right choice for them.



We found that people's needs and skills can change over time.



We also found that people's needs and skills may be different for different services.

## What can help?



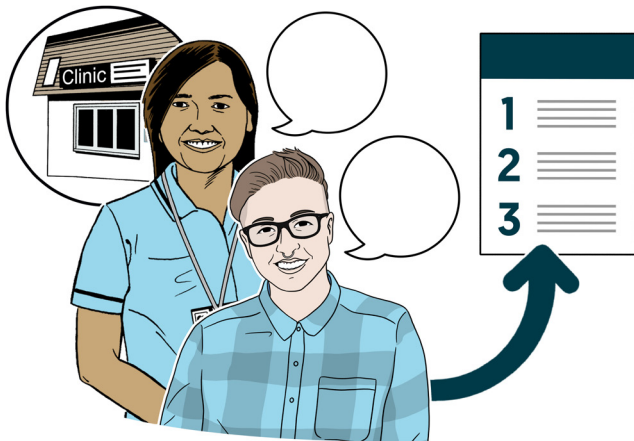
When the only choice is using digital technology, people are at risk of not being able to get the care they need.



If someone finds that digital technology makes it harder for them to access health and care services, they may need support from a carer or family member.



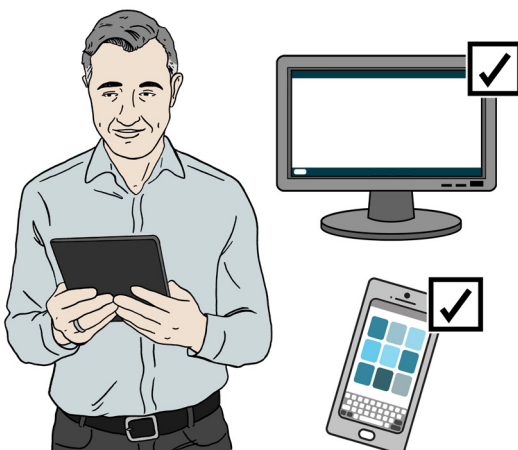
Or they may stop trying to get help all together.



From our talks with people and service providers, we have come up with three things that we think are important to help stop digital exclusion.



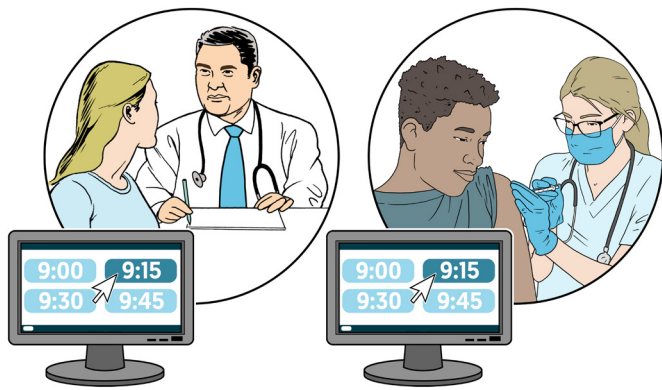
**1.** Making sure people have the skills and knowledge to use digital services.



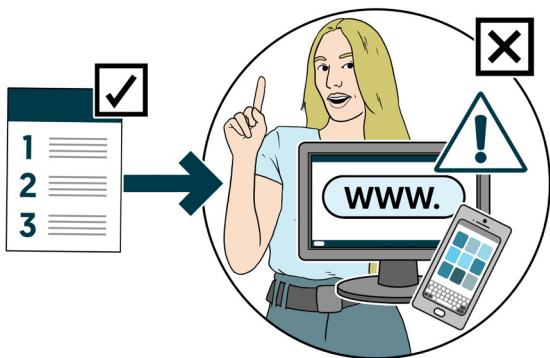
And making sure people have the right devices, like a mobile phone or a laptop.



2. Designing services that meets people's needs and works for them.



3. Making sure there is **consistency** across the services. This means they should try to work in a similar way.

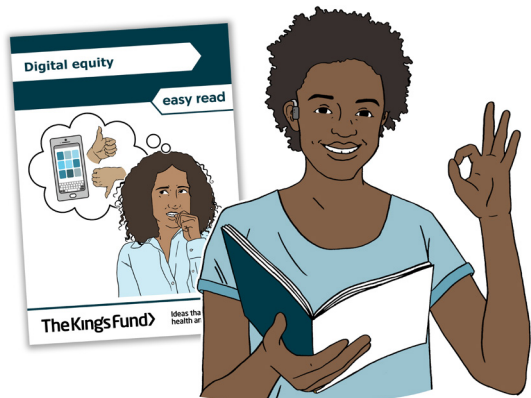


If services can work on these three things they can help to stop digital exclusion.

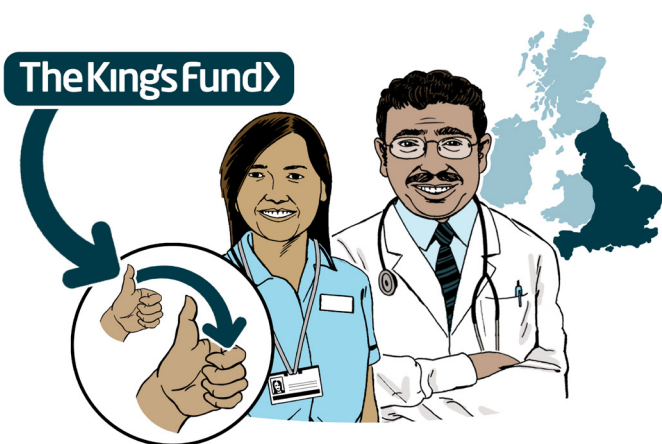


Everyone should have equal access to health and care services.

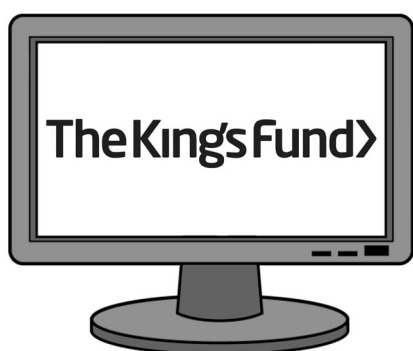
# Thank you for reading



Thank you for reading this booklet, we hope you found it useful.



The King's Fund is an organisation that works to improve health and care in England.



If you have any questions, or you want to find out more about our work then you can visit our website at:

[www.kingsfund.org.uk](http://www.kingsfund.org.uk)



Or call us at:

**020 7307 2568**

# The King's Fund >

The King's Fund is an independent charity working to improve health and care in England. We give advice based on our research, we work with teams and organisations, promote understanding of the health and social care system, and bring people together to learn, share knowledge and talk. Our vision is that the best possible health and care is available to all.

[www.kingsfund.org.uk](http://www.kingsfund.org.uk)

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