

Torbay Digital Inclusion

Feedback report

June 2021



Contents

Introduction..... 3

Methodology 4

Key findings..... 5

Results Analysis 7

 Question 1. Do you own or have you ever used any of the following devices or equipment?7

 Question 2. Do you use or have you ever used any of the following internet services?8

 Question 3. Do you use or have you ever used any of the following health, social care, and/or wellbeing digital services?.....9

 Question 4. What did you like about using the services you ticked in the last two questions? 10

 Question 5. What did you not like about using the services you ticked in questions 2 & 3? 12

 Question 6. Did you need any extra help to use the digital services you ticked in questions 2 & 3?..... 14

 Question 7. If yes, who helped you?..... 15

 Question 8. Were there any barriers that stopped you from using the internet services you ticked in questions 2 & 3? 16

 Question 9. Which of the following internet services would you be willing to continue using online in the future?..... 19

 Question 10. Which of the following health, social care and/or wellbeing digital services would you be willing to continue using online in the future?..... 20

 Question 11. Do you have any other comments about using internet or digital services? For example, what would make using online services easier for you? 21

 Demographics information..... 23

Additional Paper Surveys Received 31

Evaluation & Limitations 32

Thanks & Recognition 33

Appendix 34

Introduction

The COVID-19 outbreak has been a difficult time for us all.

Public health teams in councils are working closely with partners, especially the voluntary and community sector (VCS) to tackle loneliness and social isolation during the COVID-19 outbreak and beyond to help improve quality of life, promote community resilience, then aid recovery and prevent more costly health and social care needs from developing

Local people have also had to adapt to this new way of living their lives, with many experiencing tools like online banking and shopping or connecting with family and friends digitally using the internet for the first time.

The pandemic has meant many local 'services' such as healthcare, social care, wellbeing or community support services have had to adapt to help protect the public, staff, clients, and visitors. Many have introduced a 'digital' way for people to use their service - using computers, tablets, or smartphones to access the service via the internet.

A partnership of local organisations, including Torbay Council, the local NHS and voluntary, community and charity groups, would like to know more about people's experiences with these new digital ways of using services. With essential services facing unprecedented challenges, it is important to gather feedback on what is working well or what needs to be addressed. Those leading these local services may use the feedback gathered to improve their digital services.

Engaging Communities South West (ECSW) was asked to conduct a public consultation in Torbay to find out more information about their experiences with using digital or internet services during the COVID-19 pandemic.

ECSW is a not-for-profit organisation offering Engagement, Evaluation, Communications support, Digital support, Training and support to the statutory, voluntary and private sectors. ECSW also manage the contract for award-winning independent health & social care community champion Healthwatch Torbay and run a number of different projects in the community, including their flagship e-learning project, Digital Health Devon.

Methodology

ECSW created an online survey from questions agreed by the Torbay Digital Inclusion group of local organisations. This was done securely via the ECSW premium 'SurveyMonkey' account.

The consultation survey consisted of both multiple-choice questions and open-ended questions which allowed respondents to elaborate on their answers. There were 11 main questions and 8 further demographical questions.

The survey was initially live from 19th March to 31st May 2021, and then extended to 30th June 2021, approximately 14 weeks in total.

A communications pack was produced and shared with dedicated communications teams and organisations across Torbay, including health trusts and the local authority, to aid with the cascading of the survey out through their networks.

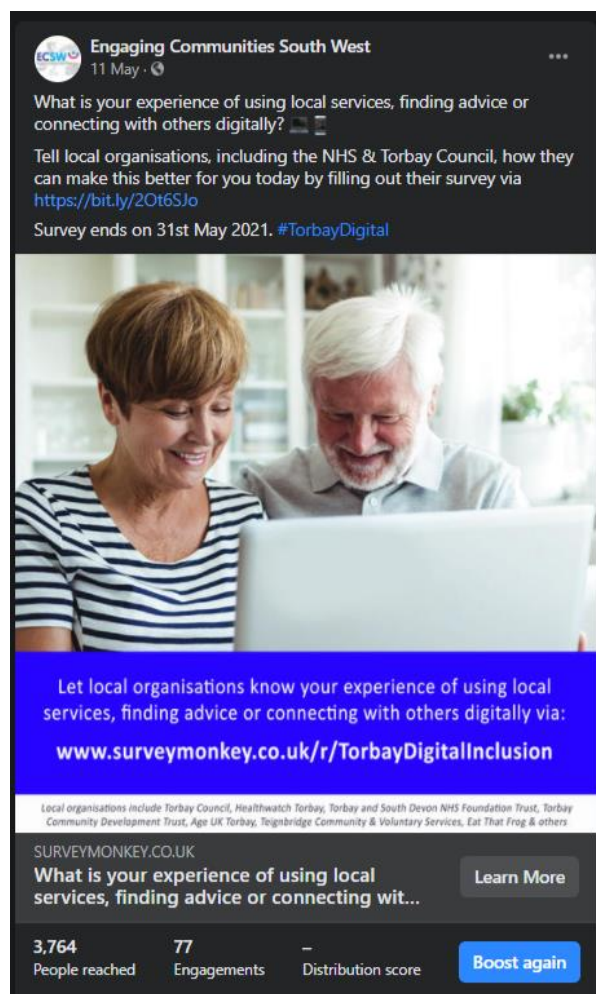
This included suggested social media posts (an example is pictured right) and editorial for websites and/or email newsletters.

ECSW used their contacts with Healthwatch Torbay and Digital Health Devon to share with email newsletter subscribers and over 400 organisations in Torbay. ECSW also promoted social media posts through paid advertising to reach as many people as possible in the Torbay area.

In addition to the promoting of the online survey, 1100 printed surveys were delivered to different community organisations, including Torbay Food Alliance to be distributed in food parcels, Torbay Carers Service to be posted out to carers who do not have a recognised email address, Torbay Drug and Alcohol Service for vulnerable people, St Edmunds House for the 0-19 services, and Chadwell Centre for the Older People's Mental Health Team. 50 'easy-read' versions of the survey were also printed to be shared with Learning Disability groups in Torbay.

ECSW staff and volunteers were on hand to type up printed surveys delivered via the ECSW freepost addressed envelopes included with the printed surveys delivered to organisations.

There were **209 responses** received to the survey in total. This included **59 printed surveys** via the ECSW freepost addressed envelopes. An additional **16 printed surveys** were delivered after the closing date and results analysis, these are discussed in the Additional Surveys section and not included in the Results Analysis section.



Key findings

- There were 209 survey respondents. The majority were from Torbay (80%, 103 people lived in the TQ1,2,3,4 & 5 postcode areas), female (71%, 112 people), White British (92%, 146 people) and over the age of 55 (64%, 101 people). 27% (41 people) described themselves as having a disability.
- Most survey respondents had used a mobile phone (91%, 189 people) or computer (82%, 170 people) with the significant majority using these to access internet services such as search engines (82%, 168), emails (80%, 165 people), or visiting websites (76%, 157 people). 21 people (10%) said they hadn't used any internet services.
- Of the 158 people who answered the question about health, social care, and/or wellbeing digital services, almost half (49%, 78 people) had ordered prescriptions online. 43% (68 people) had received an online GP consultation (e.g. eConsult) and 32% (50 people) had used the internet to access coronavirus advice and information.
- Respondents appreciated being able to access services from home at times that were convenient for them, removing the need to arrange travel and parking, and were pleased that the digital services were easy to use. Respondents liked that they could find up-to-date information online, particularly regarding Covid-19.
- Respondents also found that some digital services are inadequate or difficult to use; some said that sites were difficult to navigate, slow to load, or time-consuming to use. Many respondents did not name specific services, but 23 respondents mentioned eConsult and four mentioned NHS 111 specifically; both services were criticised for having too many questions and rigid question pathways.
- Of the 152 respondents who answered the question about needing extra help to use digital services, 24% (36 people) said they did, with the most frequent reasons offered being that they needed help with apps or websites such as GP appointment booking, Zoom, Teams, and the NHS app. Just 1% (two people) said they needed help working equipment such as computers or tablets. Most of those respondents who said they needed help (60%, 25 people) said they received help from family members.
- Most respondents to the internet barriers question (54%, 78 people) said they had no barriers to using the internet. The most common barriers were data protection and internet security concerns (17%, 25 people), lack of IT knowledge or skills (17%, 24 people), lack of confidence (13%, 19 people), lack of motivation to use the internet (11%, 16 people), and not feeling safe using the internet (9%, 13 people).
- 51% of people over the age of 55 (47 of 92 respondents) said there were no barriers to using internet services, compared to 63% of people under 55 (31 of 49 respondents). People aged over 55 were particularly more likely than people under 55 to cite lack of IT skills (23% or 21 people vs 4% or two people), data protection and security concerns

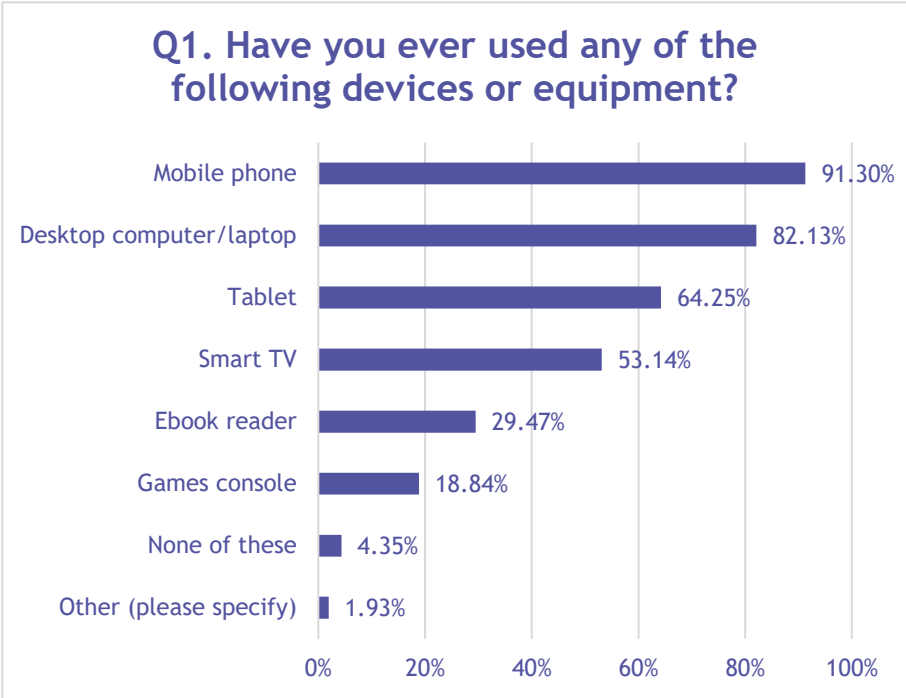
(18% or 17 people vs 10% or five people), and lack of motivation (14% or 13 people vs 6% or three people) as barriers to internet service use.

- 38% of people with disabilities (15 of 39 people) reported that there were no barriers to accessing internet services, compared to 61% of people without disabilities (62 of 102 people). People with disabilities were particularly more likely to report that lack of IT skills (28% or 11 people vs 12% or 12 people), lack of confidence (23% or nine people vs 10% or ten people) and data protection concerns (28% or 11 people vs 12% or 12 people) as barriers to internet service use.
- Although access to devices is not a significantly identified problem amongst all respondents and many of the respondents do digitally participate, it is clear when comparing those respondents over the age of 55 or with a disability to those under 55 or without a disability that they are experiencing more barriers to accessing digital services. In particular, these people cite lack of IT skills, confidence, and data protection/security concerns as their key barriers to them using internet services.
- When comparing the questions around current internet usage (2 & 3) to the questions asking about willingness to use services in the future (9 & 10), survey data suggests that many people are willing to use more online services going forward, particularly emails and online shopping (for example, 85% of respondents would be willing to use emails in future, compared to 80% who have previously used them).
- Survey data from comparing these questions also suggests that significantly more people are willing to use online health, social, and wellbeing digital services, particularly the ability to order medication, consult with a GP or view medical records online (for example, 20% of respondents have accessed their medical records online, yet 46% would be willing to in the future).
- 91 respondents offered further comment about using digital services locally. 20 respondents said they had no further comments to make, with some expressing that they were happy with the digital services they were using. 16 respondents suggested that resources for learning or improving IT skills would be beneficial for them and others. 13 respondents said they would like digital services to be improved. Many of these responses did not specify which services could be improved or what improvements could be made, but some said that eConsult could be improved if fewer questions were required and if enquiries were dealt with faster.

Results Analysis

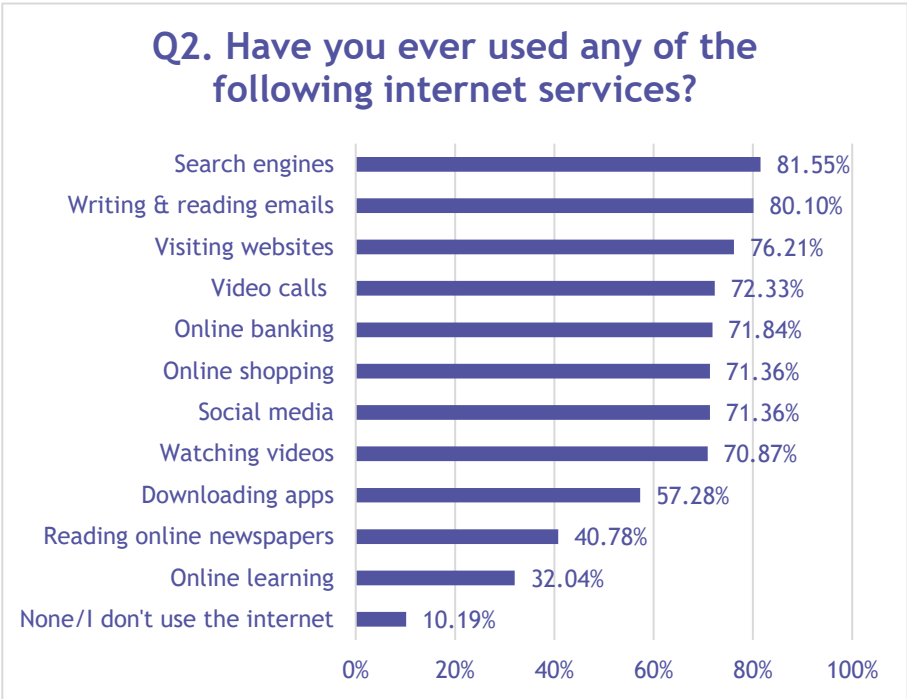
Question 1. Do you own or have you ever used any of the following devices or equipment?

207 respondents answered this question and two skipped it. As respondents were able to select more than one answer, percentages may total more than 100. 91% of respondents (189 people) had used a mobile phone, 82% (170 people) had used a desktop or laptop computer, 64% (133 people) had used a tablet, 53% (110 people) had used a smart TV, 29% (61 people) had used an eBook reader, 19% (39 people) had used a games console, 4% (nine people) said they had used none of the devices, and 2% (four people) said “other.” Of these four people, one person said they used an Amazon Echo and an Apple Watch. The remaining three respondents did not name an internet-enabled device.



