Wales **Co-operative** Centre
Canolfan **Cydweithredol** Cymru

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Firstly some background

The Wales Cooperative Centre was established in 1982 by the Wales TUC who believed Co-operatives and Mutuals could play a vital role in economic growth and stability.

Currently 68 staff working across Wales from 4 offices

The ethos of the Company is very much rooted in the core values and principles of Cooperation.

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Programme

Helping social businesses **grow**

Helping people learn **digital skills**

Helping people set-up **care co-operatives**

Helping people invest in t**heir community**

Helping people set-up **housing co-ops**

Helping people manage **their money**

Forward-thinking policy & research

Wales Co-operative Centre

Two core areas of delivery focus

1. Communities and Inclusion

2. Social Business support

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Helping organisations improve their digital inclusion practice

What I'll cover today...our story

How different methods of engagement can help involve the citizen in public service delivery

What the statistics tell us

The National Survey for Wales (NSW) Headline Results (28 June)

NSW involved a random sample of around 10,500 people (16+)

The survey included face-to-face interviews in people's homes Within the survey, questions about the internet ranged from household access, frequency of internet use and whether users have viewed websites in Welsh.
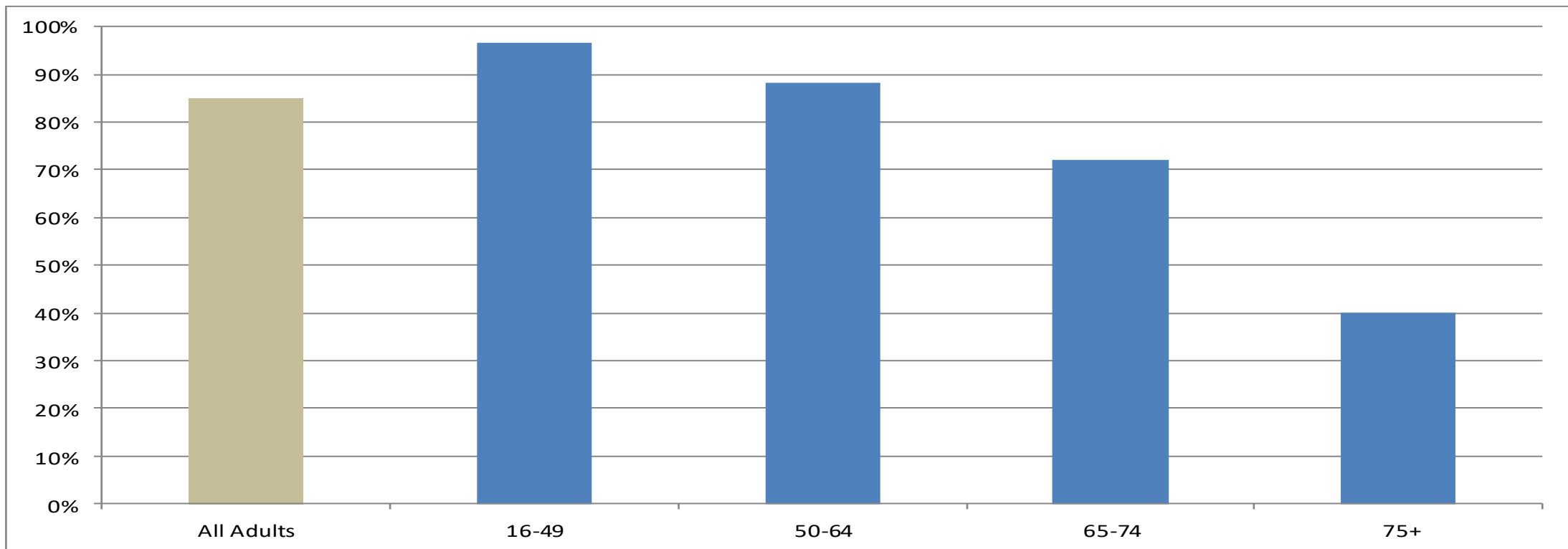
http://gov.wales/statistics-and-research/national-survey/?lang=en

# Benefits of being online

Employment
- Education
- Saving Money
- Creativity and entrepreneurialism

Health & Social Care

- Healthy lifestyles
- Communicating & connecting
- Leisure & entertainment
- Access to public services
- Democratic and civic participation

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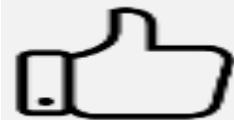
Barriers

Re-contact survey – reasons for not using

- 91% lack of interest / need
- 75% lack of skills / support / security concerns
- 56% cost / health / literacy
- **56% never, not ever**
- FEAR
- OPPORTUNITY

Progress being made, a lot more to do…..

