

Health+ at Saffron Lane

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1. Headline information

There was a total of **51** Health+ interactions at Saffron Lane, which included **38** patients seeing Health+ for the first time and a further **13** attending a second time. The repeat attendance rate was **34%**. There was potential for the repeat attendance rate to reach **63%** (n=24).

When asked 'Would you like to take part in another Health+ surgery?', **63%** (n=24) of patients answered 'Yes'. And when asked 'Would you like information on a local programme that can help with Digital skills?', **24%** (n=9) answered 'Yes'.

There were zero 'no shows' and **4** people did not wish to take part in evaluation.

2. Health+ Hello achievements

Learning ('Today I've learned to ...') and the wish to learn ('I would like to learn to do this') exceed more than 50% of patient achievements: **82%**, **71%**, **88%**, **59%** (See fig.1), respectively, in terms of booking an appointment, ordering a repeat prescription, checking medical records, and deciding to see a GP or go to A&E.

A Health+ surgery focuses on four key areas:

1. 'Can you book a GP appointment online or via an App?'
2. 'Can you order a repeat prescription online or via an App?'
3. 'Can you check your medical records online or via an App?'
4. 'Can you use the NHS website/app or a GP approved system to decide whether you need to see a GP or go to A&E?'

What occurs at a Health+ surgery is represented through asking the patient the questions above and giving the following relevant options (for example):

- ‘Today I've learned to book an online appointment’
- ‘I could already book an appointment online’
- ‘I've covered this today, but I would like some more help’
- ‘I would like to learn to do this’
- ‘Currently, this is not something I want to do’
- ‘I prefer not to say’

Figure 1 (below) represents what occurred at each Health+ ‘Hello’ surgery. A ‘Hello’ is the patient’s first time visiting a Health+ surgery.

