



Accessing healthcare online

Final report following engagement with local people about accessing healthcare online.

10 January 2025

healthwatch
Cambridgeshire

healthwatch
Cambridgeshire

healthwatch
Peterborough

healthwatch
Peterborough

 Cambridgeshire & Peterborough
Integrated Care System

NHS
Cambridgeshire and
Peterborough

Research for this report was carried out by Healthwatch
Cambridgeshire and Peterborough on behalf of the ICB.



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About Healthwatch Cambridgeshire and Peterborough

We are your local health and social care champion. We are independent and have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care.

All feedback has been anonymised so that individuals cannot be identified.



Introduction

We are delighted to share the results of the Digital Enablers public survey. The survey questions were developed based on previous engagement with citizen panels, independently hosted by and completion facilitated by Healthwatch Cambridgeshire and Peterborough.

This initiative emerged from a collaboration between Healthwatch Cambridgeshire and Peterborough staff and volunteers, with Cambridgeshire & Peterborough Integrated Care System (ICS) to discover the thoughts of people from Cambridge, South and East Cambridgeshire, Peterborough, Huntingdon, Fenland and Royston about how they would like to access healthcare online.

The focus was to capture the public's views to help us understand what works well for them now and what would improve their experience of digital/online services to support their health. This feedback will help to shape how we improve digital access to healthcare in the future.

The survey was open from 21 October – 13 December 2024 and we received 1,339 responses in this time, which reflects the keenness of the people of local people and communities to voice how their experiences of online access to health care services and what they would like from future digital health care services.

To ensure a broad range of views, we collaborated closely with the ICS to amplify the reach of the survey and incorporate a wide range of voices into our research.

Analysis of the data collected has produced valuable findings related to how people would like to access healthcare online and opportunities to improve that experience.



Timeline

21 October – 13 December : The live survey period with data being actively collected from the public across Cambridge, South and East Cambridgeshire, Peterborough, Huntingdonshire, Fenland and Royston, and weekly reviews of data collected to identify areas for further, focused engagement.

2 December: Preliminary analysis of the data collected so far to determine areas and demographics for more specific engagement work and emerging themes.

16 December: Full data analysis, synthesis of findings and development of the final report.

This timeline demonstrates our approach to the research process, allowing for consideration of provisional data to ensure a broad reach of demographics to achieve meaningful insights.



Methodology

In collaboration with the ICS, Healthwatch developed a communications and engagement plan outlining the facilitation, promotion and distribution of the survey to the community through stakeholder networks, Voluntary, Community and Social Enterprise (VCSE) organisations, social media platforms including around 200 local Facebook groups, project websites and direct contact with sixth forms and colleges.

At the same time, our engagement team, dedicated project managers and volunteers from across the area carried out a program of face-to-face engagement at public events, community groups, community hubs and within their social circles.

The survey was made available in multiple formats and included a phone number to help people complete the survey, to accommodate diverse access needs.

This approach aimed to gain a broad range of insights, including from individuals who might not be reached through more traditional methods, ensuring a diverse, more inclusive representation of the communities across the area. Ethical considerations were paramount throughout the data collection process, ensuring informed consent, confidentiality, and respect for participants' privacy.



Data analysis

This section will give a comprehensive view of the data captured from the people of Cambridgeshire, Peterborough and Royston, aiming to capture the public's views to help us understand what works well for them now and what would improve their experience of digital/online services to support their health. This feedback will help to shape how we improve digital access to healthcare in the future.

Our commitment to inclusivity and community engagement is reflected in the richness of the dataset, comprising responses from diverse voices across the geographical boundaries of the project.

We received 1,339 responses in total demonstrating a good level of interest in the emerging advances of digital use in healthcare services.

Most people answered the multiple-choice questions, the least popular being question 3 "If you have, what has been your experience of using these services?" which was expected as this question was a follow on to question 2 "Have you ever used any of these digital/online services to support your health?" and only intended to be answered by participants who had used digital/online services. The open question was answered by 66% of participants, considerably fewer people than the multiple-choice questions.



Demographic results

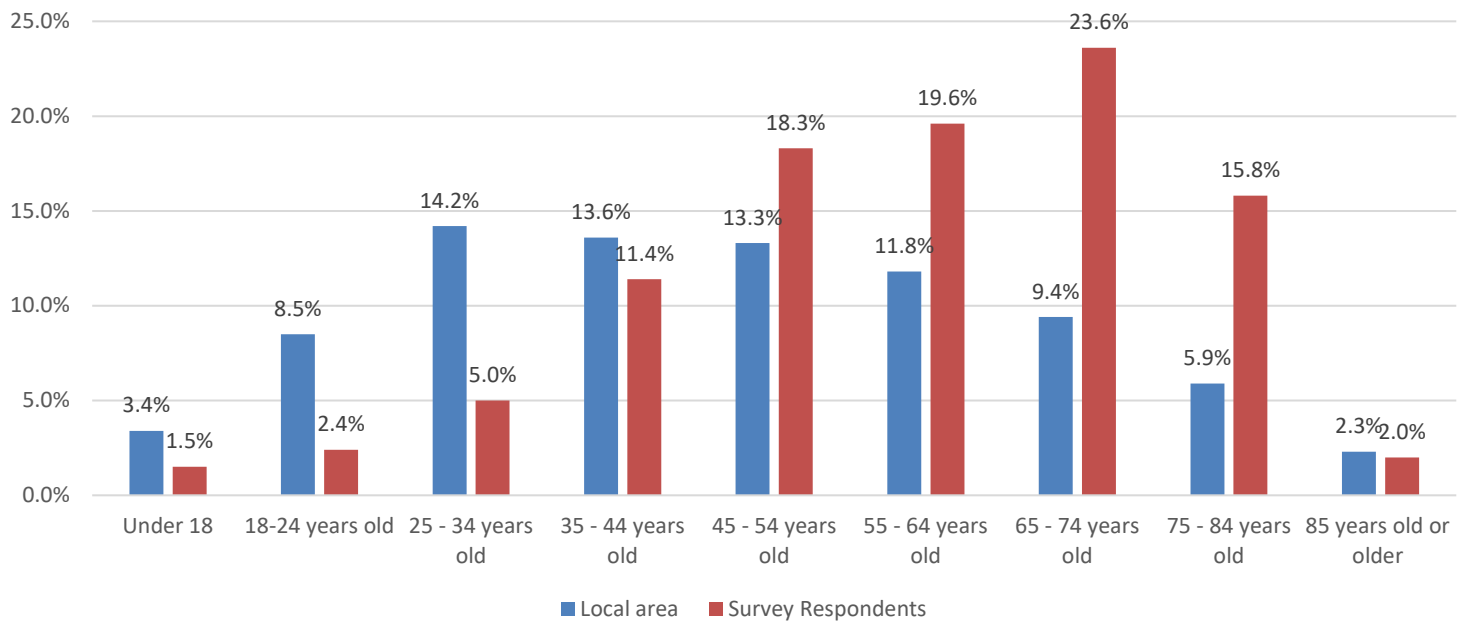
This section of the report provides an overview of the different characteristics and experiences of the 1,339 people who took part in the survey.

The demographic profiles for age and ethnicity across Cambridgeshire, detailed by the Office for National Statistics are included for comparison.

Age

1,319 respondents provided their age. The data shows a diverse group of respondents across the age brackets with the largest number aged 65 – 74. In comparison to the population of Cambridgeshire, the representation of respondents was fewer under 34, similar aged 35-44, considerably more aged 45 – 84 and similar aged 85+. The diversity in ages is valuable for understanding different perspectives and experiences of accessing healthcare online across the different life stages of those surveyed.