- Size of the problem circa 15% adult population 375k-400k

Significant progress with;

- Public libraries – public access, co-location of services.

- Intergenerational volunteering - e.g. Welsh Bacc, girl guides and scouts

- Friends and family - (Health & wellbeing)

We went about to design a simple digital engagement programme.
Aim – combine the self managing of health related matters with the practical use of tech.
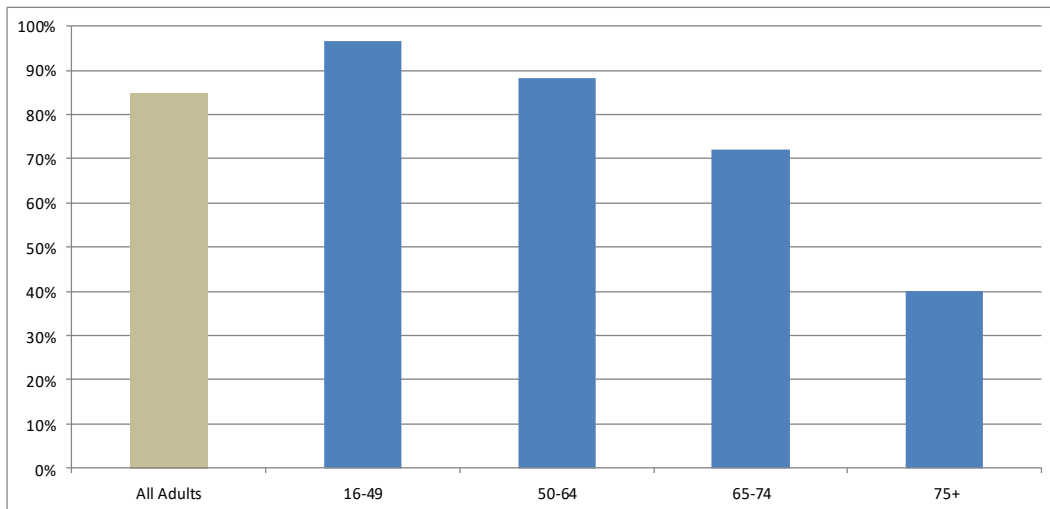
Digital inclusion by stealth

Digital Health – Trends & research

Monthly app and mobile round up

This month's apps round-up covers technology giant Google making more waves in the digital health market, an app that aims to help emergency services staff reach patients quickly, and one health technology company winning awards in the West Midlands.

18 August 2017

DIGITAL PATIENT

https://www.digitalhealth.net/digital-patient/

Liaised closely with Hywel Dda Health Board and their 'Tele-Health' experiences.

Welsh Gov – Digital Health team

Pocket Medic

GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Hywel Dda University Health Board

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3 min video on Pocket Medic
www.medic.video/intro

Sycamore House
Medical Centre

Open ▾   Appointments ▾   Team ▾   Services ▾   New Patients ▾   Feedback ▾   News

I would like reliable information to help me with:

Search Patient.info 🔍

Please enter your main symptom / the name of your condition above

Self Help Information	Health Apps	Request Medication	My Medical Records	Web Consultation	Book an Appointment

Where to start?