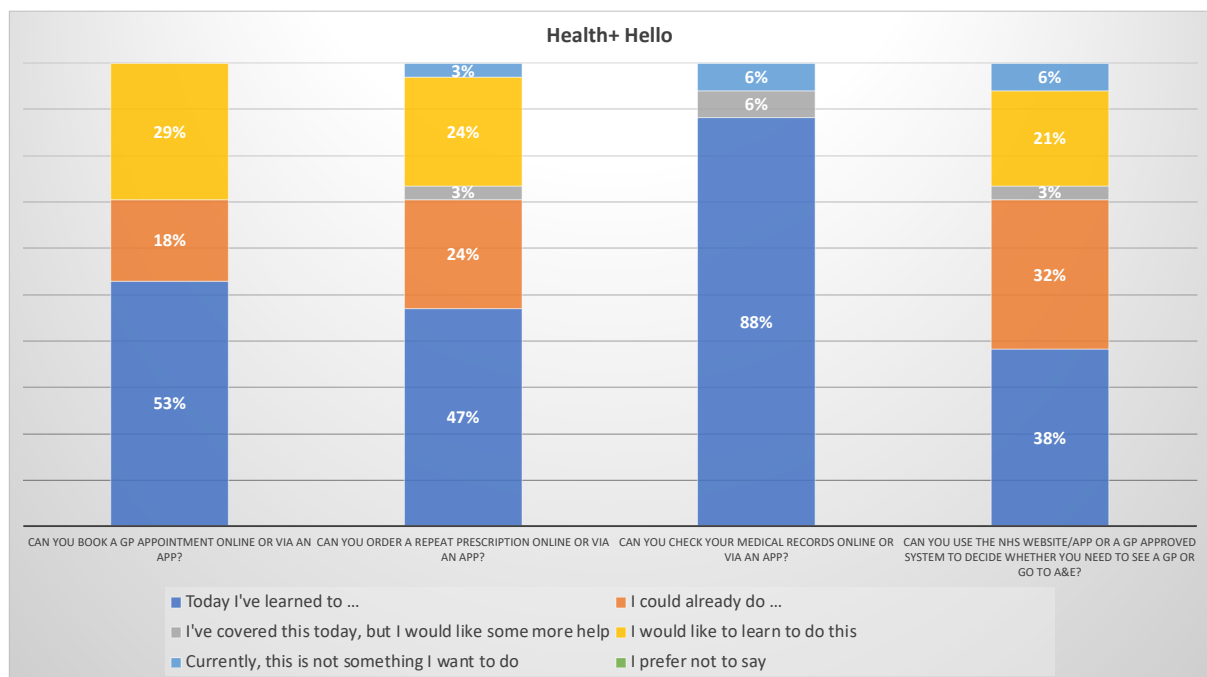


Fig. 1

‘Can you check your medical records online or via an App?’ was introduced from the 21/7/22; data collected between 28/1/22 and 11/3/22 did not include this measure. All measures are n=34, except ‘Can you check your medical records online or via an App?’, which is n=17.

Figure 2, below, illustrates what a typical Health+ Hello surgery looks like in terms of learning areas in addition to those four key areas (see pg. 3); over 50% of a Health+ Hello surgery is made-up of:

- I have learned how to register for online NHS health services (23%)
- I can login to the NHS app (20%)
- I can keep the information I use to access my online accounts secure (13%)