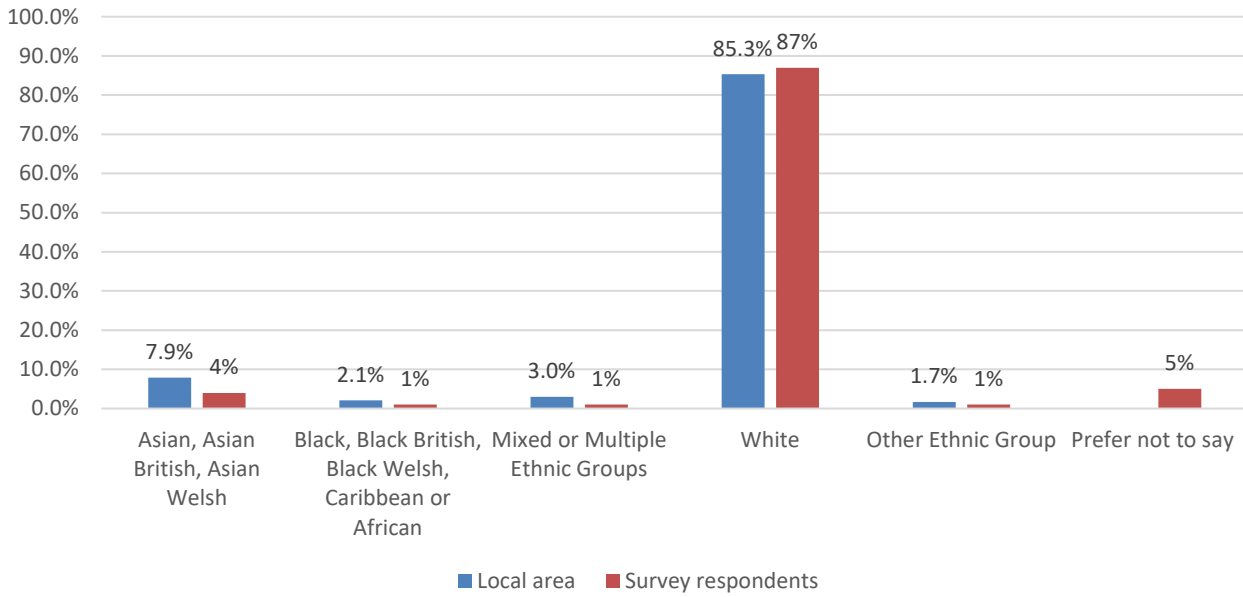
Age comparison between survey participants and the local area population



Ethnicity

1,312 respondents told us their ethnicity. In order to compare the data received with the data from the National Statistics, ethnicities were similarly grouped together. The largest number of respondents recorded their ethnicity as white, which is similar to the wider population with the percentages from other ethnicities being lower.

Ethnicity comparison between survey participants and the local area population



A detailed breakdown of the ethnicity data of survey respondents can be seen in the table below. The presence of categories like “Prefer not to say” and “Any Other” highlights the importance of respecting individuals’ privacy regarding ethnicity.

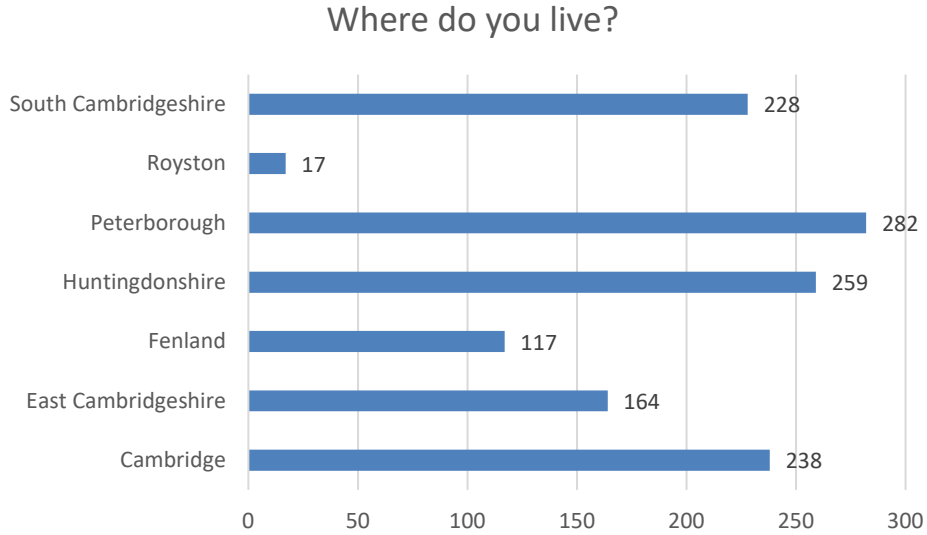
Ethnicity	Percentage
White: Roma	0.2%
White: Gypsy, Traveller or Irish Traveller	0.7%
White: British/English/Northern Irish/Scottish/Welsh	76%
White: Any other White background	8.9%
White: Irish	1.1%
Prefer not to say	5.3%
Mixed/Multiple Ethnic Group: Asian and White	0.5%
Mixed/Multiple Ethnic Group: Other	0.8%
Mixed/Multiple Ethnic Group: Caribbean and White	0.2%
Black/Black British: Other	0.1%
Black/Black British: Caribbean	0.2%
Black/Black British: African	1%
Asian/Asian British: Pakistani	0.2%
Asian/Asian British: Other	0.8%
Asian/Asian British: Indian	2.4%
Asian/Asian British: Chinese	0.5%
Arab	0.2%
Any other Ethnic Group	0.9%

Table 1: Breakdown of % of respondents by ethnicity



Area

Responses were gathered from people across the local area online and in person with 1,305 people telling us where they live. There were similar numbers from Peterborough, Cambridge, South Cambridgeshire and Huntingdonshire and fewer from East Cambridgeshire, Fenland and Royston but these numbers are representative of area population size.



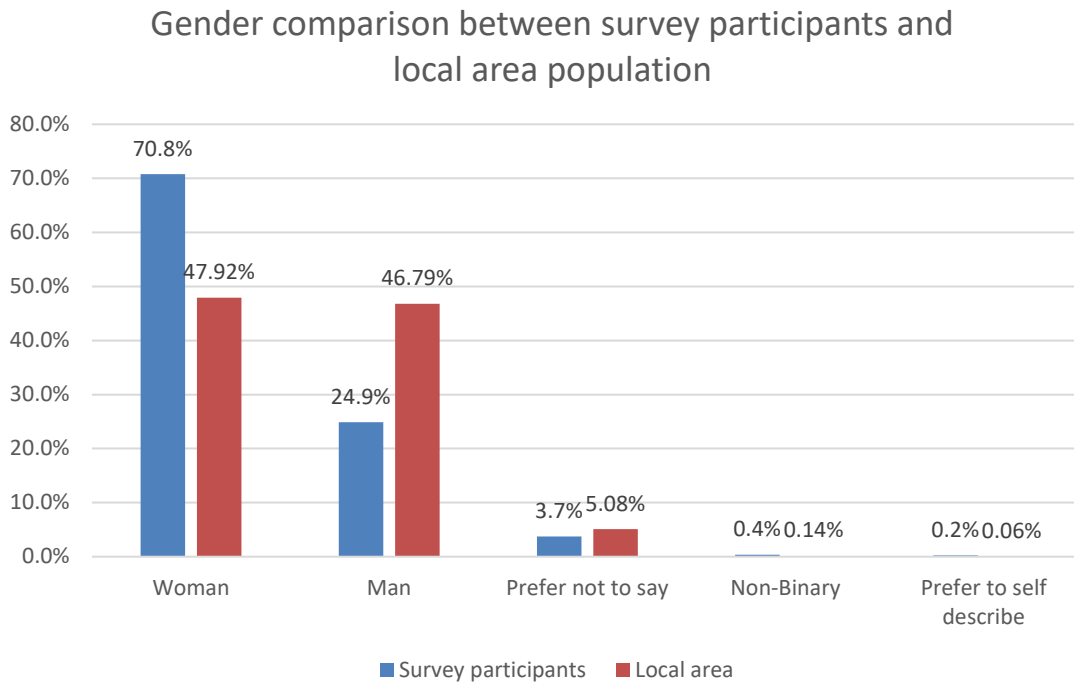
Location	Percentage
South Cambridgeshire	17%
Royston	1%
Peterborough	22%
Huntingdonshire	20%
Fenland	9%
East Cambridgeshire	13%
Cambridge	18%

