



Using Technology to Aid Community Palliative Care Report

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NHS
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Context

Healthwatch and Macmillan, together with NHS organisations across Sussex, are working together to ensure that local peoples' voices are heard in relation to the development of digital healthcare services and remote monitoring of patients at home as part of community-based palliative and end of life care.

As all are aware, NHS staffing levels are already stretched. Finding ways for patients, their loved ones and the NHS to work together to improve patients' lives, in spite of this stretch, are central to planning future development of services for patients.

We also asked about conversations regarding future care wishes, to discover whether this was discussed with healthcare professionals and loved ones.

Introduction

As the NHS seeks ways to adapt and improve services delivered at home.

Our aim was to discover which digital technology platforms people are currently using (e.g. NHS App) to monitor their health; to understand how easy they find this to use; any preferences individuals have between text and email; and any potential barriers encountered in using digital technology.

The survey opened on the 1st August and closed on September 17th and **56 people** completed the survey.

Thank you

We are very thankful to all who took the time to complete the survey, and those who offered further insights in addition to the survey.

Survey Summary Points

Using the NHS App

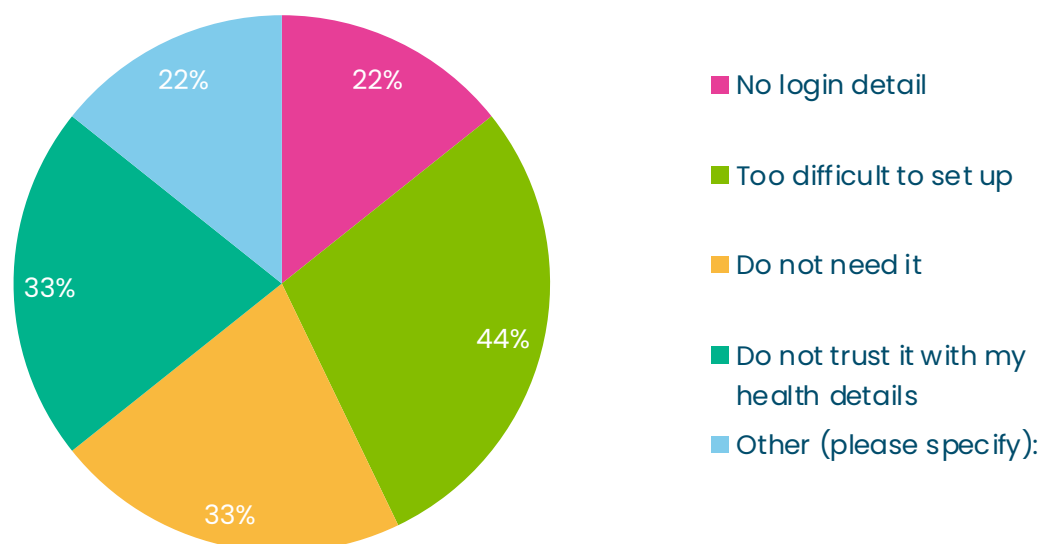
84% (n47) of respondents confirmed they already use the NHS App to manage their healthcare. 3 did not reply, and 8 did not use the NHS App at all.

60% (n28) of those using the NHS app confirmed that they find the NHS App extremely easy to use. However, 13% (n6) of those using the NHS app did not find it easy to use.

The combination of reasons cited for not using the App at all were too difficult to set up (n4), do not need it (n2), do not trust with health details (n3), no login information (n2).

Only one person did not know about the NHS App.

Why people do not use the NHS App



Use of Email

98% (n55) of total respondents stated they use email.

Just one responded that they did not use email by choice.

91% (n50) of those using email citing that email is extremely easy to use.

1 (Not easy)	2	3	4	5 (Extremely easy)
0	1	4	9	41

Using Text and WhatsApp

96% (n54) of respondents already use text or WhatsApp. Of those using text or WhatsApp, 98% (n52) stated that text and WhatsApp are extremely easy to use. 2 respondents stated that they choose not to use text or WhatsApp, as it is confusing.