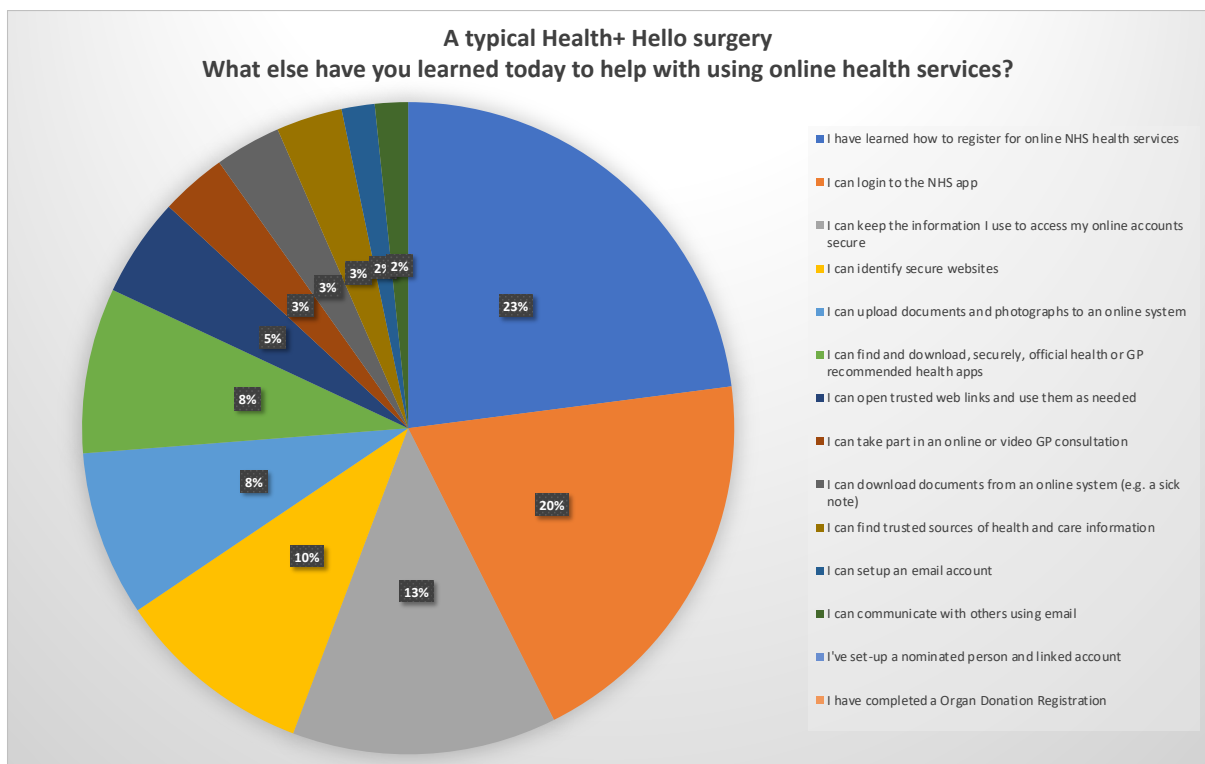


Fig. 2

Figure 3, below, gives a complete overview, representing the percentage of patients (n=34) that completed which additional learning items. 'I have learned how to register for online NHS health services', 'I can login to the NHS app' and 'I can keep the information I use to access my online accounts secure' were completed by **41%**, **35%** and **24%** of patients, respectively.

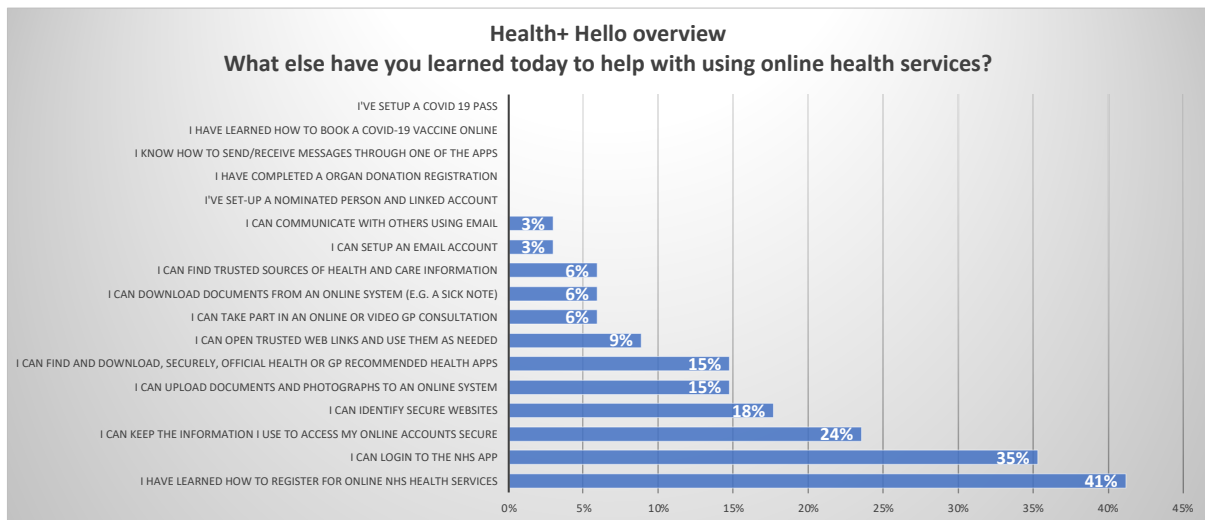


Fig. 3

3. Health+ 'Hello Again' achievements

A 'Hello again' Health+ surgery is when a patient visits for a second time. Learning ('Today I've learned to ...') and the wish to learn ('I would like to learn to do this') exceed more than 50% of patient achievements (see Fig. 4), across booking an appointment (78%), ordering a repeat prescription (71%), checking medical records (100%), and deciding to see a GP or go to A&E (57%).