Table 2: Breakdown of respondents by area



Gender

The data reflects a larger representation of women than men, which is common during data collection. There are few responses in the non-binary and prefer not to say or prefer to self-describe categories, but the representation is similar to the local area population numbers.



In conclusion, the demographic data collected from the survey provides insight into the broad range of individuals who completed the survey. These demographics will play an important role in examining people’s perspectives and experiences of accessing health care services online.

Survey analysis

Introduction

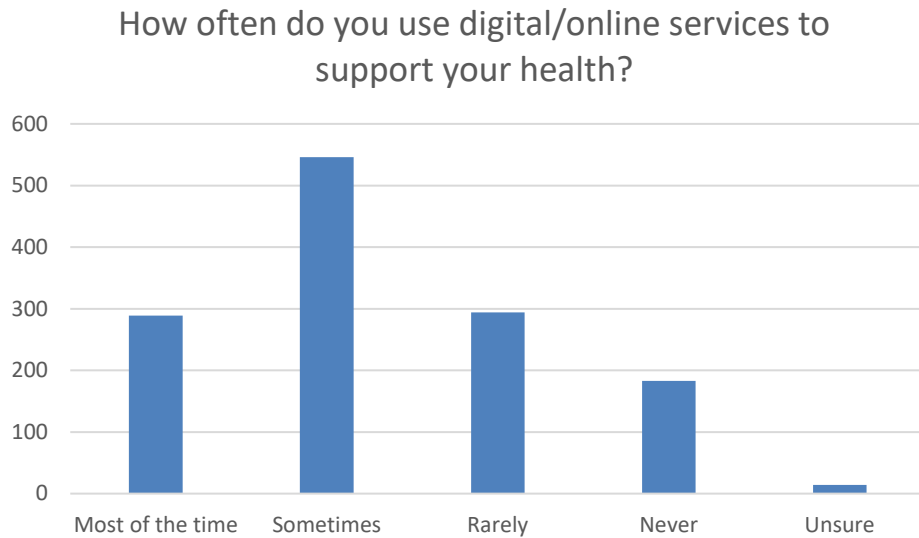
This section delves more deeply into the analysis of data derived from specific survey questions. The inquiries were designed to capture the public's perspectives on accessing healthcare online, their thoughts about what would stop them from using digital/online services and their expectations from the development of a single digital/online tool to support their health. By considering these responses, we aim to gain valuable insights into the public's digital experiences and perceptions, providing understanding of the intersection between technology and healthcare which will shape the design of our digital front door product.



Question 1: How often do you use digital/online services to support your health?

This multiple-choice question helps us find out how often local people are currently using digital/online services to support their health. This is important in order to figure out how likely they are to use future digital services. 1,327 people chose to answer this question.

The highest percentages are highlighted in green and the lowest in red, not including the option 'unsure'



How often do you use digital/online services to support your health	Percentage
Most of the time	22%
Never	14%
Rarely	22%
Sometimes	41%
Unsure	1%

Table 3: Percentages showing how often respondents use digital/online services.

The data shows the majority use digital/online services to support their health sometimes, with a similar percentage using digital/online services most of the time or rarely and the smallest percentage never using digital/online services.

The following analysis will consider digital/online usage of services by area, age and ethnicity.

Area

The highest percentage of respondents using digital/online services most of the time was in Fenland and Peterborough.

Area	Area count	Most of the time	Sometimes	Rarely	Never	Unsure
Cambridge	238	18%	39%	29%	13%	1%
East Cambs.	162	23%	35%	23%	19%	
Fenland	117	25%	35%	19%	20%	2%
Huntingdonshire	257	23%	47%	18%	11%	1%
Peterborough	278	24%	41%	19%	15%	1%
Royston	17	18%	59%	24%	0%	0%
South Cambs.	228	19%	44%	28%	8%	1%

Table 4: Breakdown of how often respondents use digital/online services by area

Age

The highest percentage using digital/online services most of the time is the 25-34 age bracket. Usage of digital/online services is similar for ages 35-54 and 55-74 with the majority using digital/online services sometimes and the percentages for most of the time and rarely being very similar. The majority of over 75s also use digital services sometimes but the percentage of those who never use digital/online services is higher. The largest group of respondents who never use digital/online services are over 85.

Age bracket	Age count	Most of the time	Sometimes	Rarely	Never	Unsure
Under 18	20	10%	45%	30%	15%	0%
18 – 24	30	13%	53%	17%	13%	3%
25 – 34	66	41%	29%	19%	11%	3%
35 – 44	149	26%	38%	23%	17%	1%
45 – 54	239	24%	38%	25%	13%	2%
55 – 64	257	23%	45%	23%	6%	2%
65 – 74	308	22%	43%	23%	11%	0%
75 – 84	208	13%	43%	15%	20%	0%
85 +	33	3%	30%	30%	52%	0%

Table 5: Breakdown of how often respondents use digital/online services by age

Ethnicity

Given the number of participants from some ethnic groups is small, the following table is a simplified version with ethnic groups combined, similar to the National Statistics ethnicity demographics but including Gypsy, Roma, and Travellers as a separate group, to provide a clearer view of how often digital/online services are used.

The highest percentage of respondents using digital/online services most of the time are White and the highest percentage never using digital/online services are Gypsy, Roma and Travellers. The remaining ethnic groups use digital/online services sometimes or rarely.

Ethnicity	Count	Most of the time	Sometimes	Rarely	Never	Unsure
Any other ethnic group	14	7.1%	35.7%	28.6%	28.6%	0%
Asian/Asian British	52	17.3%	38.5%	21.2%	23.1%	0%
Black/Black British/Caribbean/African	17	17.6%	47.1%	35.3%	0%	0%
Mixed/Multiple ethnic groups	19	10.5%	42.3%	31.6%	15.8%	5.3%
White	1123	23.8%	35.7%	21.2%	11.9%	0.8%
Gypsy/Roma/Traveller	11	9.1%	9.1%	27.3%	45.5%	9.1%
Prefer not to say	67	7.5%	35.8%	28.4%	26.9%	1.5%

Table 6: Simplified breakdown showing how often respondents use digital/online services by ethnicity grouped together.