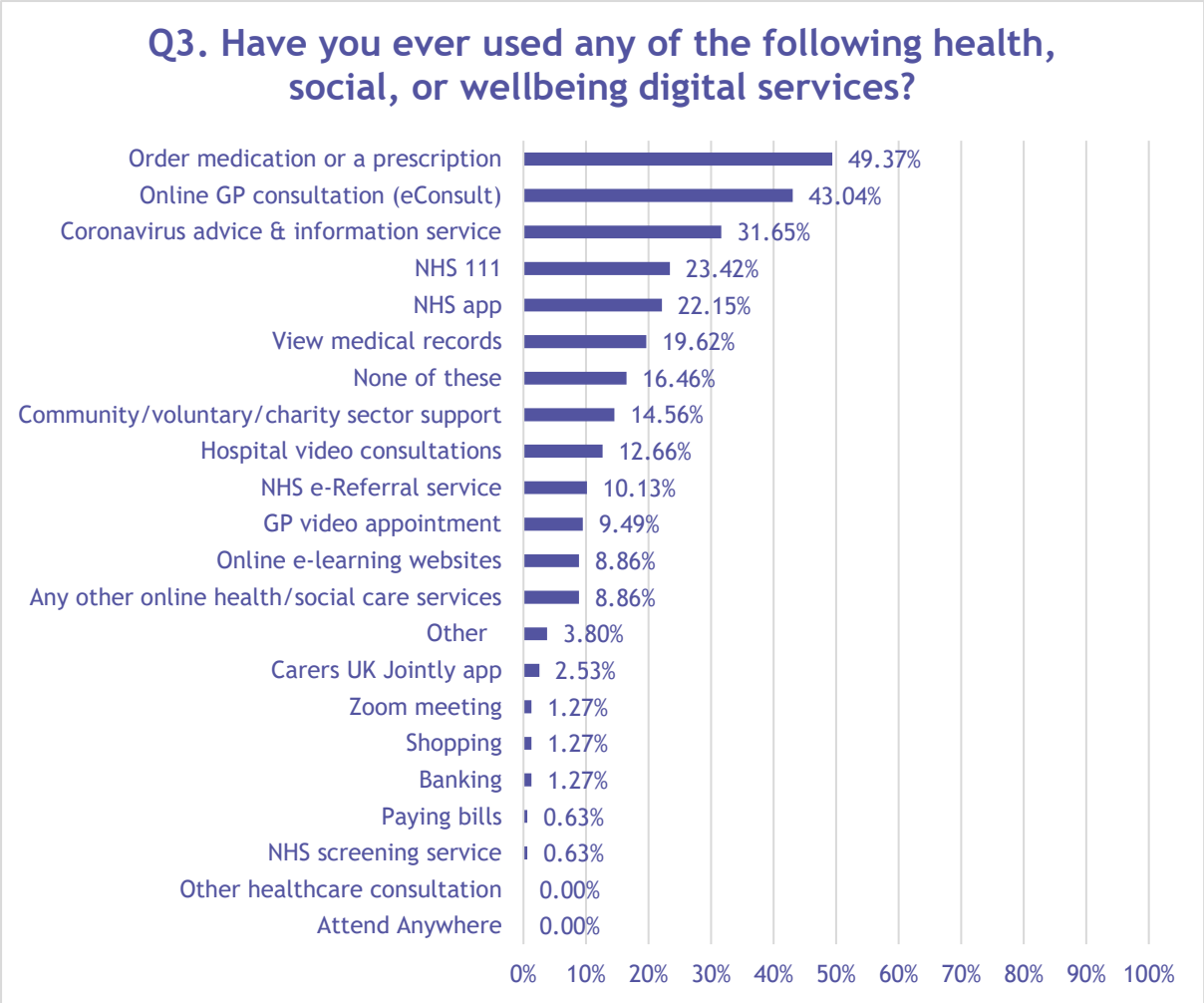
Question 2. Do you use or have you ever used any of the following internet services?

206 respondents answered this question and three skipped it. As respondents were able to select more than one answer, percentages may total more than 100. 82% of respondents (168 people) used search engines, 80% (165 people) wrote or read emails, 76% (157 people) visited websites, 72% (149 people) made video calls, 72% (148 people) used online banking, 71% (147 people) shopped online, 71% (147 people) used social media, 71% (146 people) watched videos, 57% (118 people) downloaded apps, 41% (84 people) read online newspapers, 32% (66 people) used online learning, and 10% (21 people) said they did not use the internet or any of the above services.



Question 3. Do you use or have you ever used any of the following health, social care, and/or wellbeing digital services?

158 respondents answered this question and 51 skipped it. As respondents were able to select more than one answer, percentages may total more than 100. The most popular services were ordering prescriptions online (49% or 78 people), online GP consultations/eConsult (43% or 68 people), coronavirus advice and information (32% or 50 people), NHS 111 (23% or 37 people), and the NHS app (22% or 35 people). 4% of respondents (six people) said they used a service not listed. Of these people, one said they used the gov.uk website for Covid testing and results, one used the NHS Track and Trace app, one booked a blood donation appointment, one said they tried but failed to book a GP appointment online, and two did not provide the name of service. None of the respondents used Attend Anywhere or “other healthcare consultation.” The full range of responses is listed in the graph below.



Question 4. What did you like about using the services you ticked in the last two questions?

129 respondents answered this question and 80 skipped it. Many respondents did not mention specific services by name, but services mentioned particularly often were ordering prescriptions (24 mentions), eConsult (nine mentions), and NHS 111 (five mentions). Convenience (47 mentions) and ease of use (38 mentions) were the most common things that respondents liked about digital services. Respondents appreciated being able to access services from home at times that were convenient for them, removing the need to arrange travel and parking, and were pleased that the digital services were easy to use. Respondents liked that they could find up-to-date information online, particularly regarding Covid-19 (14 mentions). Ten respondents said they liked “nothing” or had negative comments about digital services, with some saying the service took longer to use or that they lacked the knowledge to use it. Eight respondents said they liked those digital services allowed them to keep in touch with friends and family, and seven said that online services were safer during the pandemic and more convenient during lockdown. A selection of comments from participants is available below.

Convenience (47 mentions)

- “No need to go to a clinic and struggle to park.”
- “Access at any time, no waits for phones to be answered.”
- “It was easy to fit around other commitments. No parking.”

Ease of use (38 mentions)

- “Most are user friendly and a lot quicker to use.”
- “Easy to use and fairly quick to get a response.”

Ordering prescriptions (24 mentions)

- “Ordering my prescription online - the ease of being able to do it at a time that suits me, not just when the surgery is open.”
- “Repeat prescriptions - easy to do without having to go to the GP.”

Information (14 mentions)

- “Keeping updated on Covid-19 regulations.”
- “Obtaining quick information from Google.”

Negative comments (ten mentions)

- “Nothing. It took twice as long.”
- “I had to call the doctors as it wasn’t right.”
- “I don’t have the knowledge.”

eConsult (nine mentions)

- “Using eConsult for a GP appointment meant not having to queue on a phone line.”

- “eConsult was easy to fill in and got a quick reply from the doctor. In some ways it was easier to say the problem in writing.”

Keeping in touch (eight mentions)

- “Keeping in touch with family.”
- “[I can] call and see friends in Canada and Spain.”

Covid-19 pandemic (seven mentions)

- “Video consultations have been useful in Covid times.”
- “Zoom has enabled digital interaction with others to attend a virtual ‘Memory Matters’ course which could not have taken place under Covid rules.”
- “Community and individual protection in Covid times.”

NHS 111 (five mentions)

- “NHS 111 info is clear and I can usually find the advice I need.”
- “111 is good for information and I found it reassuring to be able to gather information before going any further.”

Question 5. What did you not like about using the services you ticked in questions 2 & 3?

123 respondents answered this question and 86 skipped it. The most common complaint (43 mentions) was that some digital services are inadequate or difficult to use; many people were not specific, but some said that sites were difficult to navigate, slow to load, or time consuming to use. Many respondents did not name specific services, but 23 respondents mentioned eConsult and four mentioned NHS 111 specifically; both services were criticised for having too many questions and rigid question pathways. 27 respondents said they had no problems with the services they used. 20 respondents had problems with the lack of face-to-face contact; some said it was impersonal, and some felt that remote contact was inappropriate for appointments such as physiotherapy or mental health. Seven respondents said they lacked the knowledge or ability to use digital services and six said they dealt with technical difficulties, such as poor WiFi or device crashing.

Services inadequate or difficult to use (43 mentions)

- “Some services are very limited and vague.”
- “Some of them are time consuming when you only have limited time to do online activities.”
- “None link to each other... I’m sure one site could be achieved so I would not have to keep inputting data about myself onto different sites.”

No problems (27 mentions)

- “There wasn’t anything I didn’t like.”
- “All were okay to use.”

eConsult (23 mentions)

- “eConsult - extremely painful to use as it insists you choose a medical condition and then mandates you to complete a detailed account of your medical history of everything ever - not proportionate for simply trying to request a consultation! A barrier to engaging digitally as it is so over the top with requirements.”

Lack of face-to-face contact (20 mentions)

- “Nothing beats personal interaction as opposed to Zoom meetings.”
- “The physio couldn’t fully assess over video call. We tried two sessions like this but ultimately I had to have face to face anyway.”
- “[Mental health] appointments online aren’t really the best way for me, due to living with parents and an older brother.”

Lack of knowledge or ability to use services (seven mentions)

- “Some expect me to know more.”
- “[I] never seem to get the time to sit and learn.”
- “I’m not very good on [the] laptop.”

Technical difficulties (six mentions)

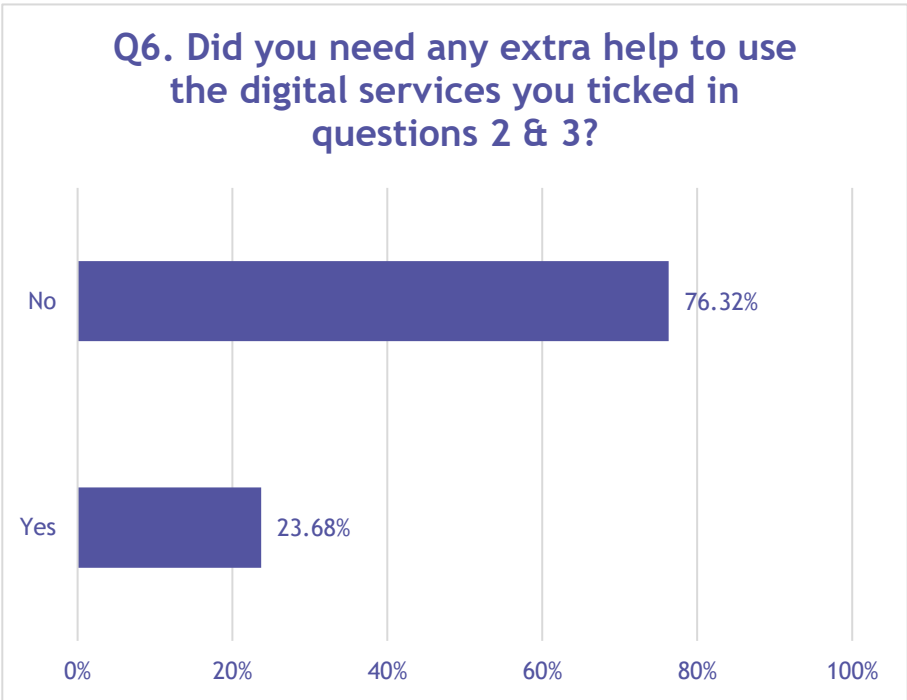
- “All internet devices tend to crash, freeze and I lose several hours out of my day.”
- “Depends if the internet is working good on that day.”
- “It uses Bluetooth which reduces battery levels.”

NHS 111 (four mentions)

- “Going to NHS 111 to check symptoms, then being advised to fill in an eConsult form with my GP - then being advised to phone the surgery to book an appointment. In all it took over an hour to do which was very frustrating and made me think I might as well just call the surgery directly next time.”
- “111 can be very long winded. Difficult to access as a carer for a family member.”

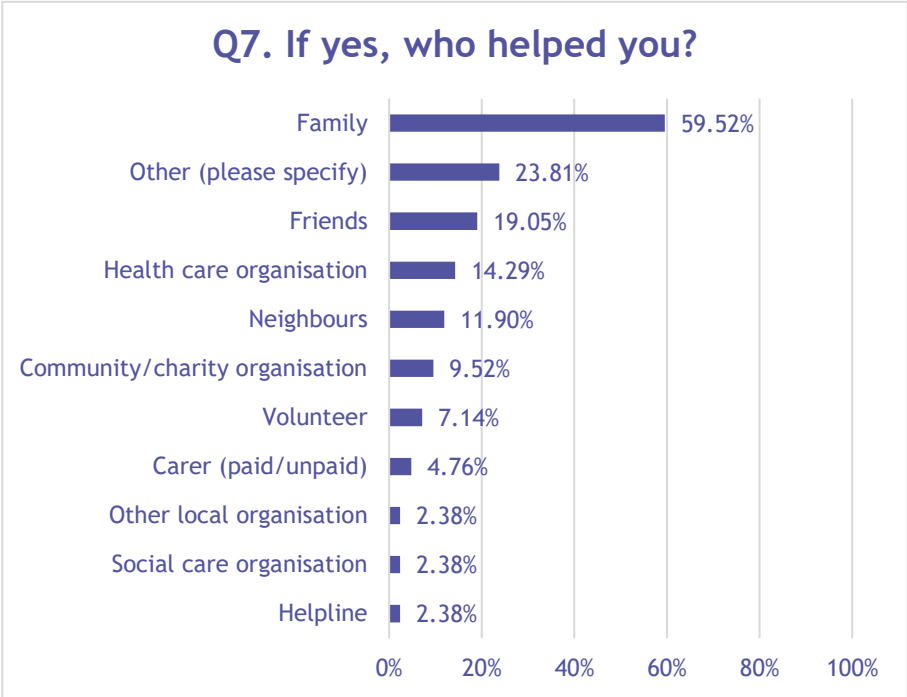
Question 6. Did you need any extra help to use the digital services you ticked in questions 2 & 3?

152 respondents answered this question and 57 skipped it. 76% of respondents (116 people) said no, and 24% of respondents (36 people) said yes. Of those who needed help, 8% (12 people) said they needed help with apps or websites such as GP appointment booking, Zoom, Teams, and the NHS app. 1% (two people) said they needed help working equipment such as computers or tablets. Two people gave unclear responses and one person said they needed help with “all of [the services].” 18 people said they needed extra help but did not say which service they needed help to use.