'**smart'** technology rapidly becoming affordable and mainstream

Smart bed
Smart shoes
Smart health monitors

Raise awareness of pro's + cons
Negative and positive consequences;
+ Need for objective awareness raising
- 'Cyberchondria', privacy etc

What we decided to trial.
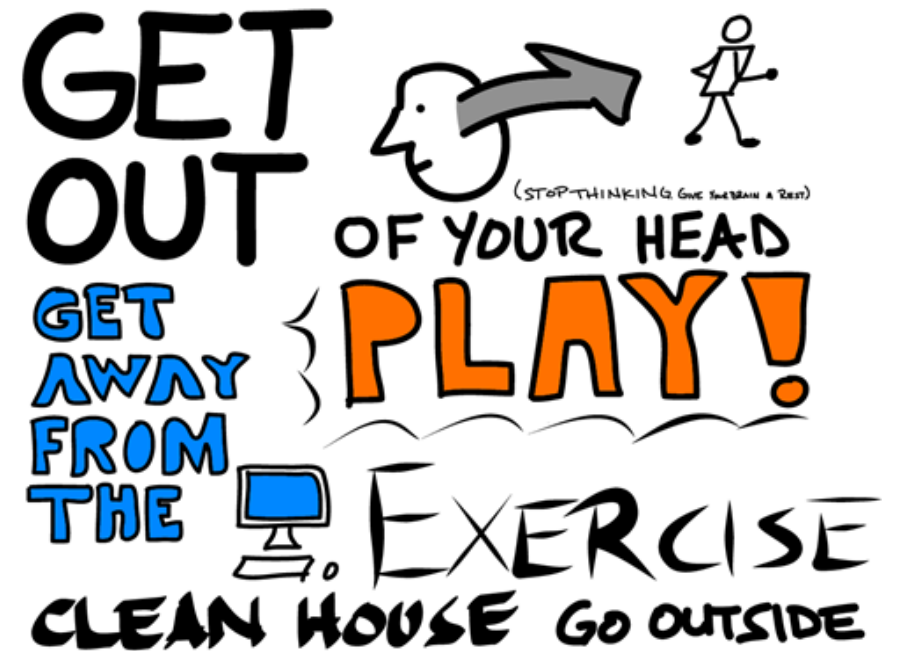## Digital Health – Fitbit Programme

"Project in a box"

6 week step by step guide
Groups have the freedom to adapt as necessary

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Using Wearable Technology to keep active

- ✓ 20 minutes a day
- ✓ 1 hr a week to meet with group to share progress
- ✓ Use technology to log activity
- ✓ Increase technology use to register for other eHealth services
- ✓ Improve knowledge about healthy living
- ✓ Supports you to communicate with NHS Wales, to manage your own health and wellbeing

GET OUT

GET AWAY FROM THE

OF YOUR HEAD
(STOP THINKING GIVE YOUR BRAIN A REST)

PLAY!

EXERCISE

CLEAN HOUSE GO OUTSIDE

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Week 1

Allocate a fitbit to a participant (They will need an email address to register the unit)
They will need to supply their age in order for the unit to work out Heart rate.

Ask participant to look through the dashboard to familiarise themselves with what they are looking at. (Please explain depending on device this may look different)
Demonstrate both App and Computer based

Use the fitbit dashboard to set the target for each individual (as a start point a suggested route would be 5 days per week 1000 steps per day)

This may need to be varied dependant on personal ability & health status

Week 2

Re charge Fitbit monitors

Use dashboard to show participants how they have progressed over the week

Discuss impact of activity on personal wellbeing

Set sensible, measureable, achievable, realistic, targets (SMART)

Encourage peer support
Use internet and highlight

Week 3

Re-Cap last weeks internet activity

Re-charge fitbit monitor

Use dashboard to highlight progressions

Use other parts of the dashboard to log additional information

Set new targets
Use internet to highlight additional health support

Week 4

Re-Cap (device) previous week and open view data and ask if there has been any problems
Ask client to select another target from the dashboard

Set increased target and new activity target

Re-Cap (wider information on the web) previous week on available health websites and digital skills resources – What have participants used them for