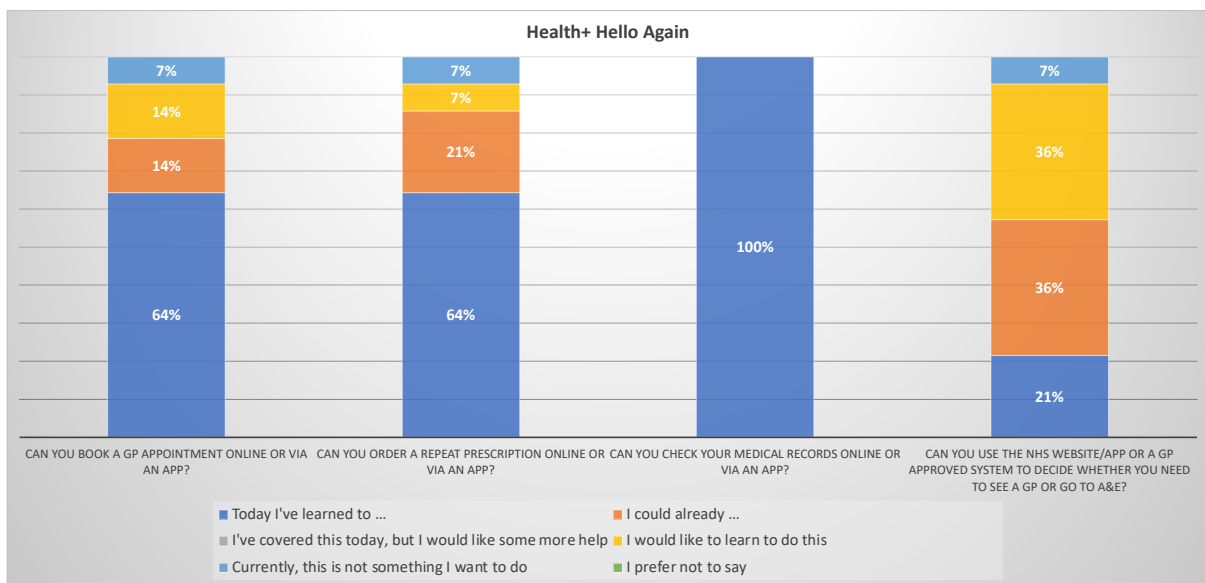


Fig. 4

'I can keep the information I use to access my online accounts secure' (29%), 'I have learned how to register for online NHS health services' (21%) and 'I can identify secure websites' (21%) represents the additional learning activities that took place at a Health+ Hello Again surgery (see Fig. 5).

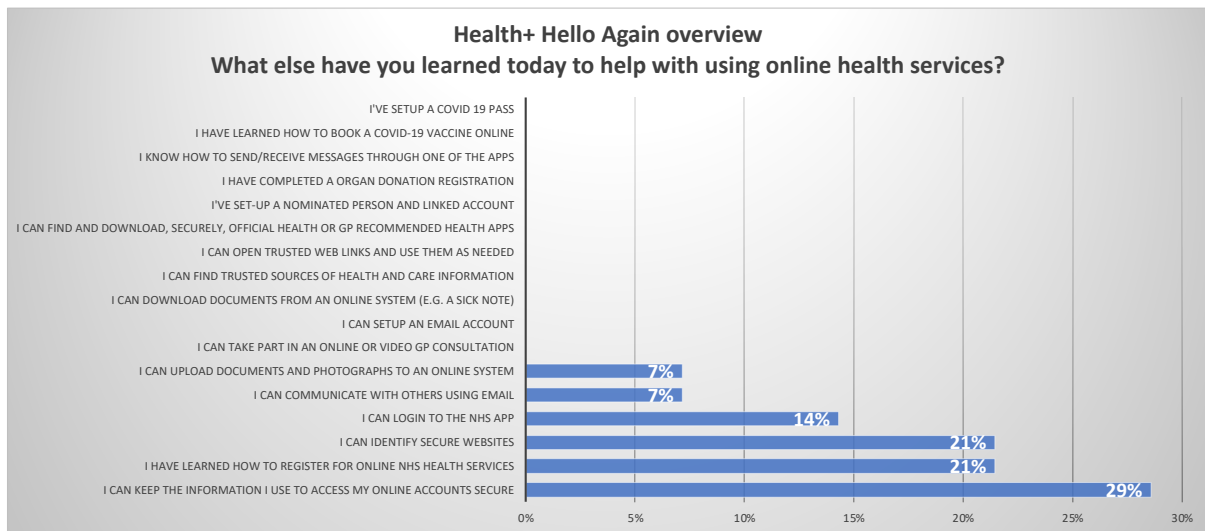


Fig. 5

4. Health+ Confidence

4.1 Hello

Digital confidence exceeds over 50% in all cases, across three areas (see figures 6, 7 and 8):