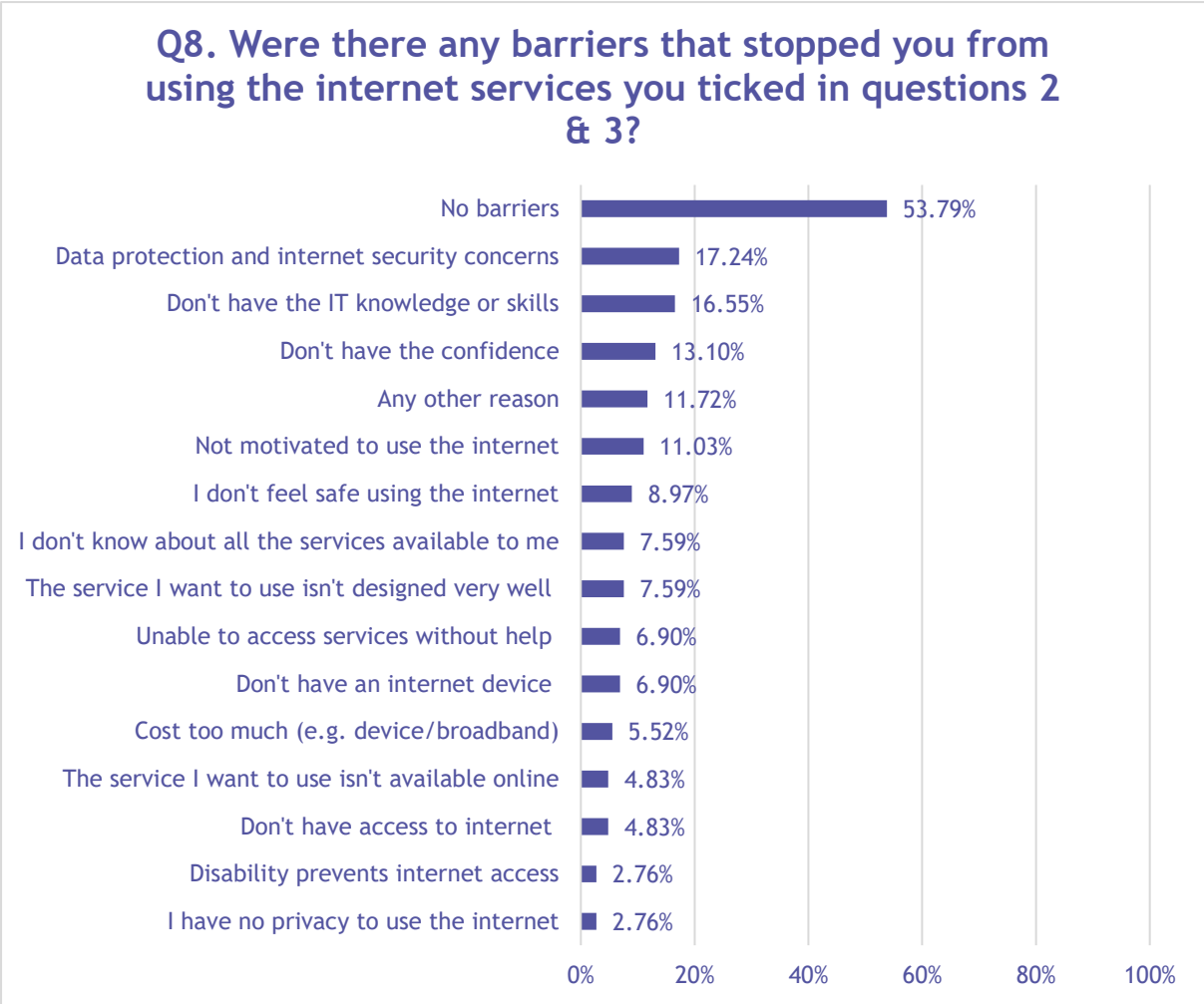
Question 7. If yes, who helped you?

42 respondents answered this question and skipped it. As respondents were able to select more than one answer, percentages may total more than 100. 60% of respondents (25 people) were helped by family, 19% (eight people) were helped by friends, 14% (six people) were helped by a healthcare organisation, 12% (five people) were helped by neighbours, 10% (four people) were helped by a volunteer, and 5% (two people) were helped by a carer. One person (2%) was helped by a social care organisation, one person was helped by another local organisation, and one person was helped by a helpline. 24% of respondents (ten people) selected “other.” Of these respondents, five said nobody helped them, two said they received online support, and three did not say who helped them.



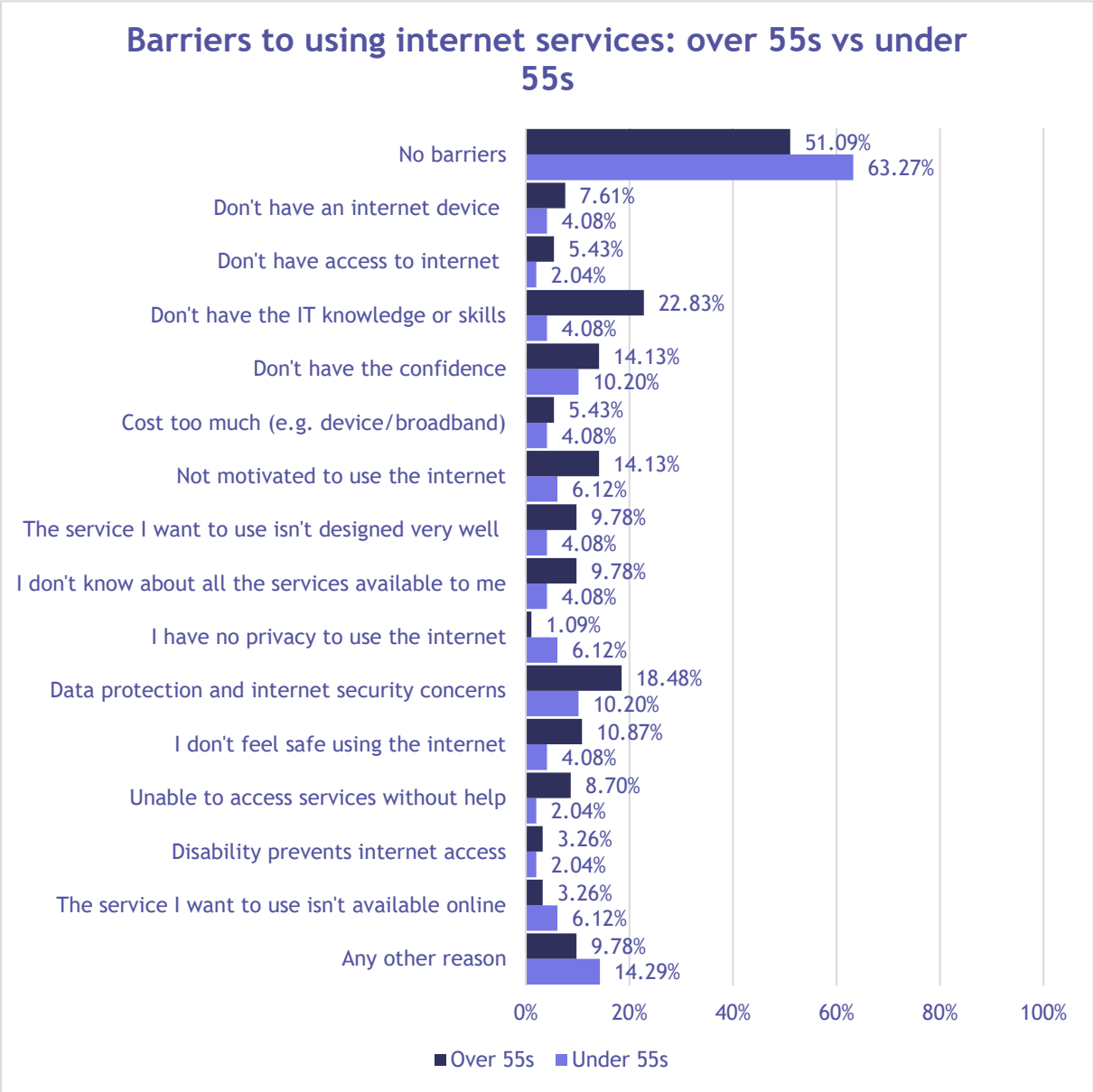
Question 8. Were there any barriers that stopped you from using the internet services you ticked in questions 2 & 3?

145 respondents answered this question and 64 skipped it. As respondents were able to select more than one answer, percentages may total more than 100. 54% of respondents (78 people) said there were no barriers to using the internet. The most common barriers were data protection and internet security concerns (17% or 25 people), lack of IT knowledge or skills (17% or 24 people), lack of confidence (13% or 19 people), lack of motivation to use the internet (11% or 16 people), and not feeling safe using the internet (9% or 13 people). The full range of responses is detailed in the graph below. 12% of respondents (17 people) said another reason was a barrier to using services. Of these respondents, seven said they had poor internet connection, two said the services they needed did not allow use on behalf of another person, two said they prefer personal interaction, two said they found technology or internet “annoying,” one found it physically difficult to use a device, one felt that digital services were being “forced on” them, one said services “required unnecessary information,” and one person did not provide a reason.



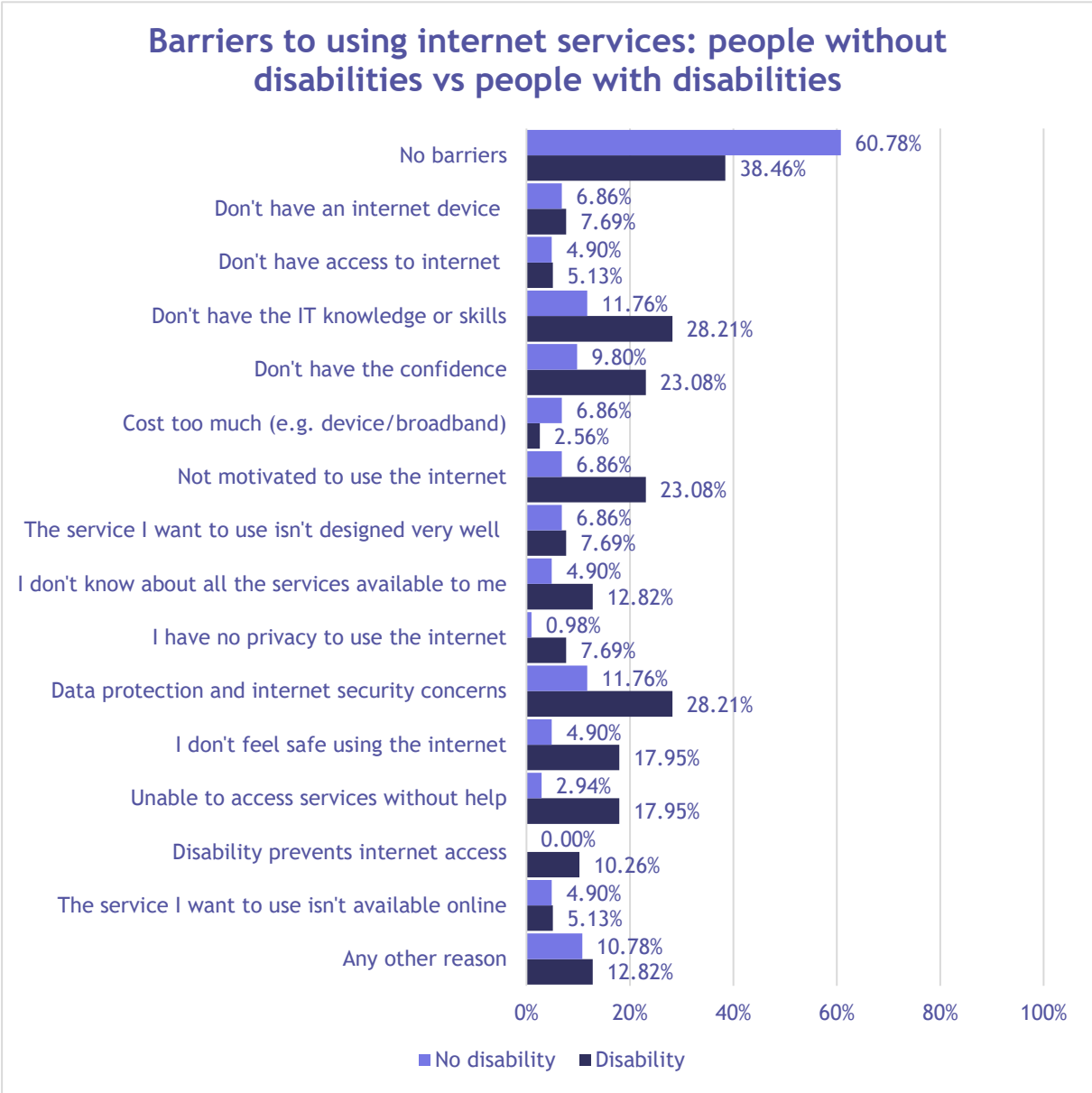
Barriers to using internet services: over 55s vs under 55s

51% of people over the age of 55 (47 of 92 respondents) said there were no barriers to using internet services, compared to 63% of people under 55 (31 of 49 respondents). People aged over 55 were particularly more likely than people under 55 to cite lack of IT skills (23% or 21 people vs 4% or two people), data protection and security concerns (18% or 17 people vs 10% or five people), and lack of motivation (14% or 13 people vs 6% or three people) as barriers to internet service use. People who selected “prefer not to answer” in response to the question “what is your age?” were excluded from this analysis.



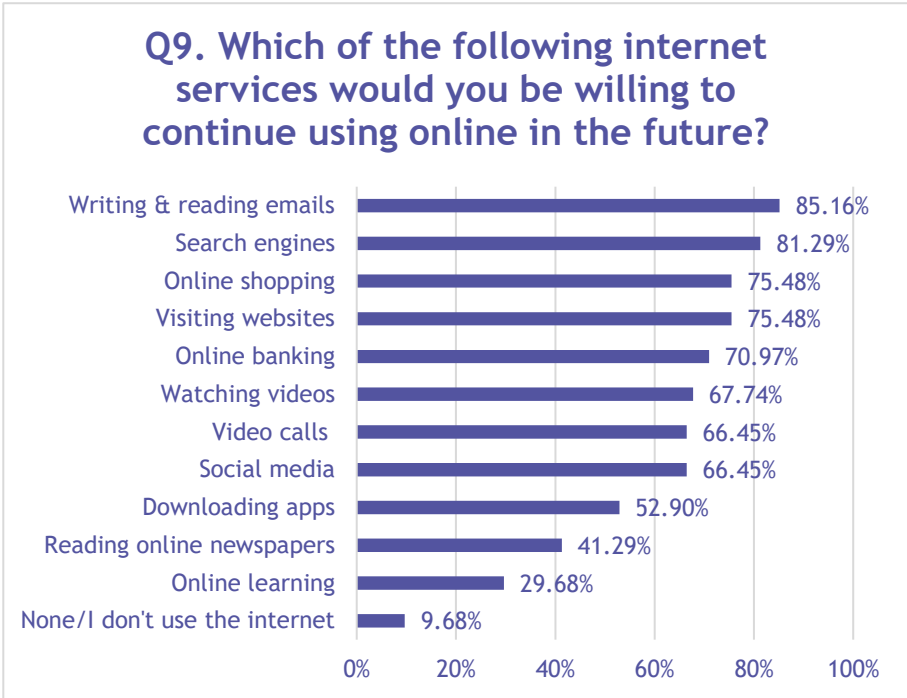
Barriers to using internet services: people without disabilities vs people with disabilities

38% of people with disabilities (15 of 39 people) reported that there were no barriers to accessing internet services, compared to 61% of people without disabilities (62 of 102 people). People with disabilities were particularly more likely to report that lack of IT skills (28% or 11 people vs 12% or 12 people), lack of confidence (23% or nine people vs 10% or ten people) and data protection concerns (28% or 11 people vs 12% or 12 people) as barriers to internet service use. People who selected “prefer not to answer” in response to the question “do you have a disability?” were excluded from this analysis.