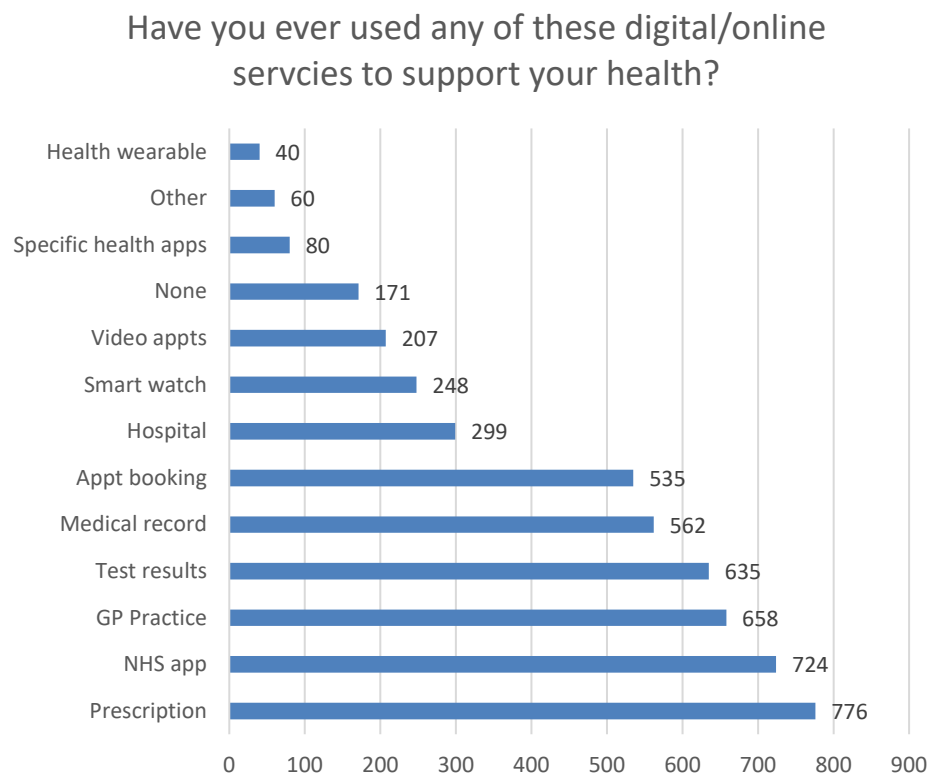
Question 2. Have you ever used any of these digital/online services to support your health?

This multiple-choice question asks if people have ever used digital/online services to support their health and if so, to select which services they have used. If they selected 'other' they were asked to provide more information. The question allows understanding of the specific types of digital/online services the population of the local area are currently using to support their health.

1,335 people responded to this question with many choosing more than one option. The top five online services used are:

- Prescription requests- 776
- NHS app - 724
- Access to GP services - 658
- Test results - 635
- Accessing medical records - 562

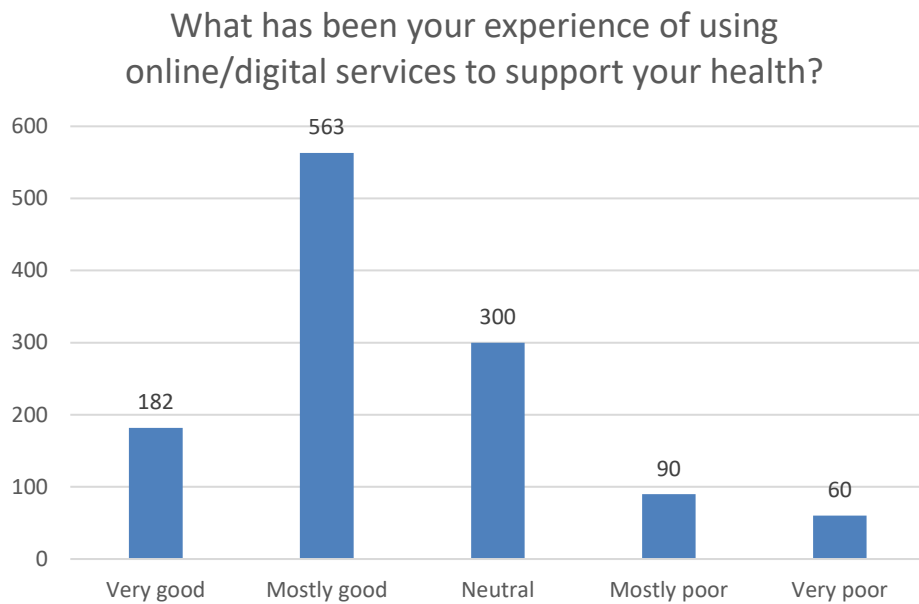
This chart shows the number of responses for each digital/online service.



Question 3. What has been your experience of using these services?

This multiple-choice question asks people about their experience of the digital/online services they have used to support their health with the option to tell us more information.

1,196 people responded to this question with the majority having a mostly good or neutral experience.



Age

The highest number reporting a very good experience were 25-34. The number of respondents reporting a mostly good experience is similar across the age ranges, with the fewest number reported by the over 85's. Those reporting a neutral experience is similar across the age ranges with the highest number being under 25 and over 85. The percentage of respondents who received mostly poor or very poor experiences is similar across the age brackets but on average under 10%.

The highest percentages are highlighted in green and the lowest in red.



Age bracket	Age count	Very good	Mostly good	Neutral	Mostly poor	Very poor
Under 18	11	9%	82%	6%	12%	9%
18 – 24	30	10%	47%	33%	7%	3%
25 – 34	65	26%	42%	17%	8%	8%
35 – 44	140	17%	45%	19%	11%	7%
45 – 54	221	14%	47%	28%	8%	5%
55 – 64	241	17%	46%	26%	8%	2%
65 – 74	281	12%	52%	25%	6%	4%
75 – 84	172	16%	44%	25%	7%	8%
85 +	17	6%	35%	41%	0%	6%

Table 7: Breakdown showing respondents experiences of using digital/online services by age.

385 people told us more information in the free-text box, and we have been able to identify a range of themes from these responses.

People reported that reported were:

- Information was easy to find.
- The process was straightforward/quick and easy to use.
- They received a swift response.
- They found what they needed.

Challenges reported were:

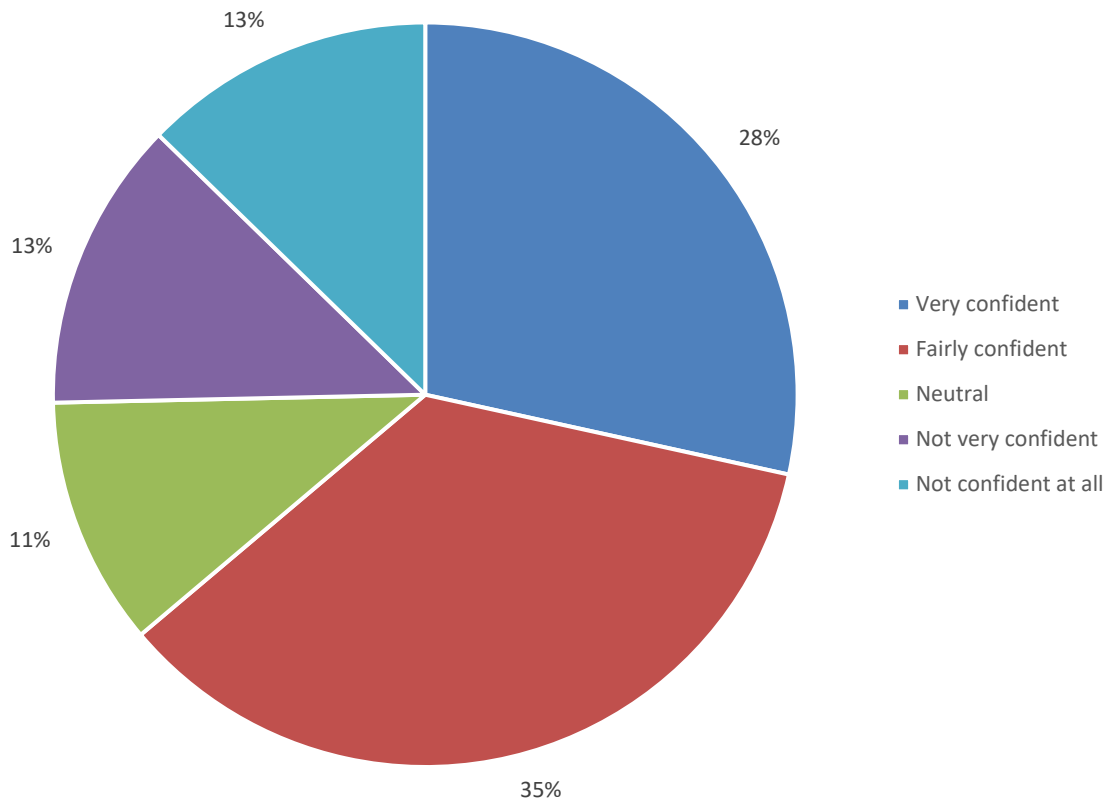
- Frustrating appointment system (opening hours, availability of appointments).
- GP and hospital data is not joined up/there are too many apps.
- Connectivity.
- Poor accessibility for visually impaired.
- Registration/use is too complex.
- There is no option to translate into other languages.
- Glitches in apps.