Signpost to additional resources
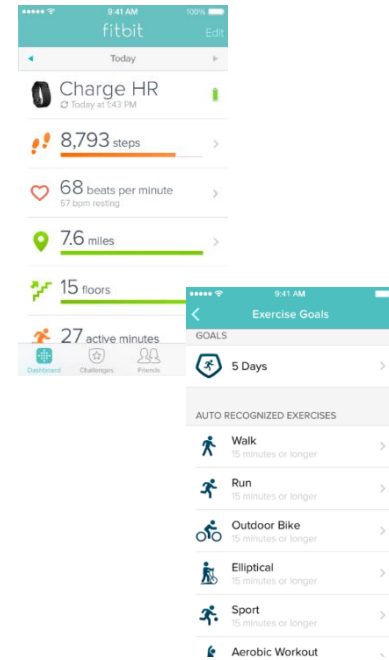
Week 5

Re-Cap the previous weeks activities. Discuss how the different websites have been used to support health activity

Ask participants to discuss and share their useful information and tips from websites

Use Fitbit Dashboard to measure progression and encourage self motivation
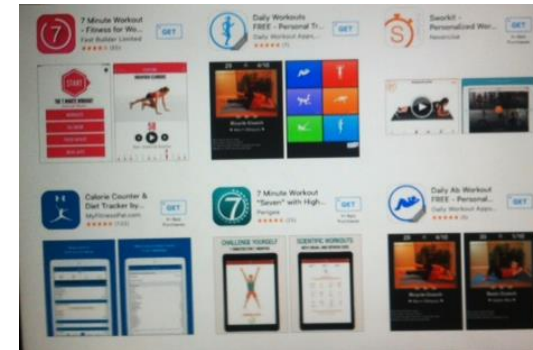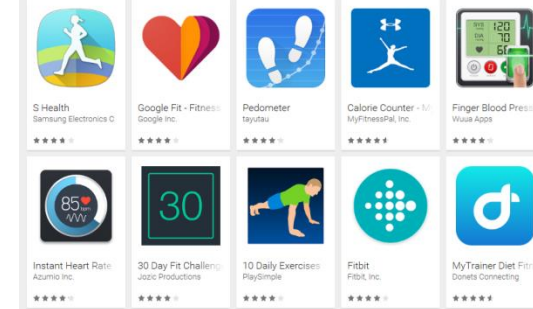
Highlight final websites

Week 6

Re-Cap the work from previous sessions

Upload final data to Fitbit Dashboard

Discuss the impact of using technology to help keep motivated

Collect all Fitbits for re-use

Congratulate participants on their efforts

Complete exit survey
Demonstrate alternatives mobile apps that can be used instead of Fitbit

Google Play for Android For iPad or iPhone

Additional Mental Health Internet Resources

The Living Life to the Full is a life skills course

Lots of resources to support mental wellbeing

An interactive program designed to help you Identify and cope with emotions

Whatever you need to know about coping with stress, anxiety or depression,

Telephone and email counselling

A questionnaire designed to help you better understand how you feel.

Recovery Programme

Staying Safe Online

Apps for mental wellbeing

iOS   Android   iOS   Android

Guided breathing exercises

Sleep time- alarm clock

Relax Melodies

Optimism

Qi Gong Mediation Relaxation
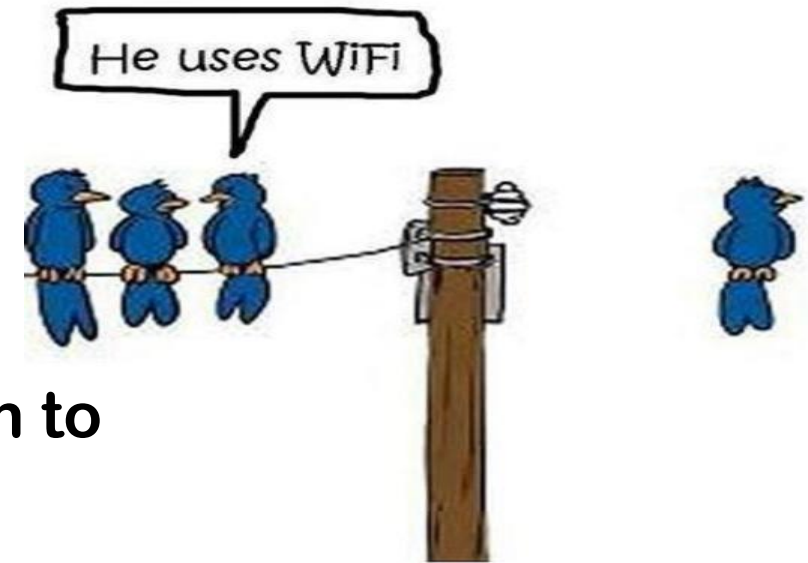
Headspace

The Worry Box

What worked best?