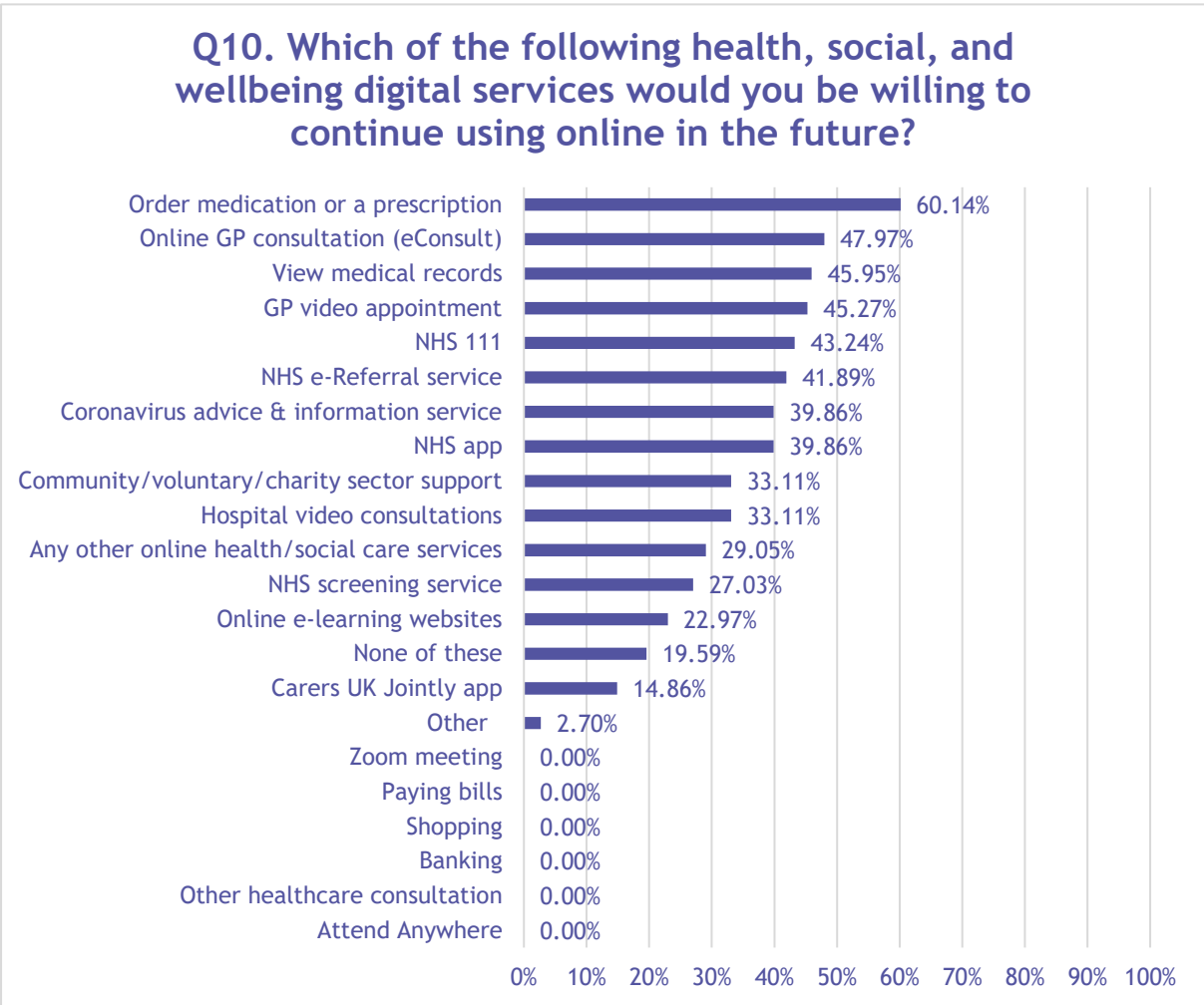
Question 9. Which of the following internet services would you be willing to continue using online in the future?

155 respondents answered this question and 54 skipped it. As respondents were able to select more than one answer, percentages may total more than 100. The most popular responses were writing and reading emails (85% or 132 people), search engines (81% or 126 people), online shopping (75% or 117 people), visiting websites (75% or 117 people), and online banking (71% or 110 people). The full range of responses is detailed in the graph below.



Question 10. Which of the following health, social care and/or wellbeing digital services would you be willing to continue using online in the future?

148 respondents answered this question and 61 skipped it. As respondents were able to select more than one answer, percentages may total more than 100. The most popular responses were ordering prescriptions (60% or 89 people), online GP consultations/eConsult (48% or 71 people), viewing medical records (45% or 68 people), GP video appointments (45% or 67 people), and NHS 111 (43% or 64 people). The full range of responses is detailed in the graph below. Of those who selected “other,” none suggested the name of an online service.



Question 11. Do you have any other comments about using internet or digital services? For example, what would make using online services easier for you?

91 respondents answered this question and 118 skipped it. 20 respondents said they had no further comments to make, with some expressing that they were happy with the digital services they were using. 16 respondents suggested that resources for learning or improving IT skills would be beneficial for them and others. 13 respondents said they would like digital services to be improved. Many of these responses did not specify which services could be improved or what improvements could be made, but some said that eConsult could be improved if fewer questions were required and if enquiries were dealt with faster. Another respondent said that digital services could be made more accessible for the visually impaired. Nine respondents expressed that face-to-face contact was vital and should not be replaced by digital services. Seven respondents had concerns that technical difficulties (e.g. poor internet connection, inadequate devices) may prevent them or others from using digital services. Six respondents expressed that they had no interest in using the internet or digital services.

No suggestions (20 respondents)

- “No further comments, never have any troubles but if I do I just Google it and figure out the issues for myself.”
- “Happy with what I’m doing at the moment.”

Learning and improving IT skills (16 respondents)

- “Would like lots more online resources that can help me with my future development like the Eat That Frog stuff.”
- “I would like to try using some of the above services, but at present don’t have the confidence to attempt them.”
- “I need to learn more about how to use my laptop and have more confidence to do more.”

Improving the quality of services (13 respondents)

- “I think it could work very well, but contacting a doctor would need to be dealt with in a timely manner. To not know when someone would come back to you... defeats the object of using technology, in my opinion.”
- “It would be good to know that only one of a specified few doctors is going to read the eConsultation. It made me feel vulnerable sending it to an unknown person, knowing that it could be read by a secretary or receptionist.”
- “The Digital Health Devon website had a button at the top which makes text bigger and you change colour and things to make it easier to read. Would be good if all the websites had something like this so you could read them better.”

Preference for face-to-face contact (nine respondents)

- “I feel digital will take over and make it harder for people trying to reach out for the first time with mental illness, to have trust in a GP who is just a voice at the end of the phone.”

- “Useful as a supplement for health services but physical meetings need to be an option.”
- “Sometimes it can waste more time and face to face in the first place would have been better and more efficient.”

Concerns about technical difficulties or lack of access to devices (seven respondents)

- “[My laptop] is slowing down as I try to use more services.”
- “A faster download speed - WiFi is very unreliable in this area.”
- “Too many services assume that you have a smartphone. I use a computer for most things and do not like things that require me to use apps.”

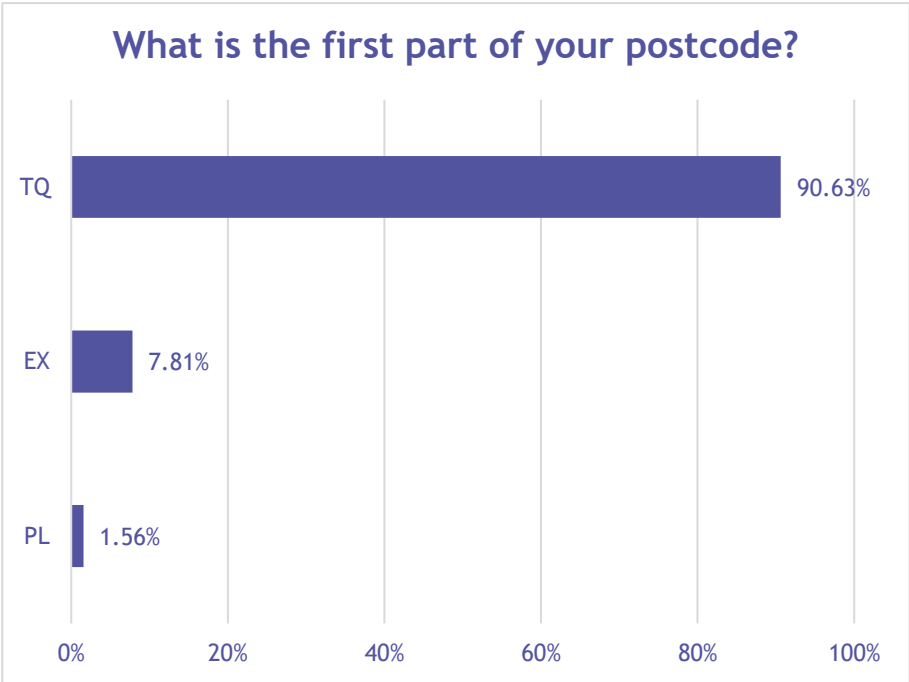
Disinterest in using the internet or digital services (six respondents)

- “I have no reason to use the internet at this present time, it doesn’t interest me at all.”
- “[I] don’t want to use the internet.”

Demographics information

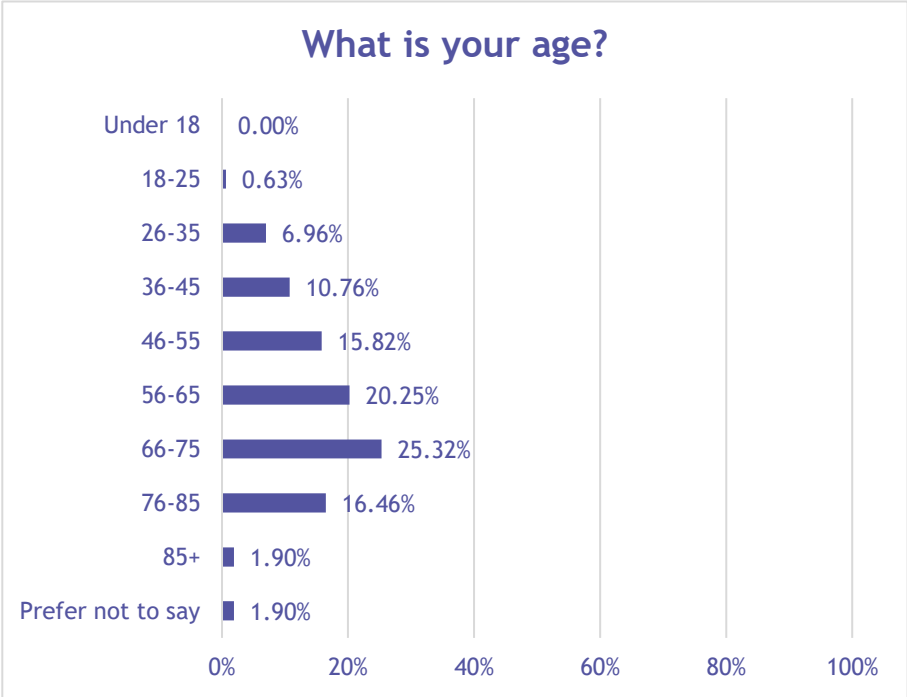
What is the first part of your postcode?

128 respondents answered this question and 81 skipped it. 91% of respondents (116 people) lived in the TQ postcode area, 8% (ten people) lived in the EX area, and 2% (two people) lived in the PL area. A detailed list of the postcode areas provided is available in the appendix.



What is your age?

158 respondents answered this question and 51 skipped it. 1% of respondents (one person) were aged 18 to 25, 7% (11 people) were aged 26 to 35, 11% (17 people) were aged 36 to 45, 16% (25 people) were aged 46 to 55, 20% (32 people) were aged 56 to 65, 25% (40 people) were aged 66 to 75, 16% (26 people) were aged 76 to 85, and 2% (three people) were aged over 85. 2% (three people) selected “prefer not to say.” None of the respondents were aged under 18.



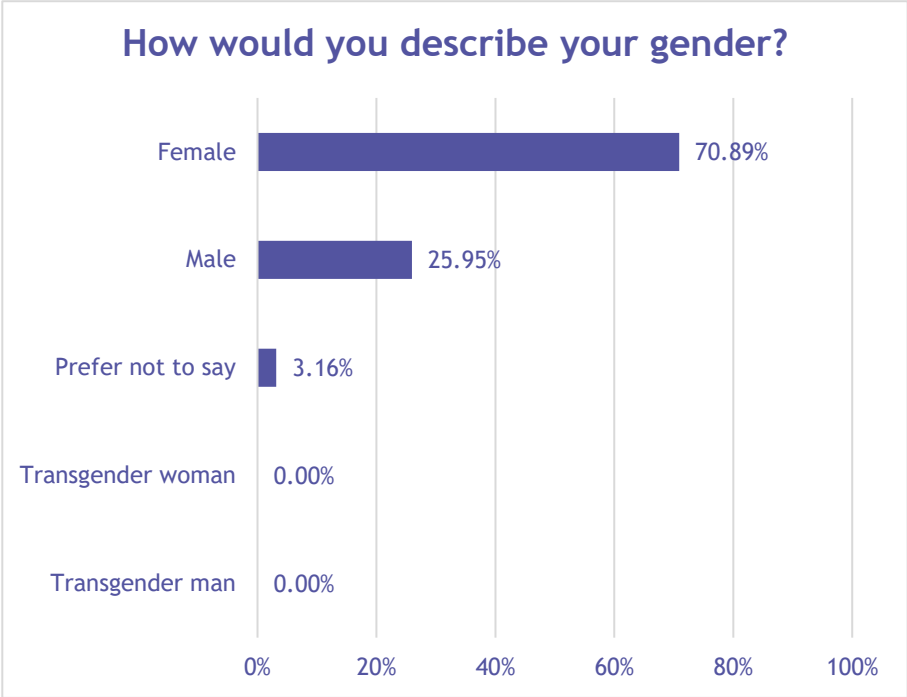
How would you describe your ethnicity?

158 respondents answered this question and 51 skipped it. 92% of respondents (146 people) were White British, 3% (five people) selected “prefer not to say,” 3% (four people) were of mixed heritage, and 2% (three people) selected “other.” Of the respondents who said “other,” one said they were White American, one said they were New Zealander, and one did not name their ethnicity. None of the respondents described themselves as Gypsy/Traveller, Afro-Caribbean, Afro-Caribbean British, Asian, or Asian-British.