Question 4: How confident are you using online or digital services?

This multiple-choice question asks people about how confident they are in accessing digital/online services.

There were 1,322 responses to this question and the data shows that the majority of those who have used online or digital services to support their health are very confident or fairly confident.

How confident are you using online or digital services?



The highest percentages are highlighted in green and the lowest in red.

Age

The age group most confident in accessing digital/online services is 25-34, with a similar percentage in the groups 18-24, 35-44, 45-54 and 55-64. The highest percentages of respondents fairly confident are under 25 with similar percentages across the rest of the age groups but this falls sharply in the over 85 group who report the highest number not confident at all in accessing digital/online services to support their health.

Age bracket	Age count	Very confident	Fairly confident	Neutral	Not very confident	Not confident at all
Under 18	20	10%	45%	20%	20%	5%
18 – 24	31	32%	39%	16%	6%	6%
25 – 34	66	45%	35%	5%	8%	8%
35 – 44	150	39%	29%	10%	10%	13%
45 – 54	241	38%	37%	9%	7%	9%
55 – 64	256	32%	38%	13%	11%	6%
65 – 74	306	25%	37%	12%	16%	10%
75 – 84	206	10%	34%	12%	18%	25%
Over 85	15	10%	16%	3%	16%	55%

Table 8: Breakdown showing how confident respondents are using digital/online services by age

Ethnicity

As previously, the number of participants from some ethnic groups is small, the following table is a simplified version with ethnic groups combined, similar to the National statistics ethnicity demographics but including Gypsy, Roma and Travellers as a separate group to provide a clearer view of how confident respondents are in using digital/online services to support their health.

The highest percentages of the groups reporting they are fairly confident are of Asian background with similar percentages amongst Black and White ethnicities. The highest numbers of participants recording neutral as their answer are Mixed/Multiple ethnic groups and Gypsy, Roma and Travellers. Those recording they are not at all confident in using digital/online services are from Any other ethnic group and Gypsy, Roma Travellers. The least confident groups are Gypsy, Roma Travellers and those from Black ethnicities. Those reporting the most confidence are Mixed multiple ethnicities and those recording Black ethnicities, with White and any other ethnic groups recording similar numbers very confident.

Ethnicity	Ethnicity count	Very confident	Fairly confident	Neutral	Not very confident	Not confident at all
Any other ethnic group	14	29%	21%	7%	14%	29%
Asian/Asian British:	52	21%	44%	10%	8%	17%
Black/Black British: African/Caribbean	17	35%	35%	6%	24%	0%
Mixed/Multiple Ethnic Groups:	19	47%	21%	26%	0%	5%
White	1120	29%	36%	11%	12%	12%
Gypsy/Roma/ Traveller	15	9%	18%	18%	36%	29%
Prefer not to say	2	24%	26%	9%	22%	19%

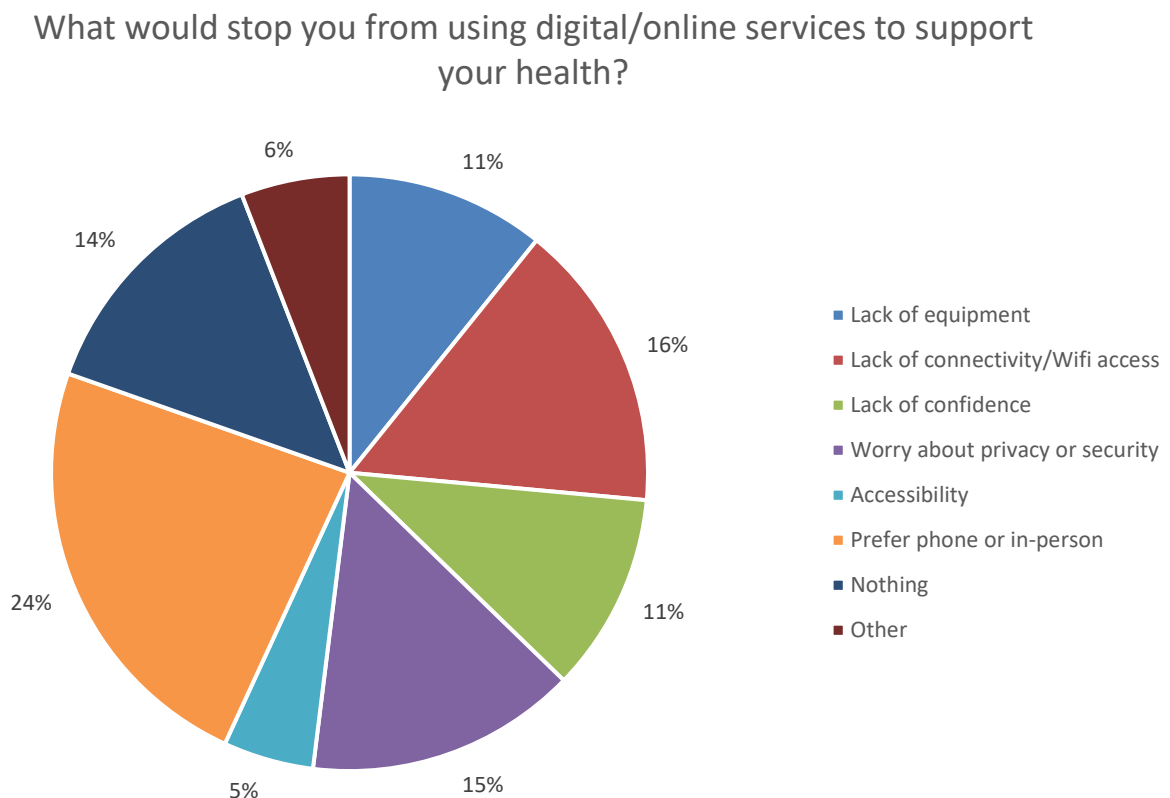
Table 9: Breakdown showing how confident respondents are using digital/online services by ethnicity.

Question 5: What would stop you from using digital/online services to support your health?

This multiple-choice question asks people what would stop them from accessing digital/online services with the option to give further information. This question sheds light on the potential barriers to digital engagement with healthcare. Participants who have not used or are not confident in using digital/online services to support their health can offer insights into the barriers they are facing such as privacy concerns, connectivity/Wifi access or lack of equipment.