Flexible and relatively low cost intervention

Identify group leaders/ facilitators with a passion to offer new experiences. Offer initial support.

Ensure that the tech is a side matter introduce IT progression gradually

Adapt package to fit with existing activity, learn from it and aim to embed

Outcomes

Groups have gone on to expand the offer to other service users (embedded)

Many individuals have gone on to purchase their own activity trackers and have started to be more conscious of self monitoring of health.

Digital champions/advocates have been identified and continue to support others.

A natural stepping stone to services such as 'Pocket medic'

What the users said…

Dwynwen "I think the project has been excellent. I will be getting a Fitbit of my own, for my birthday. I enjoyed monitoring my steps and heartrate and sleep patterns.
It makes me want to try and walk more and it has allowed me to address specific concerns in regards to my heart rate and overall health with my GP".

"Wearing the Fitbit definitely made me much more aware of my activity levels and without a doubt encouraged me to be more active. I was determined to get to 10,000 steps a day and would even go for an extra walk if I hadn't quite got there towards the end of the day. It gave me a massive buzz when my Fitbit notified me when I got to the target as I would never have walked or run that much before wearing it".

I wouldn't be without a Fitbit now, it's definitely improved my general health and wellbeing and I've encouraged so many other people to get on-board with the Fitbit craze!"

What the users said…

Stuart Morgan, from Melincryddan Community Conference, said "It (the Fitbit) is a useful device because it had motivated each participant to achieve the daily recommended steps and look to increase their daily steps. Each person shared in the group how it had improved their wellbeing. The project was a great success, in that two of the participants have got involved in local walking groups and have attended healthy eating courses".

"During the project the participants were asked if they felt more confident in using technology to support their health and wellbeing. Having the Fitbit had motivated each of the participants to use their phones and laptops to check the daily progress they had made, especially steps achieved. One participant regularly looked for healthy recipes online."

Another group member now felt more confident in using a computer to access the Fitbit dashboard and to look at other health/wellbeing resources online. Since the end of the course she has joined two walking groups and is doing a healthy eating course. All of the participants continue to use technology to support their health and wellbeing.

What the users said…

A NERS instructor also stated that "From an instructor's point of view, I would highly recommend the Fitbit to any of our participants. I believe it gives them a good idea of how active they are and encourages them to do more. I also think that the device is easy to use and relatively straight forward even for someone who is not technically minded".

We also spoke to two of the pilot project's participants, who said "I have thoroughly enjoyed using the Fitbit. I'm still getting to grips with all of the things on there, but really enjoying seeing how many steps I do a day and my sleep quality. The Fitbit has definitely made me more aware of the amount of activity I do; and also, how much you do even when pottering around the house doing housework".

The pilot has been a great success.

DCW is now offering a Digital tools for Health and Wellbeing as a 1 day course.

The 60 x Fitbits are still in circulation on a loan across Wales (targeted at potential excluded groups or the 15%)

We continue to work with PSB's and Health-boards wherever we can to look for alternative ways to support Health and Wellbeing and generally encourage improved digital skills. (At a citizen and employed staff level)

It is very difficult to develop working relationships at GP level. I feel there could be a big impact here (early intervention).

Today's brief

How different methods of engagement can help involve the citizen in public service delivery.

Basic interventions can have multiple positive spin offs,
Improved, knowledge of self managing health,
Improved entry level digitals skills
Improved service delivery at community level
Empowerment of individuals.

Join our approach to get more Organisations to embrace + embed digital across Wales.

Sign up to our Digital Charter to express your commitment.

Diolch yn fawr, thank you.

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