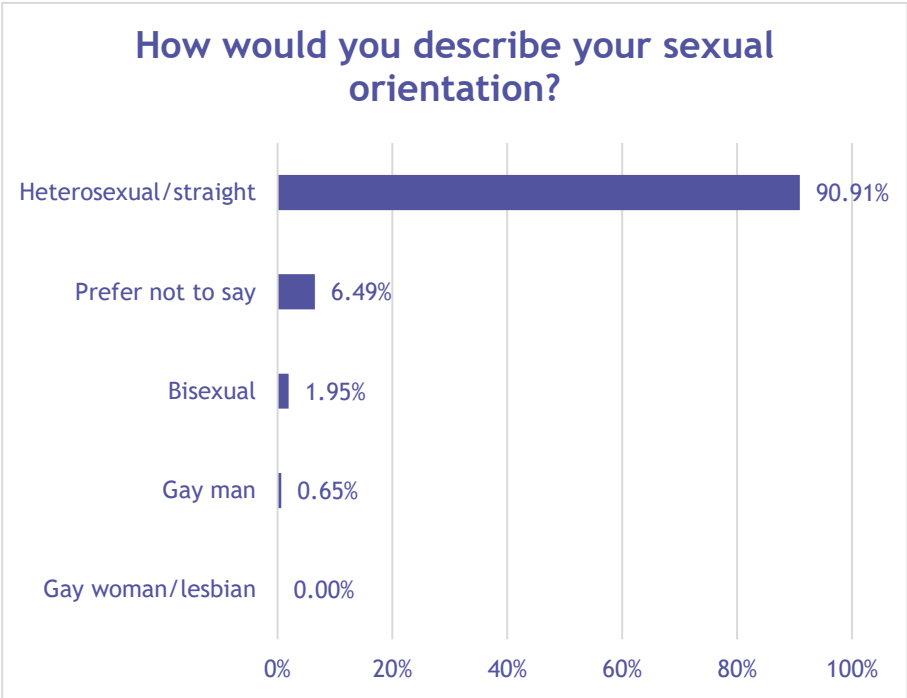
How would you describe your gender?

158 respondents answered this question and 51 skipped it. 71% of respondents (112 people) were female, 26% (41 people) were male, and 3% (five people) selected “prefer not to say.” None of the respondents said they were transgender.



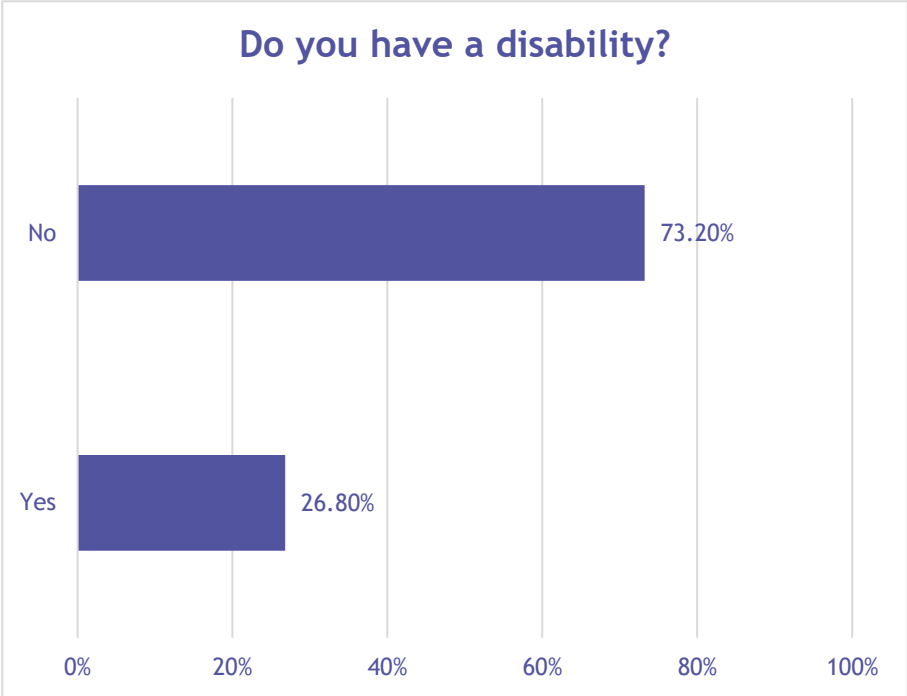
How would you describe your sexual orientation?

154 respondents answered this question and 55 skipped it. 91% of respondents (140 people) said they were heterosexual/straight, 6% (ten people) selected “prefer not to say,” 2% (three people) said they were bisexual, and 1% (one person) said they were a gay man. None of the respondents said they were a gay woman/lesbian.



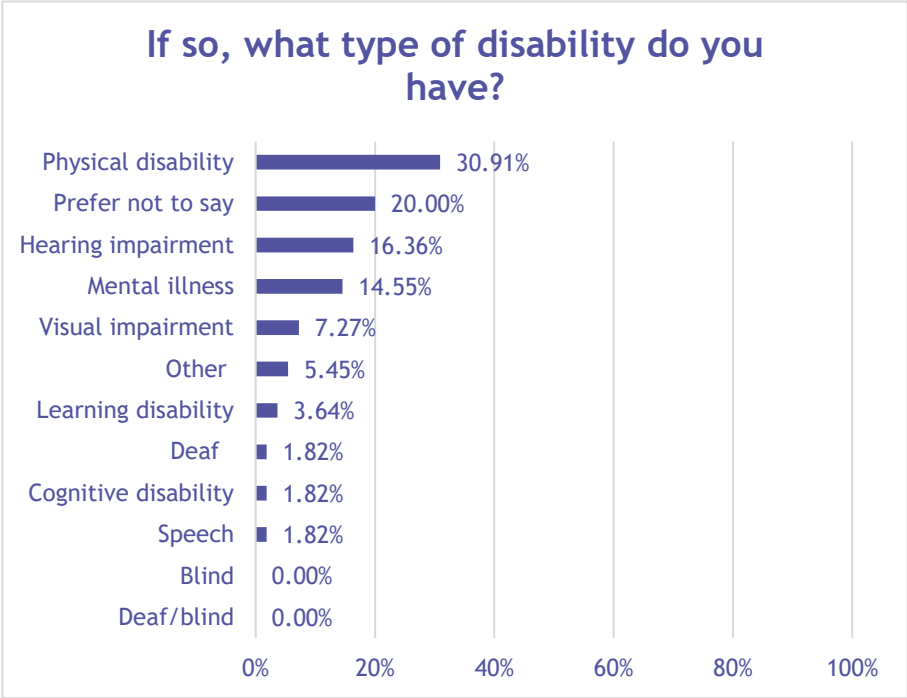
Do you have a disability?

153 respondents answered this question and 56 skipped it. 73% of respondents (112 people) answered no and 27% (41 people) answered yes.



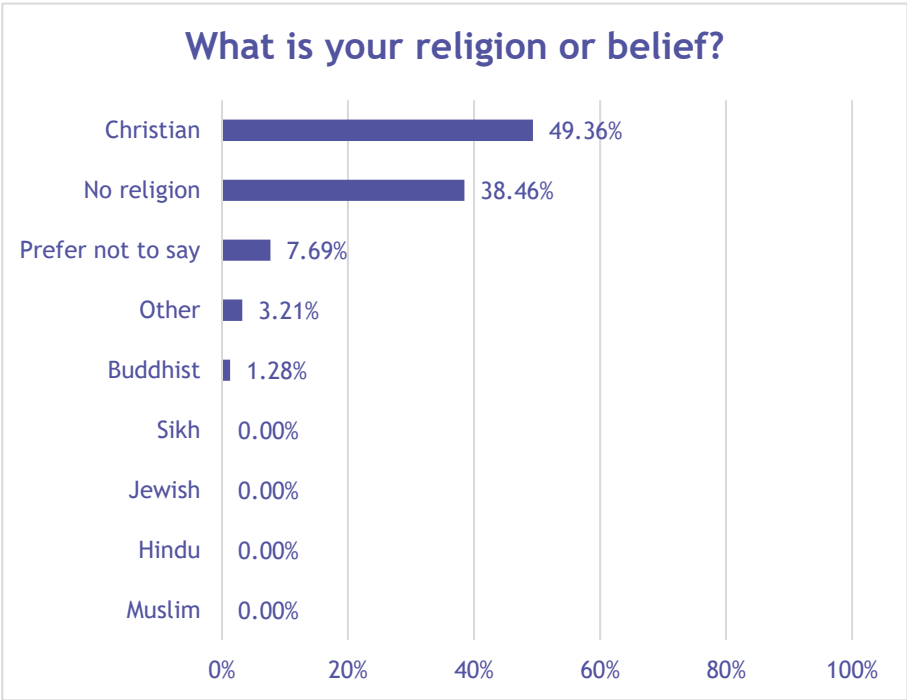
If so, what type of disability do you have?

55 respondents answered this question and 154 skipped it. 31% of respondents (17 people) had a physical disability, 20% (11 people) selected “prefer not to say,” 16% (nine people) had a hearing impairment, 15% (eight people) had a mental illness, 7% (four people) had a visual impairment, 5% (three people) selected “other,” 4% (two people) had a learning disability, 2% (one person) was Deaf, 2% (one person) had a cognitive disability, and 2% (one person) had a speech impairment. None of the respondents said they were blind or Deaf/blind.



What is your religion or belief?

156 respondents answered this question and 53 skipped it. 49% of respondents (77 people) were Christian, 38% (60 people) had no religion, 8% (12 people) selected “prefer not to say,” 3% (five people) selected “other,” and 1% (two people) were Buddhist. The five respondents who selected “other” described their religious beliefs as agnostic, Spiritualist, Humanist, Pagan, and “all of them.” None of the respondents described themselves as Sikh, Jewish, Hindu, or Muslim.



Additional Paper Surveys Received

As mentioned in the Methodology, there were 16 further surveys that came in after the closing date and after the results analysis above was completed.

12 of these were women (75%) and most responses (9, 56%) were from those aged over 65. 7 respondents (44%) identified as having a disability, 3 of these said they had a visual impairment and 1 identified as having Parkinson's Disease and preferred 'everything in paper form' as they 'don't use digital services'.

The main question around barriers to internet usage showed that most of these respondents (10, 63%) said they had no barriers at all to accessing the internet. Of these 10 respondents, 7 were under the age of 55 and 3 were over 55. All respondents citing they had barriers except one were aged 76-85.

2 people (aged 76-85 and 85+) said they '*didn't have the IT knowledge or IT skills*', 1 person (aged 76-85) said 'the service they want to use isn't designed very well' citing GP and Hospital websites in particular, 1 person (aged 46-55) said their 'internet kept dropping out' and another person (aged 76-85) said they didn't have a computer or access to the internet, were not motivated to use one and is worried about data protection.

Specific comments from these included:

"I have used the internet for online shopping, but this requires little or no typing skills. Online consultations are not that straightforward, and I would need support this. I am not a fan of video calls. I would not use these [healthcare] services as my sight and hearing difficulties would be an impairment to using these services with any confidence."

Female from Brixham aged 76-85 who identifies as having a visual and hearing impairment

"I find GP and hospital websites difficult, complicated and confusing."

Female from Paignton aged 76-85 who identifies as having a visual impairment

"Online services are good but do not provide the clinician with the same level of information as face-to-face appointments."

Female aged 46-55

Evaluation & Limitations

Engaging Communities South West (ECSW) was asked to conduct a public consultation in Torbay to find out more information about their experiences with using digital or internet services during the COVID-19 pandemic.

However, at the time of consultation the COVID-19 pandemic and Government guidelines meant that the consultation approach needed to be adapted to limit social contact and to ensure people could express their views in a safe manner.

It was therefore decided that the best approach would be to host the survey online, promote this online via both the voluntary and statutory sectors and post 1100 printed surveys (alongside freepost addressed envelopes) to those most vulnerable, including: carers via Torbay Carers Service, receivers of food parcels via Torbay Food Alliance, users of Torbay Drug and Alcohol Service, 0-19 services St Edmunds House and Chadwell Centre for the Older People's Mental Health Team.

Although the response was relatively small compared to the Torbay population of approximately 130,000 people, we believe that many local residents had the opportunity to share their feedback about using digital services during the Coronavirus pandemic.

There were, however, limitations with both the approach used and the survey response, these include:

- *The COVID-19 pandemic and Government guidelines meant we were unable to host public engagement events, focus groups or forums, and or create printed literature to promote the surveys in public venues - many of which were not open to the public themselves. Alternative ways of engaging with the local population would yield a much larger and diverse response.*
- *Anecdotal feedback received from some members of the public who received printed surveys suggested that some people were simply 'not interested' in filling out a survey related to 'Digital' or 'internet' services as they were neither online nor had the means to access digital services. Therefore the valuable insight they could share discussing the reasons why has not been collected via this survey. This needs to be taken into consideration when reading these results.*
- *Due to a variety of factors, including many health and care services switching to a more digital way of offering their service during the COVID-19 pandemic and a targeted approach to sending printed surveys to vulnerable people that use healthcare services more such as carers and older people, the responses received in this consultation are significantly health and social care orientated. Many people discuss digital health and care services rather than general digital services and this also needs to be taken into consideration.*
- *Although access to devices is not a significantly identified problem amongst all respondents and many of the respondents do digitally participate, it is clear when*

comparing those respondents over the age of 55 or with a disability to those under 55 or without a disability that they are experiencing more barriers to accessing digital services. In particular, these people cite lack of IT skills, confidence, and data protection/security concerns as their key barriers to them using internet services. This would suggest that although these sectors of the community are willing to use internet services, they may need some training, support, or reassurance to enable them to do so.

- *Only 54 people (34%) who filled out the age question in the results analysis were aged under 55 years old. Only 26% (41 people) of survey respondents in the results analysis were male. There may be further engagement or effective targeting required with these sectors of the population to find out more about their use of digital services.*
- *It was difficult to separate the 59 paper versions from the 150 online versions as we analysed them both at the same time in bulk using the same system, however, looking at the 16 paper versions of the survey received after the deadline, it would appear that more people who identified as having a disability used the printed version of the survey, with all respondents citing they had barriers except one were aged 76-85. This would suggest having multiple survey formats is more beneficial for the vulnerable people in our communities.*

Although this consultation provided a wealth of valuable public feedback, it is clear there is scope for further work and understanding more about how our local population uses digital services, or indeed why they do not.

We would recommend further work around this in the future as COVID-19 restrictions are lifted, using multiple engagement methods - including face-to-face. A targeted approach of those services who did digitally adapt to get a wider understanding about the impact for the people they supported would also be beneficial.

We would also recommend sharing this report with local health, social care and wellbeing providers and commissioners, so they can gain a valuable insight into some of the comments received from the public around the digital services they have been using.

Thanks & Recognition

Engaging Communities South West (ECSW) would like to thank the Torbay Digital Inclusion Group for their help and support creating the survey and also all the members of the public, carers, friends and family in Torbay who shared their valuable feedback in this report.

Appendix

The appendix of the report contains the real raw data taken from the public consultations. All comments included are verbatim and separated by survey question.