1,295 people answered this question with many choosing more than one option.

This chart shows the percentage of responses for each digital/online service.



The top three barriers overall were:

1. Prefer to access health information and book appointments over the phone or in-person.
2. Lack of connectivity/Wifi access.
3. Worries about privacy or security.

Age

The top three options with the most selections in order by age bracket were:

Age bracket	1	2	3
Under 25	Connectivity	Lack of equipment	Prefer phone or in-person
25 - 34	Security	None	Prefer phone or in-person
35 - 44	Prefer phone or in-person	Other	Security
45 - 54	Prefer phone or in-person	None	Other
55 - 64	Prefer phone or in-person	Connectivity	Security
65 - 74	Prefer phone or in-person	Connectivity	None
75 - 84	Prefer phone or in-person	Confidence	Security
Over 85	Prefer phone or in-person	Confidence	Security

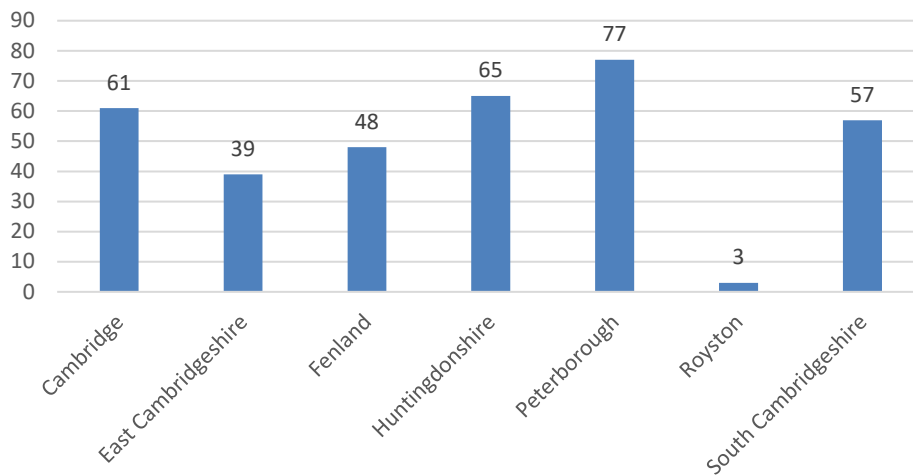
Table 10: Breakdown showing the top three options by age.

The predominant barrier is a preference to access health care services by phone or in-person across the entire cohort.

Connectivity

Connectivity was selected 350 times but this is fairly consistent across the areas surveyed and does not identify any specific problem areas

Connectivity across the local area



176 of the people surveyed gave us more information for this question. A summary of the extra information given which was not covered in the question includes:

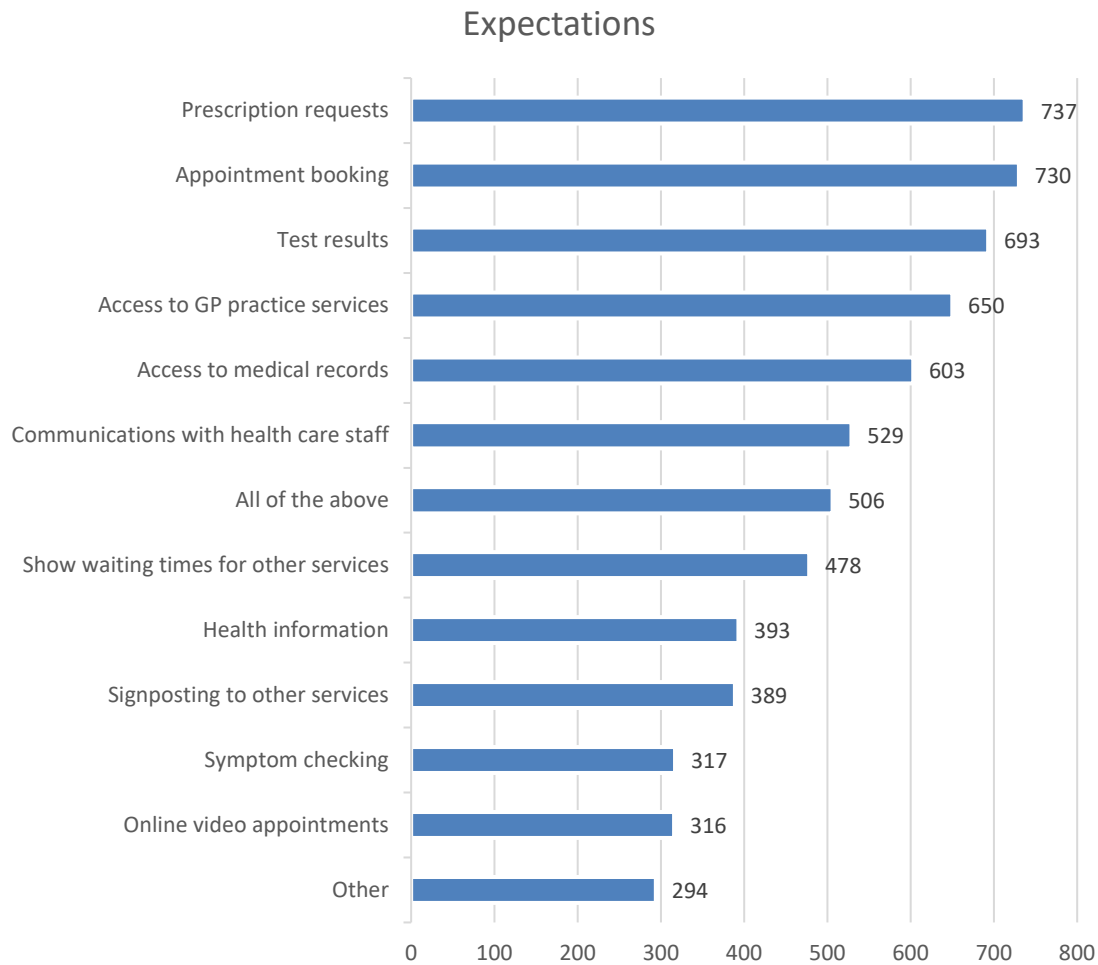
- Lack of trust in the process/system/response
- Digital literacy
- Glitches
- Lack of human involvement
- GP and hospital data not joined up/too many apps



Question 6: If we developed a single digital/online tool to support your health, what would you expect it to do

This multiple-choice question asks people about their expectations of a single digital/online tool to support their health, with the option to give further information in a free-text box.


1,272 people responded to this question with many choosing more than one option. Broadly speaking the expectations were that a single digital online tool should do all the things listed as options.