- ‘You feel more confident about finding information online to do with your health and wellbeing’ has a positive confidence level of **79%**.
- ‘You feel more confident using online health services’ has a positive confidence level of **82%**.
- ‘Your Digital skills have improved’ has a positive confidence level of **87%**

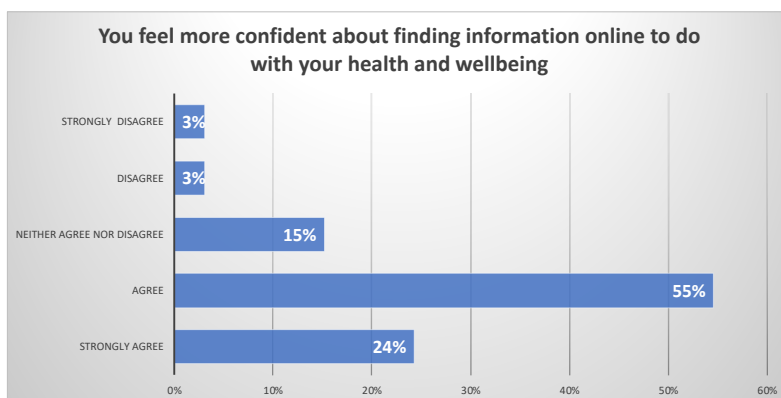


Fig. 6

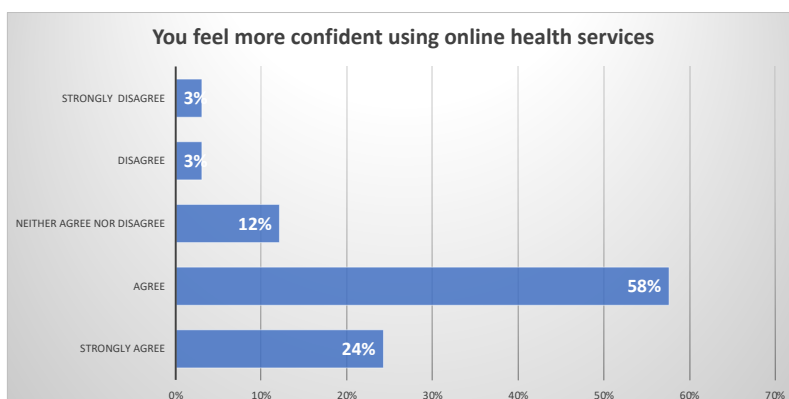


Fig. 7

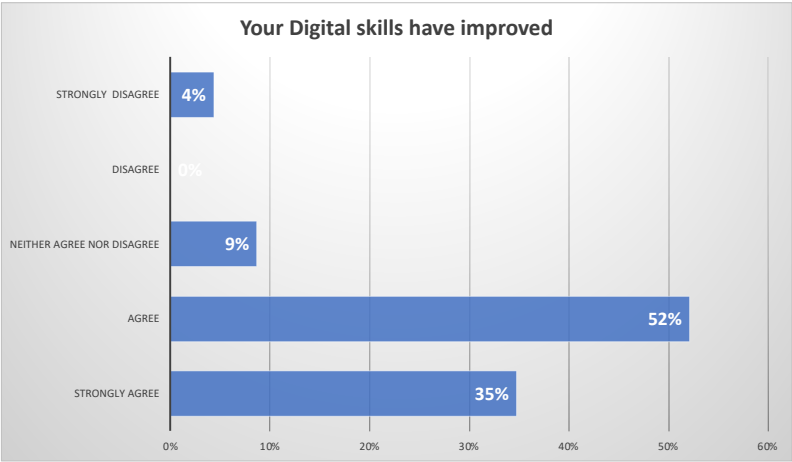


Fig. 8

4.2 Hello Again

Patients attending a second Health+ surgery also exceeded 50% across all confidence areas (see Figures 9, 10 and 11, pg.10-11):