Q1 Do you own or have you ever used any of the following devices or equipment? (Please tick all that apply)

Answered: 207 Skipped: 2

ANSWER CHOICES	RESPONSES	
Desktop computer / laptop	81.64%	169
Mobile phones	90.82%	188
Tablets (e.g. Ipad)	64.25%	133
Smart TVs (e.g. those with BBC iPlayer)	53.14%	110
Game Consoles (e.g. Playstation/Xbox)	17.87%	37
Ebook readers (e.g. Kindle)	29.47%	61
None of these	3.86%	8
Other (please specify)	4.35%	9
Total Respondents: 207		

- # OTHER (PLEASE SPECIFY)**
- 1 Nintendo DSXL
 - 2 TV remote when I can find it x
 - 3 Desktop, only when working in office
 - 4 NOKIA 106 Pay+Go Phone
 - 5 Netflix
 - 6 Alexa/apple watch/apple pay
 - 7 Answering for my clients so no
 - 8 Ethel
 - 9 wii

Q2 Do you use or have you ever used any of the following internet services? (Please tick all that apply)

Answered: 206 Skipped: 3

ANSWER CHOICES	RESPONSES	
Writing & reading emails (e.g. Gmail)	80.10%	165
Search engines (e.g. Google)	81.55%	168
Visiting websites (e.g. BBC News)	76.21%	157
Social Media (e.g. Facebook/Twitter)	71.36%	147
Watching videos (e.g. YouTube)	70.87%	146

Appendix

Video call with friends/family (e.g. Skype/Zoom)	72.33%	149
Reading online newspapers/magazines/audiobooks (e.g. via Kindle)	40.78%	84
Online Banking	71.84%	148
Online Shopping	71.36%	147
Online learning (e.g. homeschooling)	32.04%	66
Downloading Apps (e.g. via Google Play or the App Store)	57.28%	118
None of the above / I don't use the internet	10.19%	21
Total Respondents: 206		

Q3 Do you use or have you ever used any of the following health, social care and/or wellbeing digital services? (Please tick all that apply)

Please note: Some of these services are new and you may know them under other names.

Answered: 158 Skipped: 51

ANSWER CHOICES	RESPONSES	
Online GP consultation (e.g. eConsult via your GP website)	43.04%	68
GP video appointment (e.g. video call with your GP)	9.49%	15
Order medication or a prescription (e.g. via Patient Access / SystemOnline)	49.37%	78
View your medical records (e.g. using Patients Know Best)	19.62%	31
Hospital video consultations (e.g. Attend Anywhere)	12.66%	20
Any other online health and/or social care services (e.g. mental health assessment)	8.86%	14
NHS App (e.g. a secure way to access a range of NHS services on your smartphone or tablet)	22.15%	35
NHS screening service (e.g. online cancer screening appointment)	0.63%	1
NHS 111 (e.g. online advice & treatment)	22.78%	36
NHS e-Referral Service (e.g. book/change appointments online)	10.13%	16
Coronavirus (COVID-19) advice & information service	31.65%	50
Attend Anywhere (e.g. hospital video consultations)	0.00%	0
Other healthcare consultation (e.g. mental health assessment)	0.00%	0
Carers UK Jointly App (e.g. an App to help manage & co-ordinate care)	2.53%	4
Support from the community, voluntary or charity sector (e.g. Torbay Help Hub / Healthwatch)	14.56%	23
Online e-learning websites (e.g. Eat That Frog or Digital Health Devon)	8.23%	13
None of these	16.46%	26
Banking	1.27%	2
Shopping	1.27%	2
Paying bills	0.63%	1
Zoom Meeting	1.27%	2
Other (please specify)	5.06%	8
Total Respondents: 158		

OTHER (PLEASE SPECIFY)

- I would like to learn how to use the internet, send one of your geeks round to mine and sit with me for a couple of hours 'days' and show me HOW. I will provide tea and biscuits.
- I am a volunteer for Torbay Community Helpline-Call handler

- 3 Gov.Uk Book a Covid Vaccination/Test/ report your Covid test result
- 4 I use websites such as the OU and OpenLearn and more useful sites for Online learning. Eat that frog don't offer many academic level courses.
- 5 online self-referral
- 6 I walk my prescription to the Doctors, I tried to use online for Dr. appts but they needed me to send a photo of the problem with my leg. I tried from my mobile and the family computer to no avail.
- 7 Booking Blood Donation appointment
- 8 NHS COVID tracking app

Q4 What did you like about using the services you ticked in the last two questions? (Please specify which internet/digital service you are talking about)

Answered: 129 Skipped: 80

RESPONSES

- 1 It's all quite easy to access, easy to use and find what you want to find.
- 2 I like the patient access for ordering my own medication and my husbands too
- 3 Nothing
- 4 Ordering medication and prescriptions. Easy to use and it's convenient
- 5 Emails and online shopping was vital during lockdown. As was ordering medication online.
- 6 Ordering medications and prescriptions
- 7 Used tablet for online shopping due to the virus
- 8 Quick and easy
- 9 I would like to learn how to use the internet, send one of your geeks round to mine and sit with me for a couple of hours 'Days' and show me how. I will provide tea and biscuits. X
- 10 BT Broadband, you never feel alone banking
- 11 Facebook - keeping in contact with family and friends and watching livestreams from my favourite band The Zoots you-tube - watching videos and livestreams of my favourite band of Zoots
- 12 They are free to use and they are easy to use
- 13 Shopping made easier. Keeping in touch with family. Obtaining quick information from google. Use a tablet
- 14 Nice to do videos, call and see friends in Canada and Spain. Help to get update on COVID19
- 15 Facebook Skype/zoom. Keeping in touch with family
- 16 Finding out information that I did not know
- 17 Not very much, don't feel safe using it.
- 18 You can find things out and do things on the internet
- 19 I liked the factor of on my phone I can access lots of my apps, e.g. Read emails and reply when out. Internet Banking online saves going to bank. Texting and contacting people using phone. Ordering prescriptions on my phone. Online training using my laptop at home. Keeping update on Covid 19 regulations etc. Using my laptop, I pad, phones etc.
- 20 Better than taking a paper request to the surgery
- 21 COVID-19 Advice and information service
- 22 Google and G-mail. When they work, the simplicity of the communication is excellent
- 23 Easy to access, don't need to leave home.
- 24 Easy
- 25 Usually faster response than face to face but doesn't replace
- 26 keeping in touch with family via face-book
- 27 eConsultation No time restriction e.g. I could use it at 10:00pm or 6:00am
- 28 Fine
- 29 Ordering my prescription online - ease of being able to do it at a time that suits me not just when the surgery is open.
- 30 Nothing at all, better to speak to a person so things can be done properly.
- 31 repeat prescriptions - easy to do without having to go to GP. COVID-19 app - up to date info, easy to check into places.
- 32 Easy to order my regular prescription and collect from pharmacy the following week
- 33 I would prefer face to face for doctors' appointments. Don't mind changing appointments etc.
- 34 Ordering prescriptions is quicker and easier than doing so by phone.
- 35 Easy to use, easy to control, no need to speak to a Doctor

- 36 Ordering medication online is useful because I can do it in the evening or early morning whenever suits me. I also like that it keeps a record of when I last ordered them. Video consultations have been useful in Covid times. Generally I would say they are second-best to in-person appointments - but they are almost as good.
- 37 Easy to find and use
- 38 Tablet and Smartphone, can be done at a time that is convenient to me.
- 39 Available and easy to use
- 40 Anticipation that would be able to seek medical advice quickly - NHS 111 online
- 41 Quick and easy
- 42 Gp e con. Quick easy access excellent service Medication quick and easy Patient knows best quick results. Clearer understanding of the results
- 43 I have yet to discover a benefit yes, it was easy to book a vaccination, and test..... but when the venue changed I was not alerted in good time so missed the appointment
- 44 In control of ordering repeat medications. Being able to access Coronavirus information & booking vaccine. Being able to access out of hours medical advice & Care.
- 45 I usually order prescription online. The e-consult needs a bit of tweaking but its ok
- 46 NHS App is good once you have managed to register
- 47 Ease of being able to order medication without having to take a paper slip to doctor every month
- 48 N/A
- 49 The ease of it
- 50 Not being in a queue when you ring up.
- 51 Easy to use and access
- 52 Easy to use
- 53 Quick and easy to use.
- 54 Social media - Mostly use Mastodon / Peertube Video conferencing - Mostly use Big Blue Button and Jitsi. I also use IRC (chat) for online discussion and occasionally Matrix. E-mail: I use disroot or my own domain e-mail Search mostly duckduckgo.com but also aware of searx for example for online learning I use a range of services, OpenLearn, FutureLearn, also used Free Code Camp etc, Eat that frog doesn't offer any courses I am interested in. All the above services work great for me Torbay help hub, just looked it up, they use Failbook (which I have blocked so it mitigates tracking) so no thanks, Some of the suggested links are good, I use anyway and am trying to set up a support network for distance learning, Torbay help hub does not appear to be responsive, if I reduce the Browser window so it is smaller then the website should adjust accordingly.
- 55 Nothing.
- 56 I had to call the doctors as it wasn't right
- 57 Easier to use than having to wait for hours on hold
- 58 accessible information
- 59 Can do it when I want it, rather than wait until someone is free
- 60 eConsult - I didn't need to wait on phone for someone to answer.
- 61 E-Consult - saves interminable telephone waiting: guaranteed response from surgery.
- 62 A quick answer/response
- 63 convenience
- 64 online video physiotherapy appointment very good, easy to use, covid free
- 65 E-consultation was easy to fill in and got a quick reply from the doctor. In some ways it was easier to say the problem in writing. Email repeat prescription is quick and easy to do
- 66 NHS 111 - very helpful & good interpersonal skills Community - the Helpline is a remarkable service - well organised, brilliant triage system, and delivers!
- 67 quick and easy and saves time.
- 68 The COVID 19 updates on .gov are easy to find and updated regularly and in plain English.
- 69 GP e consult is an easy and quick way to contact the surgery for non-urgent issues or advice. Other means of contact and lack of appointments are very frustrating though!
- 70 Patient access is great for ordering your prescriptions quickly and easily Used digital health Devon to find out how to shop on the net, it was really useful
- 71 Ease
- 72 Makes ordering easier than phoning
- 73 Ease to do online repeated prescription and to check records. Being able to see who you are talking to for attend any where
- 74 ease and speed for prescriptions only

- 75 111 was good for information and I found it reassuring to be able to gather information before going any further. NHS app is not great.
- 76 The convenience of being able to access the services from anywhere at a time to suit me
- 77 zoom because you can see who you are talking to
- 78 Prompt action.
- 79 Easy to order my meds on my phone and find anything I want online straight away
- 80 Once I found my way around it, it was useful
- 81 I use it to order repeat prescriptions for my mum who I am the carer for. It saves having to visit the health centre
- 82 I think they are the way forward these days and into the future but it was the situation of the time that I had no other options available to me
- 83 Accessibility
- 84 I can be safe Indoors, and learning online and all the others
- 85 Alzheimer's society Memory Matters Course was great online as didn't have to bring the sufferer out and cause him to have to listen to the discussions when we are keeping the upsetting prospects from him.
- 86 Easy and efficient, no need to travel and gets rid of waiting times.
- 87 Zoom has enabled digital interaction with others to attend a virtual 'Memory matters' course which could not have taken place under Covid rules. E mails allow handouts and information to be sent out electronically. A very efficient and valuable resource.
- 88 N/A
- 89 Ordering prescription made easier via app. Able to check results etc without waiting on the end of the phone, listening to monotonous music and repeated Covid information!
- 90 Convenience of accessing at home
- 91 Nothing it took twice as long
- 92 They are the main go to if you are unwell and don't want to ring your GP first
- 93 Easier
- 94 Speed
- 95 I Liked the GP e-consult form as I didn't need to wait ages on the phone to get through to the surgery and there was a very rapid response (within 24hrs). NHS 111 Info is clear and I can usually find the advice I need
- 96 it was quicker easier to match up with my time and appointment times, ease of ordering repeat prescriptions and making appointment with GP services
- 97 Fairly quick
- 98 I use Mastodon as it is a decentralised social media platform that respects privacy, is built on free software and is far more inclusive, I use Disroot for e-mail and duckduckgo for search tools. Google are just there to collect data, track users and sell data to 3rd parties.
- 99 Most are user friendly and a lot quicker to use (especially as you are not hanging on the phone to wait for information).
- 100 Quick response and ease of use provided you have internet connection
- 101 Can still access advise without need for face-to-face meeting.
- 102 renew prescription service with GP
- 103 I felt particularly with the GP video consultations, I was provided with a thorough assessment, listened to, did not have to leave home, and felt I received safe medical support. The hospital consultations also, especially pre assessments are often very short appointments, and the travel time, cost to park, waiting time is lengthy for often a 5-minute appointment. Felt I had same outcome again from my home.
- 104 convenient, quick, able to do out of hours in many cases.
- 105 I don't have the knowledge.
- 106 Easy to use Information readily available
- 107 Patient Access and NHS app-easy to order prescription-no need to go to surgery and can review past orders Attend anywhere - no need to go to clinic and struggle to park Covid useful resource to find out current info
- 108 I didn't have to leave the house and I could do it any my own pace and in my own time.
- 109 Easy to use and fairly quick to get a response. You can access in your own time, rather than only during working hours.
- 110 There was a covid rates in local areas page on an NHS website that was very informative and well done, showing rates in each locality on interactive maps
- 111 Using e consult for GP appointment meant not having to que on a phone line
- 112 GP appointment allocated more quickly
- 113 Extremely easy to order repeat prescriptions
- 114 Convenience. Also community and individual protection in Covid times

- 115 IT IS GOOD TO BE ABLE TO ORDER PRESCRIPTIONS ONLINE. I HAVE TRIED ACCESSING MY MEDICAL RECORDS USING PATIENT KNOWS BEST BUT HAVE BEEN UNSUCCESSFUL. I HAVE USED THE 111 SYSTEM TO GET MEDICAL HELP FOR A FRIEND WHICH DOES WORK SOMETIMES
- 116 I always get my repeat prescriptions online as it is usually easy
- 117 Ease of access
- 118 Did not tick any
- 119 Access to all sorts of information at my desk - Google & Edge, Banking, news sites. Keeping in touch with friends - e-mail, Zoom, FB, Linked-in. Attending business meetings from home - via Zoom & TEAMS.
- 120 Access at any time... no waits for phones to be answered... good during lockdown...
- 121 NHS Covid Tracking App - I can use on my phone and it is easy to use.
- 122 It was easy to fit around other commitments. No parking.
- 123 Not having to travel to appointments. No waiting or parking issues.
- 124 not
- 125 You could see who you were talking to. Did not have to go into the hospital. Used telephone with the surgery as the eConsult did not work for my query.
- 126 The ease of seeing professionals without leaving the home.
- 127 Convenient - literally at my fingertips
- 128 Convenient and quick (I AM COMPLETING THIS AS A TRIAL FOLLOWING RECENT TASK GROUP - MG)
- 129 Banking really easy. Video calls with family and friends was new to me on that scale and was valuable.