1 (Not easy)	2	3	4	5 (Extremely easy)
0	1	0	9	44

Future Health and Care Discussions

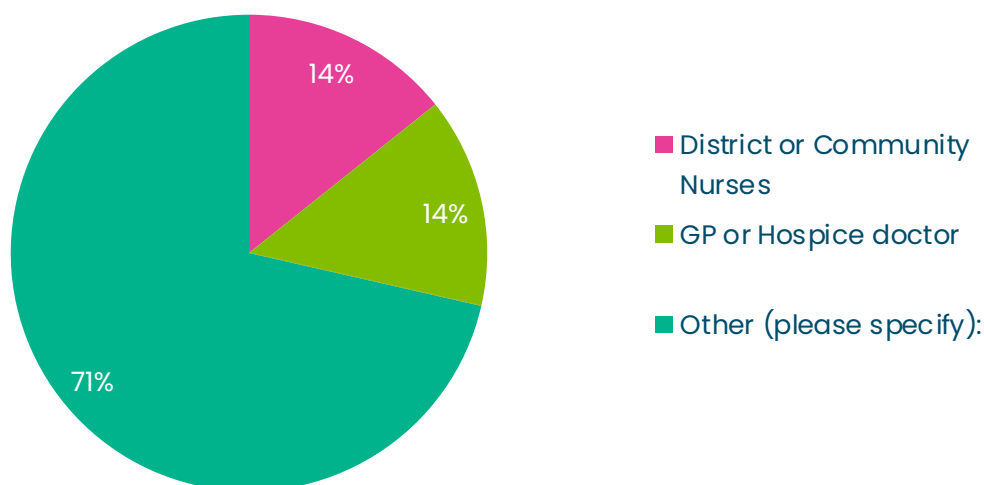
66% (n37) of respondents confirmed that they have had a discussion with their doctor regarding their general health, within the past 12 months,:

- However, 96% (n54) of respondents confirmed that they had not had a discussion with a healthcare professional for advance care planning if they became unwell.
- The remaining 4% (n2) of respondents stated that they have had a conversation with a healthcare professional for advance care planning.
- 31% (n17) of respondents stated that they or their loved one had already had discussions regarding further treatment and future planning with a healthcare professional, **or each other**.

80 % (n45) of respondents do not have a life limiting diagnosis or condition themselves. 20% (n11) of respondents stated that they, or a loved one, do have a life limiting diagnosis or condition.

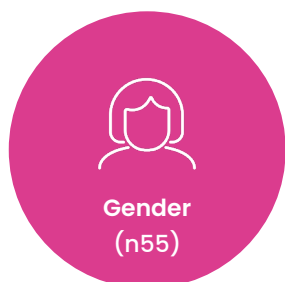
Of those who answered 'yes' to the question regarding a life limiting diagnosis, a number are receiving clinical support from NHS services.

Receiving regular visits from healthcare

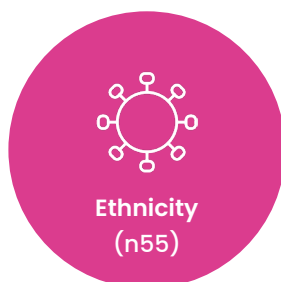


6% (n3) respondents stated they or their loved one is currently known to a Palliative Care Team in the community.

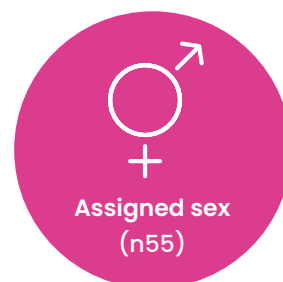
Survey Characteristics



Male (n26)
Female (n29)



White British (n54)
Prefer not to say (n1)



Is your gender different to the sex
that was assigned to you at birth?
Yes (n1)
No (n54)



Heterosexual (n43)
Asexual (n1)
Bisexual (n1)
Gay (n1)
Lesbian (n3)
Pansexual (n1)
Prefer not to say (n3)



Yes (n11)
No (n43)

Disability (n8)
Long-term condition (n20)
A carer (n8)



Christian (n27)
No religion (n22)
Jewish (n2)
Jedi (n1)
Prefer not to say (n1)



Talk to us

If you have questions about the content of this report, please either call 0300 012 0122 or email cheryl.berry@healthwatchwestsussex.co.uk

How this insight will be used?

We recognise that all health and care services are under pressure at this time and have had to adapt their ways of working. We will share this report with the local NHS, Local Government, and other providers to help them understand where things are working well and services are adapting to meet peoples' needs, and to help them identify any gaps. We see this as a continuation of discussions taking place and will continue to use this fresh insight and the solutions presented to challenge for a better future.

For help, advice, and information or to share your experience

We also help people find the information they need about health, care and community and voluntary health and care support services in West Sussex.

Here to help you on the next step of your health and social care journey



You can review how we performed and how we report on what we have done by visiting our website www.healthwatchwestsussex.co.uk



Healthwatch West Sussex works with **Help & Care** to provide its statutory activities.

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