- You feel more confident about finding information online to do with your health and wellbeing' has a positive confidence level of **57%**.
- 'You feel more confident using online health services' has a positive confidence level of **57%**.
- 'Your Digital skills have improved' has a positive confidence level of **82%**

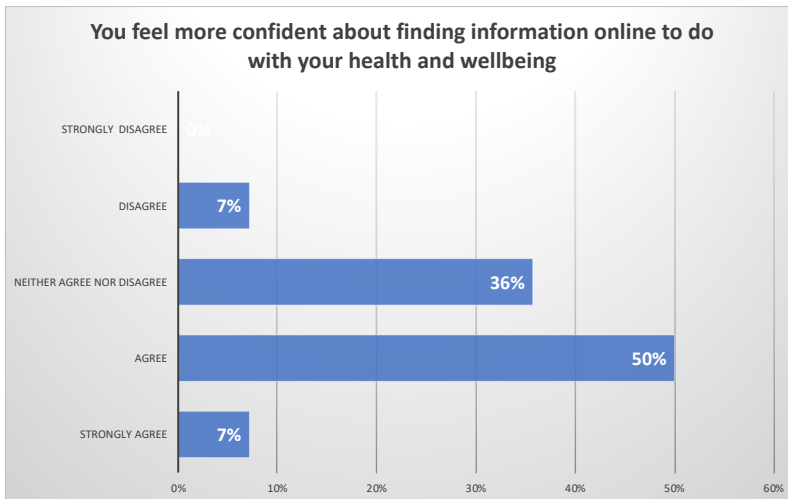


Fig. 9

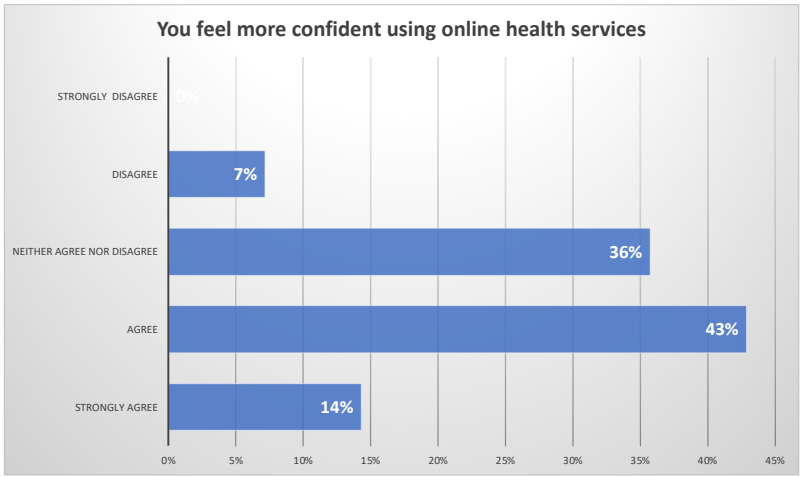


Fig. 10

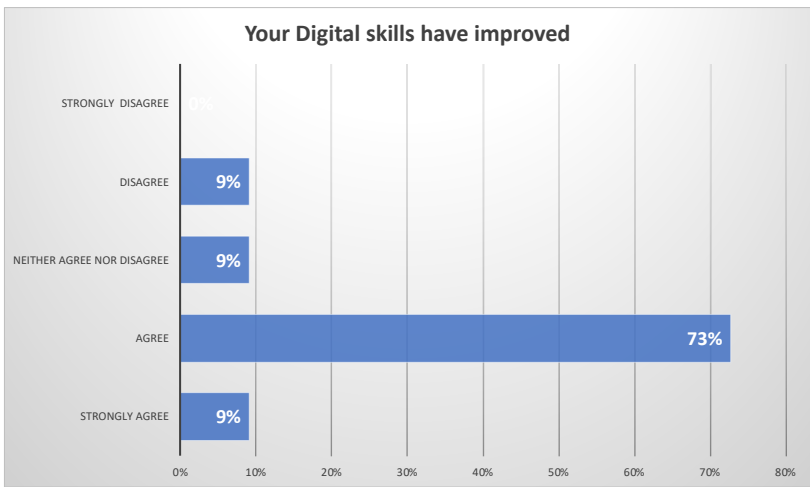


Fig. 11.