The data indicates the top five expectations were to have online access to:

1. Make prescription requests
2. Book appointments
3. Receive test results
4. GP practice services
5. Access medical records

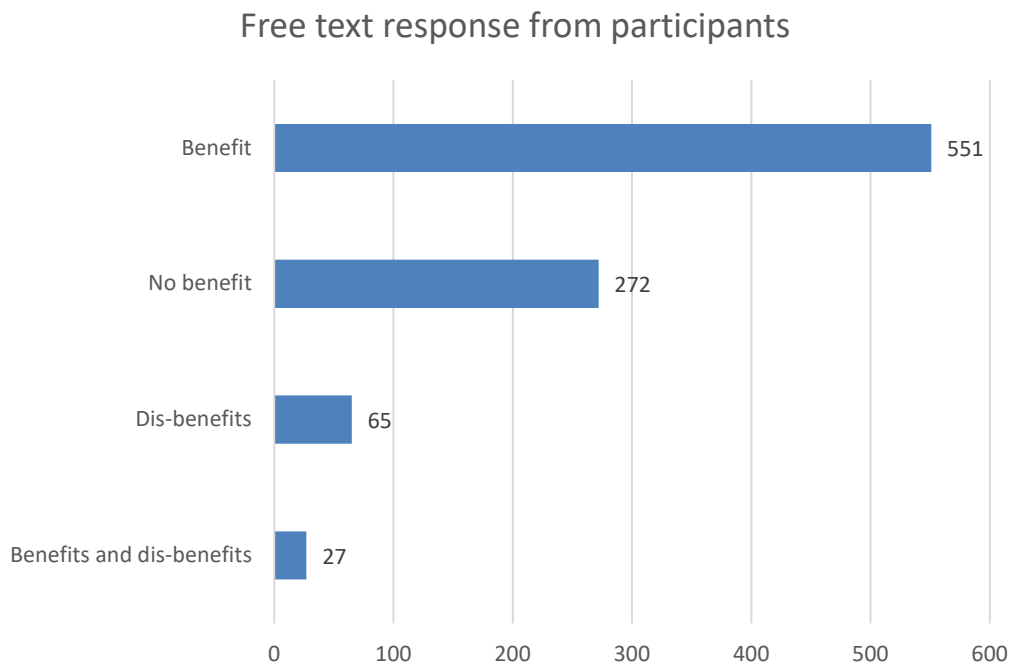
294 people provided more information in the 'other' text box with the most popular expectations being:

- Reliability
 - Security
 - A live chat function/ability to speak to/message a designated health professional directly
 - A visible appointments diary
 - A back up service/telephone helpline
 - Primary/secondary/tertiary health information in one place
 - Updates on referrals
 - Voice control/voice response
 - Ability to book appointments with all types of health professionals
 - Personal health diary for recording symptoms
 - Streaming of health information/Q & A sessions for specific health conditions
- 

Question 7: What do you think the benefits would be of being able to access more support for your health online?

This was a free text question designed to discover what the surveyed population thought the benefits would be of being able to access more support for their health online.

There were 915 responses to this question with 272 participants not seeing any benefit and 92 respondents providing both benefits and dis-benefits.



The highest percentages are highlighted in green and the lowest in red.

Age

The data shows the majority of respondents thought there were benefits to accessing digital/online services to support their health with the highest number being under 25 and as expected, the lowest number being over 85. The number of respondents who recorded dis-benefits was similar across all ages. The highest number of respondents who recorded no benefit or dis-benefits in accessing digital/online services to support their health were aged 75-84. The highest number of respondents who did not think there would be any benefit are over 85 at 73% and that number falls steadily with age down to 13% of respondents under 25.

Age bracket	Count	None	No benefit/ Dis-benefit	Dis-benefit	Benefit
Under 18	13	0%	0%	0%	100%
18 – 24	23	13%	4%	4%	78%
25 – 34	44	20%	2%	0%	61%
35 – 44	95	26%	5%	7%	58%
45 – 54	145	26%	1%	7%	70%
55 – 64	184	26%	4%	3%	65%
65 – 74	215	33%	3%	4%	60%
75 – 84	139	45%	20%	4%	52%
85 +	15	73%	0%	7%	27%

Table 11: Breakdown showing the age brackets of the respondents recording their thoughts about the benefits of accessing digital/online services to support their health.

Ethnicity

The data shows the majority of respondents across the ethnic groups recording that using digital/online services to support their health would be beneficial with the lowest number preferring not to disclose their ethnicity.

Ethnicity	Count	None	No benefit/Dis-benefit	Dis-benefit	Benefit
Any other ethnic group	8	25%	0%	0%	75%
Asian/Asian British	20	5%	0%	10%	85%
Black/Black British/Caribbean/African	9	22%	0%	0%	78%
Mixed/Multiple ethnic groups	14	21%	0%	0%	79%
White	771	30%	3%	4%	63%
Gypsy/Roma/Traveller	4	50%	0%	0%	50%
Prefer not to say	45	44%	7%	11%	38%

Table 12: Simplified breakdown showing how respondents' thoughts about the benefits of using digital/online services by ethnicity grouped together.

Free Text

From the data recorded in the free-text box 551 respondents recorded their thoughts on the benefits of being able to access more support for their health online. 38 people thought there would be benefits but did not specify what they might be. Many people recorded more than one benefit which generated four main themes:

Convenience

- Being able to easily access the app at any time of day
- Online services – booking/checking appointments and accessing test results
- Order repeat prescriptions online


Time

- Being seen quicker
- Faster response/diagnosis/treatment
- Free up GP's and other health professional's time
- Avoid having to wait in a phone queue
- No need to attend GP surgery
- Speed up access to other services

Efficiency

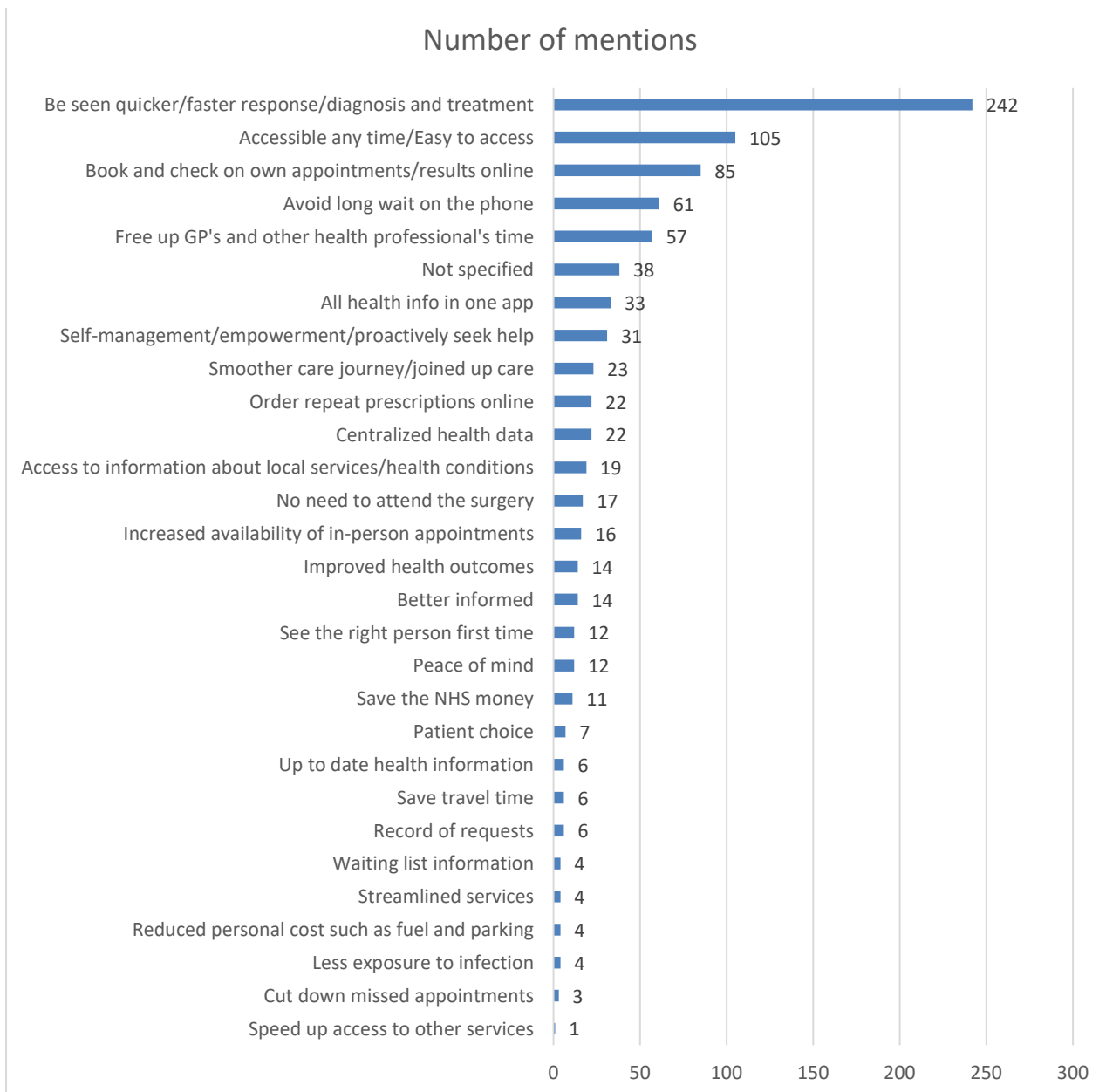
- All health information in one app
- Centralis
- ed health data
- Increased availability of in-person appointments
- Save the NHS money
- See the right person first time
- Have a smoother care journey with joined up care