Q5 What did you not like about using the service(s) you ticked in questions 2 & 3? (Please specify which internet/digital service(s) you are talking about)

Answered: 123 Skipped: 86

RESPONSES

- 1 Don't like econsult via GP website. Far too many questions and a lot of the time they don't even feel relevant
- 2 I've never used and never seem to get the time to sit and learn
- 3 Hate it
- 4 nothing really as I'm not very good on laptop and would like to learn more, as I do need help with some things
- 5 It's not personable
- 6 Nothing
- 7 Everything is so complicated. I want to scream and have a fag (stopped smoking)
- 8 With the increase of people using the internet, buffering a lot and missing some of the livestream
- 9 Some services are very limited and vague
- 10 Did not like anything about internet shopping. Do need help to do shopping.
- 11 Facebook, Skype/zoom. No problems
- 12 Some expect me to know more.
- 13 I don't own any equipment that can provide online access. To look at my schedule I have to use a computer at work, which as I work nights, is not always operational. My colleagues tend to bail me out.
- 14 Being asked to subscribe- what am I letting myself in for? What will it cost; how do I get out?
- 15 Some of the are time consuming when you only have limited time to do online activities.
- 16 Whilst using zoom, meetings, quiz with family, I find it difficult to feel confident with it. All internet devices tend to crash, freeze and I lose several hours out of my day on devices and not actually speaking to people.
- 17 I don't feel safe or confident using the digital services
- 18 Google and G-mail. Immense difficulty initially as the processes were not well understood. Covid has prevented more frequent visits by my son to explain various processes. It is particularly a problem on booking a visit to the zoo.
- 19 can sometimes feel a bit impersonal
- 20 Nothing
- 21 Do not like the GP app. Being dyslexic is a lot easier just to phone and talk to them to book an appointment
- 22 Not possible to properly consult via telephone if you have condition that requires monitoring e.g. CKD
- 23 repetition of adverts on Facebook
- 24 consultation - having to put in lots of information which I think is on my record
- 25 Nothing

- 26 e-Consult - extremely painful to use as it insists you choose a medical condition and then mandates you to complete a detailed account of your medical history of everything ever -not proportionate for simply trying to request a consultation! A barrier to engaging digitally as it is so over the top with requirements.
- 27 No help from GP via e-consult, asked for help and advice as I couldn't get through on phone, reply was "phone us to make a telephone appointment" Prescriptions - not sure if it is the app or the incompetence of the surgery but it is always incorrect
- 28 Couldn't get the e-consult to work
- 29 Doctors telephone appointments and consultants' appointments
- 30 When requesting prescriptions, I then had to check it had been done. On several occasions when I went to the pharmacy, they had not received the prescription, even when I was informed by the surgery it had been forwarded.
- 31 The different platforms for the GP and the hospital made the process each time something new and therefore a wee bit more challenging.
- 32 N/A
- 33 N/A
- 34 Unable to get query resolved - NHS 111 online and was advised to call 111, when called 111 advised to call doctors surgery who were not accepting visitors or calls, waited in a queue of 8 callers and was then cut out - extremely frustrating process.
- 35 Not meeting face to face with family friends gp
- 36 E consultant form. Cannot always match your medical needs with the form. If you didn't match the list you cannot proceed to the end. Twice it told me to go to A & E. On one occasion I was told off gorgeous going. Another time I was discharged having been give oral morphine and I had been in A & E 3hours 28 mind and they were racing to get me out by 4 hours. Thankfully physio and gp services contacted me the next day and I was seen by the spinal team
- 37 None link to each other.... I am sure one site could be achieved.....so I would not have to keep inputting data about myself onto different sites
- 38 111 can be very longwinded. Difficult to access as a Carer for a family member. Phone consultations during Covid are very unsatisfactory & can be a professional tick box exercise. Professionals are often rushing, talking at you rather than with you.
- 39 Prescription ordering fine. E-consult - have to "tweak" answers or at the end it tells you to phone 111 or go to hospital - when really just need to speak to a doctor. Also can only enter one "query" at a time so have to go through the e-consult form again!
- 40 The registration process. NHS App did not accept me on facial recognition so I had to make a video and use the code emailed to me. I can imagine that quite a lot of people would simply give up! People would give up.
- 41 MH appointments online aren't really the best way for me, due to living with parents and an older brother, privacy I did not feel was upmost
- 42 N/A
- 43 Nothing
- 44 Nothing all was fine
- 45 When I have been at my partner's house, the WIFI is poor and she has been fobbed off about it. She is on copper wire Internet.
- 46 Nothing
- 47 Nothing
- 48 Well I won't use using Torbay Help hub, and the fact they use Facebook is a good reason for this, the fact it is not even responsive is another.
- 49 Econsult is very unreliable
- 50 Sometimes it has been difficult to access
- 51 personal information being out there
- 52 If something went wrong hard to get hold of someone who cared or could sort it out
- 53 eConsult - it asked a lot of repetitive questions
- 54 E-Consult - question pathways are too rigid; too long time period to have to wait in for doctor to call back
- 55 I have tried the NHS referral service on 3 separate occasions and each time it stopped towards the end and said it would not save the session and I needed to call 111 or make an appointment with my Dr.
- 56 nothing
- 57 Not very keen but seems inevitable.
- 58 nothing

- 59 E-consultation I answered the first question too fully and then had to repeat myself on subsequent questions. Some questions were difficult to decide quite how to answer. I did not get to speak to the doctor I had specified.
- 60 Some of the commercial ones seem very slow
- 61 Nothing
- 62 The GP econsult each time I have filled it in it has told me at the end I need to call my GP anyway - waste of time. Had a Physio appointment on a video call and found it most unhelpful as could see what exercises I was meant to be doing and it was hard them to see if I was doing it correctly.
- 63 E consult was too long and repetitive
- 64 Can't remember
- 65 Both ok
- 66 E consultant very hard to fill in, especially when your mental health is the problem, putting you off and not easy to get a face-to-face appointments anymore unless you need to show a body part. With mental health not easy with digital access.. puts you off and hard to explain what you want to say..
- 67 Never completed NHS app registration. Could not get passed uploading current photo to compare to passport ID! Very frustrating and complete waste of time.
- 68 I would much rather be able to speak to someone
- 69 Econsult. Link not easy to find from surgery site
- 70 No issues all good
- 71 not really happy with mobile phone apps
- 72 Meeting face to face with relevant conversations.
- 73 eConsult is too long to do, too many questions asking the same thing
- 74 Nothing I can think of
- 75 NHS app, not that easy to navigate
- 76 depends if the internet is working good on that day
- 77 I did not like it on the days they were not working
- 78 Not so personal
- 79 Occasional Internet problems
- 80 Nothing
- 81 There wasn't anything I didn't like.
- 82 Nothing beats personal interaction as opposed to zoom meetings
- 83 All were ok to use
- 84 N/A
- 85 Online consultation form very laborious and asks fir information that is already contained in the app. Asks tick box questions which are not all relevant but unable to move on until an option is chosen, resulting in random choices just to progress the 'consultation'.
- 86 Nothing
- 87 It took twice as long for my request
- 88 n/a
- 89 Nothing
- 90 Question choices not sufficiently comprehensive. Lack of an option to speak to someone
- 91 The GP e-consult form is very long - its quicker to fill in on a computer but slower and more difficult on a tablet or phone. What I didn't like is not being able to electronically book an appointment - one frustrating example from last year was going to NHS 111 to check symptoms - then being advised to fill in an e-consult form with my gp - then being advised to phone the surgery top book an appointment - in all it took over an hour to do which was very frustrating and made me think I might as well just call the surgery directly next time.
- 92 sometimes very limited availability, during covid the GP appointments were suspended and a back to calling reinstated a very backward step. Repeat prescriptions system does not always work with the introduction of new medications and additional notes are not always read fully
- 93 Doctors website kept promoting econsult no matter what you were looking for on-site an invasive pop up.
- 94 I want online courses and physical to be open to ALL ages, and all backgrounds not be limited by discriminatory policies such as this course is for 18–30-year-olds only. Too many places don't reach out using decentralised social media, so they have Facebook which to me = totally discredited, they only offer courses using Windows / Office. This is 2021, we have moved on.
- 95 The e-consult can sometimes be too many questions, especially if the end result is only a minor one.
- 96 Econsults with GP didn't work and I now get texts from my gp rather than even a telephone conversation. Not impressed with the lack of accessibility to our GPs - think this should change now.

- 97 Sometimes hard to find the right website
- 98 Lack of knowledge these online services exist, for example no video with GP, still having to rind up, it is quicker than econsult. Econsult no good if you just need to speak to your doctor without having any of the conditions listed.
- 99 I can't think of any, my experience is they work very well.
- 100 nothing
- 101 I prefer personal contact by phone or in person.
- 102 Nothing
- 103 Attend anywhere - the IT failed so we ended up on the phone
- 104 Some bgs and websites didn't load properly. Some websites are slow to load and are incomplete.
- 105 Sometimes (NHS111) you want to speak to someone who can help.
- 106 E learning can be glitchy
- 107 Never getting an appropriate response, either return phone call missed so had to re submit consult or the GP not reading my request properly
- 108 I dislike remote consultations, they are fraught with difficulty, often it is difficult to make out what the patient is saying and the vast majority of my patients cannot use IT
- 109 none
- 110 no issues
- 111 THE LENGTH OF TIME IT TAKES TO GET THROUGH TO SOMEONE ON THE PHONE AND THEN YOU HAVE TO ANSWER ALL THE COVID QUESTIONS AND IF YOU NEED TO GET BACK TO THEM
- 112 Sometimes I go to the patient online service and find it difficult to access the service I found so easy the last time, probably because someone thinks they are making improvements in line with current thinking.
- 113 Impersonal
- 114 Did not tick any
- 115 TEAMS is hard and difficult to use on an irregular basis. The other issue is those sites which don't allow you to interact but have to submit a request & then wait.
- 116 I do like discussion things with real people...
- 117 It uses Bluetooth which reduces battery levels
- 118 The Physio couldn't full assess over a video call. We tried two sessions like this but ultimately, I had to have face to face anyway.
- 119 Cannot get a proper diagnosis. Delays treatment.
- 120 not
- 121 With being a carer some clinical overview was missed due to being on phone calls instead of visual and face to face.
- 122 NHS app- it seemed ok- no difficulties using it.
- 123 No opportunity to ask questions

Q6 Did you need any extra help to use the digital service(s) you ticked in questions 2 & 3?

Answered: 152 Skipped: 57

ANSWER CHOICES	RESPONSES	
Yes	11.84%	18
No	76.32%	116
If YES, please specify which internet/digital service(s) you are talking about	11.84%	18
TOTAL		152

IF YES, PLEASE SPECIFY WHICH INTERNET/DIGITAL SERVICE(S) YOU ARE TALKING ABOUT

- 1 GP video appointment
- 2 Can't get on GP site, takes you around in circles
- 3 writing emails and downloading apps
- 4 How to work tablet
- 5 All of them, phone, tablet, computer
- 6 Skype/zoom
- 7 Ask us for help
- 8 GP and NHS

- 9 How to download Apps and how to log in to online banking when a note comes on the screen which I don't understand
- 10 All of them
- 11 Covid 19 advice and information services
- 12 Google and G-mail
- 13 N/A
- 14 NHS app. Booking online nurse/ GP appointment.
- 15 Econsult, gave up as trying to send me to a and e for mental health problems
- 16 Support
- 17 Neither me nor my husband could send a picture properly

Q7 If yes, who helped you? (Please tick all that apply)

Answered: 42 Skipped: 167

ANSWER CHOICES	RESPONSES	
Neighbours	11.90%	5
Friends	19.05%	8
Family	57.14%	24
Volunteer	4.76%	2
Unpaid Carer or Carer	4.76%	2
Helpline	2.38%	1
Health care organisation	11.90%	5
Social care organisation	2.38%	1
Community / Voluntary / Charity organisation	7.14%	3
other local organisation	2.38%	1
Other (please specify)	33.33%	14
Total Respondents: 42		

OTHER (PLEASE SPECIFY)

- 1 What I know was shown to me by my husband before he had his stroke
- 2 No one to help me!
- 3 Before COVID YES Brixham helped me but I can't go in as they are not open at the moment! I have lost confidence!
- 4 Dragged in strangers off the street. Homeless people too. Gave them tea and coffee for their time and help.
- 5 Setting up shopping on tablet
- 6 E mails
- 7 I was unable to get help from anyone.
- 8 Nobody, gave up and phoned GP surgery
- 9 I hang out on IRC for a reason, lots of hackers who can help me,
- 10 In the end just emailed my doctor as was too stressful
- 11 Support
- 12 I am self-taught mostly, and have a huge online support network
- 13 no-one
- 14 A receptionist at the Doc's by phone, then a person-to-person appt. At the surgery.

Q8 Were there any barriers that stopped you from using the internet service(s) you ticked in questions 2 & 3? (Please tick all that apply)

Answered: 145 Skipped: 64

ANSWER CHOICES	RESPONSES	
No barriers at all	53.79%	78

Appendix

Don't have an internet device (e.g. laptop/smartphone)	6.21%	9
Don't have access to internet (e.g. No Broadband/WiFi)	4.83%	7
Don't have the IT knowledge or skills	14.48%	21
Don't have the confidence	13.10%	19
Cost too much (e.g. Device/Broadband)	5.52%	8
Not motivated to use the internet	7.59%	11
The internet service I want to use isn't designed very well or easy to understand	6.90%	10
I don't know about all the internet services available to me	7.59%	11
Have no privacy to use the internet	2.76%	4
Worried about data protection or internet security (e.g. viruses/scams)	15.86%	23
I don't feel safe using the internet	8.97%	13
Unable to access internet services without help from someone else (e.g. carer)	6.90%	10
My disability prevents me from accessing the internet	2.07%	3
The service I want to use isn't available online	4.14%	6
Any other reason (please specify)	21.38%	31
Total Respondents: 145		

ANY OTHER REASON (PLEASE SPECIFY)

- 1 GP internet confusing and takes you round in circles. To get help from GP it has to be for yourself or your child. Would not let me get GP consultation on/for my mum
- 2 Not had my laptop very long so am still trying to understand it sometimes. It's harder when you get older. Would like some classes maybe after lockdown ends
- 3 I have tried to use the internet without much success, my fingers get in the way
- 4 I am of the age where it is of no interest to me
- 5 I'm too clever. Got better things to do like digging my garden if I had one, Live in a flat so I'll put a shelf up instead, don't need devices for that
- 6 I do worry about data protection or internet security
- 7 Just don't like internet at all
- 8 We as elderly pensioners have enough to pay out for and it really doesn't interest us at this time of our lives. We find the whole system impersonal
- 9 Requested computer course which was cancelled
- 10 Never been interested in internet
- 11 technology annoys me
- 12 Would prefer to get an opportunity to speak to a GP rather than a digital response that leads to 'call the surgery'
- 13 Not designed for family Carers accessing on behalf of another.
- 14 N/A
- 15 I do not have the internet on my NOKIA 106 PHONE!!!
- 16 Poor broadband at my partner's, when I'm there.
- 17 Local services are not available on the decentralised social media networks,
- 18 Feel digital is being forced on me, without an option
- 19 adverts / cookies were annoying
- 20 connection issues caused problems sometimes
- 21 Impersonal, no interaction.
- 22 Poor internet connection at times
- 23 The Technical language is a barrier. Portal, platform, hyperlink, browser, webinar, hashtag, etc
- 24 Services not being on the fediverse such as Mastodon means I can't reach out to them, they limit themselves to using Zoom which also shows a contempt for privacy.
- 25 Online with only a few choices it's not a true description of your ailment. Not enough options if you don't put something it doesn't move forward....
- 26 Poor broadband
- 27 Internet connection at home not reliable
- 28 Some data signal shadows when out and about
- 29 Problems with dropout of connections when the service is a very fast broadband as checked on site.
- 30 Cataracts
- 31 Requiring unnecessary information

Q9 Which of the following internet services would you be willing to continue using online in the future? (Please tick all that apply)

Answered: 155 Skipped: 54

ANSWER CHOICES	RESPONSES	
Writing & reading emails (e.g. Gmail)	85.16%	132
Search engines (e.g. Google)	81.29%	126
Visiting websites (e.g. BBC News)	75.48%	117
Social Media (e.g. Facebook/Twitter)	66.45%	103
Watching videos (e.g. YouTube)	67.74%	105
Video call with friends/family (e.g. Skype/Zoom)	66.45%	103
Reading online newspapers/magazines/audiobooks (e.g. via Kindle)	41.29%	64
Online Banking	70.97%	110
Online Shopping	75.48%	117
Online learning (e.g. homeschooling)	29.68%	46
Downloading Apps (e.g. via Google Play or the App Store)	52.90%	82
None of the above / I don't use the internet	9.68%	15
Total Respondents: 155		

Q10 Which of the following health, social care and/or wellbeing digital services would you be willing to continue using online in the future?