5. Demographics

5.1 Gender

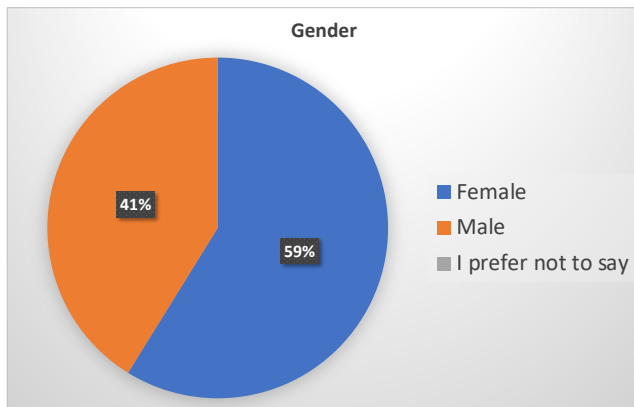


Fig. 12

5.2 Age Range

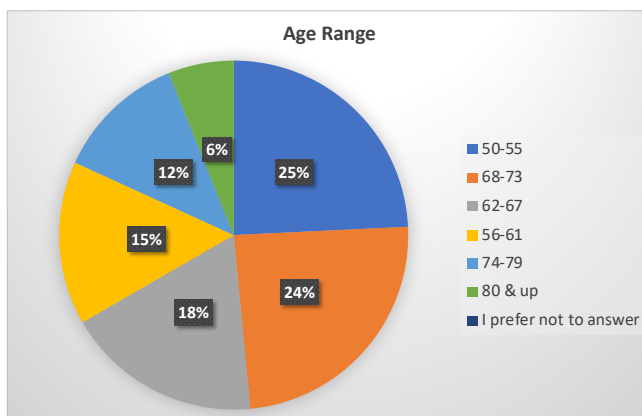


Fig. 13

5.3 Ethnicity

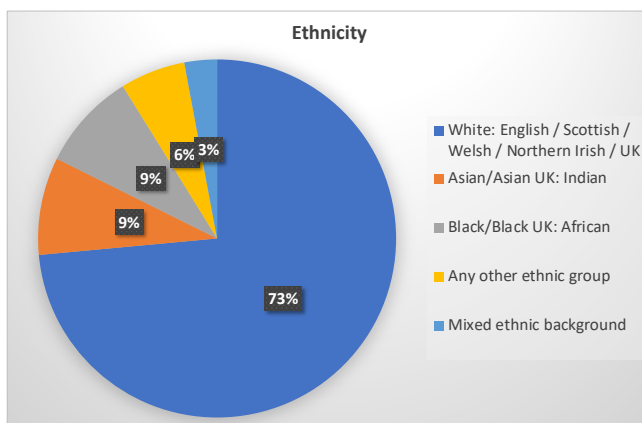


Fig. 14

6. Definitions

Reach: unduplicated audience of individuals who have been exposed to a Health+ message. In other words, each reach number is a unique, unduplicated, person.

Potential reach: this is the number of people with the potential to be exposed to a Health+ message.

Interactions: Duplicated audience (Hello and Hello Again) of individuals who have been exposed to a Health+ message.

Hello: 'Hello' is the term used for the first interaction with a patient. This will be their first Health+ surgery.

Hello Again: 'Hello Again' is the term used for any other interaction that is not the patients first time at a Health+ surgery.