Personal benefits

- Access to information about local services/health conditions
 - Be better informed
 - Have improved health outcomes
 - Less exposure to infection
 - Patient choice
 - Peace of mind
 - A record of requests
 - Reduced personal costs such as fuel and parking
 - Self-management of health conditions/empowerment/be able to proactively seek help
 - Access to up-to-date health information
 - Information about waiting lists and times
- 

The graph below shows how many times each benefit was mentioned. The top five benefits were:

1. To be seen quicker, to have a faster response to queries and receive a faster diagnosis/treatment
2. To be able to easily access the health care app at any time of day
3. To book appointments online and check test results
4. Avoid the time it takes to get through to the GP by phone
5. Free up GPs and other health professional's time



Top five benefits by age and ethnicity

The data below shows the top five benefits participants identified by age.

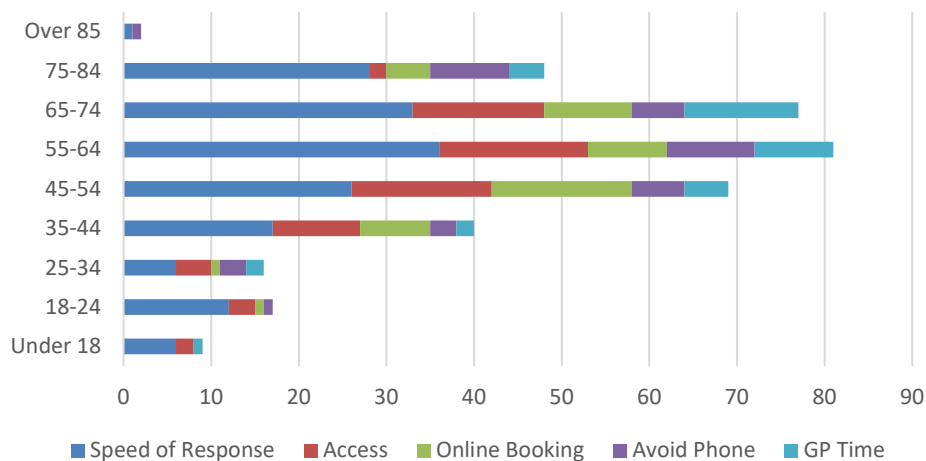
1. Speed of response - to be seen quicker, to have a faster response to queries and receive a faster diagnosis/treatment
2. Access - to be able to easily access the health care app at any time of day
3. Online booking - to book appointments online and check test results
4. Avoid phone - avoid the time it takes to get through to the GP by phone
5. GP time - free up GPs and other health professional's time

373 respondents recorded the top 5 benefits, of which 366 told us their age bracket.

Age bracket	Count	Speed of response	Access	Online booking	Avoid phone	GP time
Under 18	9	3%	3%	0%	0%	3%
18 – 24	17	8%	19%	2%	3%	0%
25 – 34	16	4%	6%	2%	8%	6%
35 – 44	41	11%	14%	16%	8%	6%
45 – 54	69	16%	23%	32%	15%	14%
55 – 64	83	23%	25%	18%	26%	25%
65 – 74	80	21%	22%	20%	15%	36%
75 – 84	49	18%	3%	10%	23%	11%
85 +	9	11%	0%	0%	11%	0%

Table 13: Breakdown showing the percentage of respondents in each age bracket who recorded the top 5 benefits of accessing digital/online services to support their health..

Number of responses by age



Under 25

Being able to easily access digital/online services to support their health at any time of day was the most important, with 19% of respondents recording this as a benefit.

Age 25-34

Avoiding having to wait a long time in a phone queue, ease of access and freeing up GP time received a similar percentage of responses.

Age 35-44

Being able to book appointments and check test results online was the most mentioned benefit in this age bracket with ease of access showing a similar percentage.

Age 45-54

Being able to book appointments and check test results online was the benefit most mentioned in this age bracket at 32% followed by ease of access at 23% and speed at 16%.

Age 55-64

The number of mentions of the top five benefits in this age bracket are quite similar with the most important being not having to wait a long time in a phone queue being the top at 26%.

Age 65-74

Freeing up GPs and other professional's time is the most popular benefit in this age bracket at 36% and avoiding long wait times on the phone the lowest at 15%.

Age 75-84

Not having to wait a long time on the phone is the most mentioned in this age bracket at 23% with being 18% highlighting being seen more quickly as a benefit at 18%.

Age Over 85

Of the 9 respondents who completed this question, ability to access online services was their primary concern, the top five benefits were not highlighted.



373 respondents recorded the top 5 benefits, 359 of which told us their ethnicity.

The data shows that the majority of respondents who provided their thoughts about the benefits of using digital/online services to support their health were White with a similar percentage recording the top 5 benefits.

Ethnicity	Count	Speed of response	Access	Online booking	Avoid phone	GP time
Any other ethnic group	3	1%	1%	0%	0%	0%
Asian/Asian British	10	3%	3%	2%	3%	3%
Black/Black British/Caribbean /African	4	1%	1%	2%	3%	3%
Mixed/Multiple ethnic groups	8	3%	1%	0%	0%	6%
White	323	89%	93%	94%	87%	83%
Gypsy/Roma/ Traveller	1	1%	0%	0%	0%	0%
Prefer not to say	10	2%	4%	0%	5%	6%

Table 14: Simplified breakdown showing respondents thoughts about the benefits of using digital/online services by ethnicity grouped together.

Of the 92 (<10%) of people who provided their thoughts about the dis-benefits of accessing digital/online services to support their health the main concerns were:

- It would replace in-person care
- Digital/online services are another barrier to accessing in-person care
- Misdiagnosis
- Accessibility
- Data security

Age bracket	No benefit/dis-benefits
Under 18	0%
18 – 24	2%
25 – 34	2%
35 – 44	14%
45 – 54	14%
55 – 64	23%
65 – 74	28%
75 – 84	15%
85 +	2%

Table 15: Breakdown showing the age brackets of the respondents dis- benefits of accessing digital/online services to support their health



Summary

The digital enablers survey has provided us with valuable feedback and insight from the people of Cambridge, South and East Cambridgeshire, Peterborough, Fenland and Royston about their opinions of accessing digital/online services to support their health. These insights are being reviewed by the team drafting the procurement specifications for a new digital front door and will form an integral part of or work going forward to review our plans for access to digital/online services to support the health of the people of Cambridgeshire, Peterborough and Royston in the future.

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