

## Digital technology/Access to GP Services

We would like to determine whether GP services are being accessed digitally to help improve the outcomes for residents. Therefore, we would like to understand how many people in the Black Country don't have access to a digital device or the right connectivity, or are in need of support to improve their access, experience and outcomes.

This survey is undertaken anonymously but certain protected personal data would assist us in understanding the Black Country population's digital maturity and if there is more we, as an NHS organisation, can do for our citizens to access digital tools as well as help and advice.

The questions set out below are not mandatory and you are not obliged to answer them all. However, we would greatly appreciate your input to help guide future digital projects and to understand the barriers in accessing digital resources, especially as technology is being used more frequently within health and social care settings.

As this is a digital survey, you may complete it with the help of another person on their device, or a shared device, but please do answer as many questions as you are able to with someone's assistance. We understand that some people do not have access to digital devices and have therefore asked about the reasons why this is the case. You do not need to answer, but knowing why will help us understand if there is any help that can be provided through the Black Country Connected Programme (a digital inequalities programme sponsored by the Black Country Integrated Care Board and other partners).

\* Required

1. What age bracket do you fall into? \*

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 and older
- Prefer not to say

2. What is the first part of your Post Code (i.e., WV10 or WS1)

3. What ethnicity group do you fall into? \*

- Asian or Asian British** - Indian, Pakistani, Bangladeshi, Chinese or any other Asian background.
- Black, Black British, Caribbean or African** - Caribbean, African or any other Black, Black British or Caribbean background.
- Mixed or multiple ethnic groups** - White & Black Caribbean, White & Black African, White & Asian or any other Mixed or multiple ethnic backgrounds.
- White** - English, Welsh, Scottish, Northern Irish, British, Gypsy, Irish Traveller, Roma or any other White background.
- Other Ethnic Group** - Arab or any other ethnic group.
- Prefer not to say

4. Do you identify as: \*

- Male
- Female
- Transgender
- Different gender identity
- Prefer not to say

5. What is your current employment status? \*

- Full-time employment
- Part-time employment
- Unemployed
- Self-employed
- Home-maker
- Student
- Retired
- Prefer not to say

6. Do you currently own any of the following digital devices? \*

- Mobile phone that allows access to the internet
- Mobile phone without access to the internet
- Laptop
- Tablet (a wireless touch screen device which connects to the internet - larger than a Smart Phone)
- PC Desktop
- Smartwatch
- No to all of the above
- Prefer not to say

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7. If you selected none and don't own any of the above, is there a particular reason why? \*

- Affordability
- Skills/confidence using a digital device
- Accessibility of devices
- Fear of my data being shared without consent
- Prefer not to use digital
- Prefer not to say
- Not applicable
- Other

8. Do you have access to the internet? \*

- Yes
- No

9. If Yes, what do you access online? \*

- Google search engine/other search engine
- Online Banking or Pay Bills
- Online Shopping
- Face time/Video call (WhatsApp, Messenger, Teams, etc)
- Search/Apply for Jobs
- Educational Searches (Google Scholar, etc)
- Healthcare Services (GP Website, NHS App)
- Entertainment (watching films, gaming, listening to music, social media, etc)
- Keeping up to date with News/Current Affairs
- Send/Receive emails
- Prefer not to say

10. If No, is there a particular reason why not? \*

- No need to go online/not interested
- Too complicated
- Cannot afford it
- Concerns about security/fraud/privacy of my personal information
- Other
- Prefer not to say

11. How do you access your GP Surgery? \*

- Mobile Phone (through text or calls)
- GP Website
- NHS App
- Landline
- Visiting the Practice in Person
- I don't access my GP Surgery
- Prefer not to say

12. If you don't access your GP Surgery, why is this? \*

- I am not registered with a GP Surgery
- I have not needed to make contact with a GP Surgery
- Not applicable
- Prefer not to say

13. Do you know you can access your GP Surgery via their website? \*

- Yes
- No

14. How easily can you access your GP Surgery website? \*

- Extremely easily
- Somewhat easily
- Not very easily
- Extremely difficult
- I've never tried to access my GP Surgery website
- Prefer not to say

15. If you use the internet for accessing your GP Surgery or medical information, what option do you use? \*

- NHS App
- GP website
- System Online
- Patient Knows Best
- MyChart
- Other
- None – I don't access GP services via the internet
- Prefer not to say

16. Are you currently using the NHS App? \*

- Yes
- No
- Prefer not to say

17. If Yes, what do you use the NHS App for? \*

- Booking and manage appointments at my GP surgery
- Ordering repeat prescriptions
- Viewing/accessing my GP records
- Get health information/advice
- All of the above
- Prefer not to say

18. If No, could you share why? \*

- I am not aware of the NHS App
- I don't know how to download the NHS App
- I don't see the benefits of using the NHS App
- I don't want to engage with technology and would prefer to speak to someone in person
- I find the NHS App difficult to navigate
- I am concerned about what will happen to my health data
- I am generally healthy so rarely need to use GP Services
- I don't have the confidence/skills to use the NHS App
- I struggle to use the App as it's not compatible with adaptive software
- Prefer not to say

19. If you have access to the NHS App, are you confident in using it? \*

- Yes
- No
- Prefer not to say

20. If No, could you share why? \*

- It's not written in my spoken language
- I have a visual impairment that makes it hard to read
- The wording/layout is too complicated for me to understand
- I can never find the information I am looking for
- I do not feel confident using technology in general
- Prefer not to say

21. If you need help using the NHS App/accessing your GP Surgery online, where do/would you go for help? \*

- Staff at my GP Surgery
- Friends or family members
- Local community centre/place of worship
- Local library
- Google help online
- I do not know where to go for help
- I don't need help
- Other
- Prefer not to say

22. Would support/access to local basic IT training courses help you become more confident using digital devices? \*

- Yes
- No
- Prefer not to say

23. If you are an NHS employee, you can sign up for FREE to become an NHS App Ambassador. Find out more at <https://digital.nhs.uk/services/nhs-app/become-an-nhs-app-ambassador> or email: [appambassadors@nhs.net](mailto:appambassadors@nhs.net) to sign up to become an NHS App Ambassador. This will give you access to the latest App information and campaign materials to share with your colleagues and patients. \*

- Yes I'm interested (please follow link in the above question)
- No thank you
- I'm not an NHS employee

24. If you are a non-NHS employee and work for a community organisation/other organisation, you can sign up for FREE to become an NHS App Ambassador at <https://forms.office.com/e/Z2XDgksvXx> \*

- Yes I am interested (please follow the link in the question above)
- No thank you

25. To find out more about the NHS App and support to get started, you can visit our ICB Black Country website to find out more: NHS App - <https://blackcountry.icb.nhs.uk/your-health/health-advice/nhs-app>

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