

H&F Project Plan - What do young people want from healthcare in a digital environment?

Background to project

Following recent local and national developments in digital healthcare, Healthwatch Central West London is focusing on identifying healthcare needs and aspirations of young people aged 16-25 in Hammersmith and Fulham. Currently we know that:

- There is a lack of robust information about how young people access healthcare
- There are assumptions that young people want to access healthcare online
- There is an increase of digitalisation in the NHS (digital transformation) for both online engagement and the use of digital and technology for healthcare delivery
- Establishment of GP at Hand service in H&F is showing increase in demand for online consultations

The project will be launched in mid - July 2018 with a variety of different activities to be delivered until the end of November. A report will be written in January/February 2019.

Expected outcomes of the project

1. We will create opportunities for young people in H&F to have a say on:
 - a) how and if they want to access healthcare digitally,
 - b) which of their healthcare needs (if any) could be covered by digital healthcare, and
 - c) what a digital healthcare system for young people would look like.

This will enable young people and to contribute to future discussions around the digitisation of the NHS.

2. We will work with young people to develop and trial different engagement methods and activities to talk to young people about healthcare. Our report will include an evaluation of these approaches and will make recommendations for further engagement with young people.

What will we do?

- Run a variety of different activities for young people from focus groups to surveys

- Provide a platform for young adults to run their own project of engagement activities on engagement about digital access and digital healthcare
- Go where young people are to hear about their experiences and ideas
- Engage with partner organisations from the voluntary sector, businesses and colleges

How will we use the information gathered?

- We will work with young people to develop recommendations for H&F CCG and Council to improve engagement with young people on healthcare
- Use our information and recommendations to influence and support future commissioning of digital offers in H&F and across NW London
- Contribute in the wider discussion about digitisation that is taking place in the NHS

Timeline of activities

July/August:	Survey based on the existing evidence; this will be published as a series of single questions on a weekly basis.
By September:	Set up and support a group of Projects Leads (4-5 young H&F residents, aged 18-25 and). The group will develop a set of activities and research methods to engage with young people to gather their views.
October/November:	Project group run activities.
September/October:	Focus groups for 16-17 year olds.
November:	Review progress and interim report.
January/February:	Publish report

Who can I contact to learn more?

For more information, please contact Eva Psychrani, engagement lead for Hammersmith & Fulham.

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