(Please tick all that apply) Please note: Some of these services are new and you may know them under other names.

Answered: 148 Skipped: 61

ANSWER CHOICES	RESPONSES	
Online GP consultation (e.g. eConsult via your GP website)	47.97%	71
GP video appointment (e.g. video call with your GP)	45.27%	67
Order medication or a prescription (e.g. via Patient Access / SystemOnline)	60.14%	89
View your medical records (e.g. using Patients Know Best)	45.95%	68
Hospital video consultations (e.g. Attend Anywhere)	33.11%	49
Any other online health and/or social care services (e.g. mental health assessment)	29.05%	43
NHS App (e.g. a secure way to access a range of NHS services on your smartphone or tablet)	39.86%	59
NHS screening service (e.g. online cancer screening appointment)	27.03%	40
NHS 111 (e.g. online advice & treatment)	43.24%	64
NHS e-Referral Service (e.g. book/change appointments online)	41.89%	62
Coronavirus (COVID-19) advice & information service	39.86%	59
Attend Anywhere (e.g. hospital video consultations)	0.00%	0
Other healthcare consultation (e.g. mental health assessment)	0.00%	0
Carers UK Jointly App (e.g. an App to help manage & co-ordinate care)	14.86%	22
Support from the community, voluntary or charity sector (e.g. Torbay Help Hub / Healthwatch)	33.11%	49
Online e-learning websites (e.g. Eat That Frog or Digital Health Devon)	22.97%	34
None of these	19.59%	29

Banking	0.00%	0
Shopping	0.00%	0
Paying bills	0.00%	0
Zoom Meeting	0.00%	0
Other (please specify)	2.70%	4
Total Respondents: 148		

OTHER (PLEASE SPECIFY)

- 1 Note continue START
- 2 Poor sight
- 3 Not interested
- 4 Don't do it

Q11 Do you have any other comments about using internet or digital services? (E.g. What would make using online services easier for you?)

Answered: 91 Skipped: 118

RESPONSES

- 1 would be easier to use if they walked you through it the first time
- 2 No further comments, never have any troubles but if I do I just google it and figure out the issues for myself.
- 3 To be able to use online video consult for my mum. But don't know how to get it/use it
- 4 I need to learn more about how to use my laptop and have more confidence to do more
- 5 It is assumed that everyone uses the internet, but that is not the case. I am the only one of my friends who has a device.
- 6 Everything I guess as it's very difficult to be able anyone with a phone call, not having this makes life very difficult as everything is online now.
- 7 Don't want to use internet
- 8 I have had Cancer 4 times since 1984. Had a lot of Scans and I am so full of radiation, I have not got good reaction on internet, can turn some computers off and electrical can switch off
- 9 I am angry that those of us who are not "On-line are now treated as second class citizens.
- 10 For me the above question is wrong, it's more about which services I may wish to use? That would be LPUNMS
- 11 Not interested
- 12 If I could get help
- 13 We need using internet or digital services as simple as possible
- 14 More confidence in myself
- 15 More knowledge how to use laptop
- 16 I have no reason to use the internet at this present time, it doesn't interest me at all
- 17 Would like to be taught to use.
- 18 I would like to try using the same of the above services, but at present don't have the confidence to attempt them.
- 19 No
- 20 Not having to use it.
- 21 No
- 22 I think the customer needs to be placed at the heart of online service design. For websites that depend on this the customer experience is a positive one for a lot of the NHS online offerings it's about what's convenient for the NHS not the customer! Trying to access your GP practice is almost impossible at the moment and it's why we're seeing our hospitals so full at what would normally be a quiet time of year - people cannot access Primary Care and the introduction of digital services is proving a barrier not an enabler.
- 23 General services work fine. GP services are just a way for GPs and surgery staff to do less
- 24 No
- 25 No. In general as a senior citizen I prefer face to face appointments
- 26 I think it could work very well, but contacting a Doctor would need to be dealt with in a timely manner, to not know when someone would come back to you or be given a time for a week in the future, defeats the object of using technology, in my opinion.
- 27 Too many services assume that you have a smartphone. I use a computer for most things and do not like things that require me to use "apps" on dumber devices such as smartphones and tablets.
- 28 There are so many sites that it's hard to know where to go and when. I generally trust and use national sites more than local ones. They tend to be better maintained (i.e. more up-to date and visually appealing) than local sites.
- 29 Happy with what I'm doing at the moment.

- 30 The system needs to be improved.
- 31 a joined-up approach
- 32 Getting a response always helps
- 33 It works but nothing beats face to face communication especially as one gets older.
- 34 No
- 35 I don't use the internet, GOT IT !!!
- 36 No
- 37 None
- 38 It would help if people moved to 2021 and started using decentralised social media, more people that set their own services up the better and you have far more control and reach people who care about privacy. Mastodon is easy to use, there are managed hosting services.
- 39 No
- 40 Would like lots more online resources that can help me with my future development like the Eat that Frog stuff.
- 41 The NHS econsult service does not work and is therefore very frustration to use.
- 42 no
- 43 GP access very limited I can only book an appointment as it doesn't allow me any of the other facilities
- 44 It would be good to know that only one of a specified few doctors is going to read the econsultation. It made me feel vulnerable sending it to an unknown person knowing that it could be read by a secretary or receptionist.
- 45 I need a newer & therefore faster machine
- 46 I am happy to have initial sessions online from my doctor or consultants but actually being with your doctor or consultant for a full assessment / review is essential I feel.
- 47 Some services are very outdated. For example the council website. I tried to order a new bin and had to download a form print it and write on it and then scan it back onto the computer and email it to them. Then after going to all that trouble the email bounced back. I still don't have a new bin!
- 48 The digital health devon website has a button at the top which makes text bigger and you change colour and things to make it easier to read. Would be good if all the websites had something like this so you could read them better.
- 49 Unknown
- 50 I feel digital will take over and make it harder for people trying to reach out for the first time with mental illness, to have trust in a gp who is just a voice at the end of a phone. Also I get panicky as the appointments has been stopped so you cannot check an appointment especially the call ones have been booked and have waited all day to find the call was not there in the first place.
- 51 No
- 52 Two examples why I don't like the move to online and telephone. My neighbour has dementia. He used to work in computers but now finds it confusing. He had a very distressing experience when the doctor sent him a text with a video link but he had no idea what to do next. It upset him for days. Also a friend was having telephone consultations. They kept giving her pain killers. Eventually she was that ill the doctor had to visit. Within an hour she was in hospital and has been there for over a week. If someone had seen her earlier this could have been avoided. She is a single parent with two children, has a physical disability and really could not cope. This was only picked up when the doctor saw how she was and how she was living. The move to digital is all about saving money not improving patient care.
- 53 Great option as long as they are clearly accessible.
- 54 It is the future and everybody should be helped/encouraged to use such services. In my experience many (older)people fear using the technology but this can be overcome through education
- 55 Prompt response.
- 56 I use Alexa too but not sure how to get the best use out of her
- 57 No
- 58 the course was very informative but looking at a screen for two hours gave me a headache
- 59 Yes it does not replace face to face
- 60 No more comments
- 61 A faster download speed - wifi is very unreliable in this area
- 62 No, thank you
- 63 No
- 64 no
- 65 none it takes too long
- 66 Good internet connection.
- 67 easy learning videos for each subject with a telephone option to help until we feel confident to be 100% digital
- 68 No
- 69 Start reaching out using the Fediverse, get more people on LinkedIn so they can look for staff, sick of people moaning they can't get staff and yet they are not on LinkedIn or don't seem to be, if you have e-mail try actually answering it, this is 2021, why are people not doing this,. covid 19 is a lame excuse.
- 70 I am happy with my knowledge of the internet.
- 71 More information about what is available.
- 72 Much more support to help people get online and ongoing support. People having access and support to get internet that isn't way to expensive. And easy explained. But remember many people don't have extra money to spend out on equipment

- 73 As I have no family nearby, a general course to inform me of the above services available and how to access them.
- 74 I feel it has opened up a safe and effective way to communicate. I still have face to face appointments as required, but is time saving and prompt using econsult or video chats. With econsult I can do it anytime (send request) and it does not mean being on phone trying to get through in my working day, it is much more convenient.
- 75 They are easy for me - but I know many people who are lost at the prospect of using them.
- 76 I have trouble with covid, using the telephone at the moment not getting anywhere, or not speaking to an actual person, just a msg. Emergency 999 or see your g.p. not getting anywhere. Had this experience last week & weekend trying to get dental treatment. Even with the emergency no.
- 77 It's the future if you can and have a good steady broadband internet connection and the sites are clear and concise.
- 78 As an nhs employee, I can't access icon at home. This affects my ability to access e learning and hospital policies and webpages
- 79 Outcomes following econsult have been disappointing not speaking directly to a GP is very frustrating and end up with inappropriate actions being taken by GP's
- 80 Having dedicated IT support workers for staff and patients
- 81 no
- 82 For some without financial lor technical (not necessarily age related) depth there will be issues
- 83 MAKE THEM USER FRIENDLY
- 84 IT people use jargon. Words I have used for many years do not mean the same to me when referring to computers.
- 85 The fingertips are a lot larger than the little spots available, and the keyboards are too small for my fingers, resulting in rubbish emails being sent.
- 86 Require less information. Just let me state the issue.
- 87 I need to invest in a newer lap-top!! Mine is slowing down as I try to sue more services. Maybe I need help speeding up my current one.
- 88 Useful as a supplement for health services but physical meetings need to be an option.
- 89 Sometimes it can waste more time and face to face in the first place would have been better and more efficient.
- 90 No
- 91 There is a financial divide

Q12 Please can you tell us the first part of your postcode? (we only need the first part so we can check we have heard views from people from across our areas)

Answered: 128 Skipped: 81

Postcode	No. of respondents
TQ3	28
TQ1	24
TQ4	21
TQ2	16
TQ5	14
TQ12	4
TQ9	3
EX7	3
TQ13	2
EX38	2
TQ6	1
TQ7	1
TQ14	1
EX20	1
EX39	1
EX34	1
PL19	1

PL20	1
EX37	1
EX16	1
TQ (Incomplete)	1

Q13 How old are you?

Answered: 158 Skipped: 51

ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-25	0.63%	1
26-35	6.96%	11
36-45	10.76%	17
46-55	15.82%	25
56-65	20.25%	32
66-75	25.32%	40
76-85	16.46%	26
85+	1.90%	3
Prefer not to say	1.90%	3
TOTAL		158

Q14 How would you describe your ethnicity?

Answered: 158 Skipped: 51

ANSWER CHOICES	RESPONSES	
White British	91.77%	145
Asian British	0.00%	0
Asian	0.00%	0
Afro-Caribbean British	0.00%	0
Afro-Caribbean	0.00%	0
Mixed heritage	1.90%	3
Gypsy/traveller	0.00%	0
Prefer not to say	3.16%	5
Other (please specify)	3.16%	5
TOTAL		158

#	OTHER (PLEASE SPECIFY)
1	Human I hope
2	White/First Nation
3	New Zealander
4	White American
5	White English

Q15 How would you describe your gender?

Answered: 158 Skipped: 51

ANSWER CHOICES	RESPONSES	
Male	25.95%	41
Female	70.89%	112
Transgender man	0.00%	0
Transgender woman	0.00%	0
Prefer not to say	3.16%	5
TOTAL		158

Q16 How would you describe your sexual orientation?

Answered: 154 Skipped: 55

ANSWER CHOICES	RESPONSES	
Heterosexual/straight	90.91%	140
Gay man	0.65%	1
Gay woman/lesbian	0.00%	0
Bisexual	1.95%	3
Prefer not to say	6.49%	10
TOTAL		154

Q17 Do you have a disability?

Answered: 153 Skipped: 56

ANSWER CHOICES	RESPONSES	
Yes	26.80%	41
No	73.20%	112
TOTAL		153

Q18 If so, what type of disability do you have? Please tick all that apply:

Answered: 55 Skipped: 154

ANSWER CHOICES	RESPONSES	
Physical disability	29.09%	16
Visual (impairment)	5.45%	3
Hearing (impairment)	16.36%	9
Speech	0.00%	0
Learning disability	1.82%	1

Appendix

Cognitive disability	1.82%	1
Deaf/Blind	0.00%	0
Deaf	1.82%	1
Blind	0.00%	0
Mental illness	12.73%	7
Prefer not to say	20.00%	11
Other (please specify)	10.91%	6
TOTAL		55

OTHER (PLEASE SPECIFY)

- 1 Thyroid eye disease, ongoing treatment
- 2 Physical disability, visual impairment and speech
- 3 Dyspraxia dyslexia and anxiety
- 4 dyslexic, normally wouldn't put this down but when everything is online it makes a difference
- 5 H
- 6 None

Q19 What is your religion or belief?

Answered: 156 Skipped: 53

ANSWER CHOICES	RESPONSES	
Christian	49.36%	77
Muslim	0.00%	0
Hindu	0.00%	0
Jewish	0.00%	0
Sikh	0.00%	0
Buddhist	1.28%	2
None	38.46%	60
Prefer not to say	7.69%	12
Other (please specify)	3.21%	5
TOTAL		156

OTHER (PLEASE SPECIFY)

- 1 Agnostic
- 2 Spiritualist
- 3 All of them and more
- 4 Humanist
- 5 Pagan

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