Humber, Coast and Vale
Integrated Health and Care Partnership

Digital Inclusion Core Principles

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The Humber, Coast and Vale Digital Inclusion Group has created a set of Digital Inclusion Core Principles. Organisations within the Humber, Coast and Vale ICS should use these as a simple checklist to help determine appropriate actions when implementing digital service transformation projects.

"Put people at the heart of everything you do"

- Include the people who will be using the service or equipment in the design and delivery at beginning

- Create an effective customer feedback and evaluation system to ensure continuous improvement. Listen and act

- Ensure that digital delivery improves the quality of care and outcomes for the person

"Empower and enable people to be digitally included"

- Build clear and strong relationships with people that are digitally excluded and at greater risk of poor health and wellbeing

- Train staff to pass on their digital skills to support people in the access and use of digital tools helping them to better manage their care and lifestyle
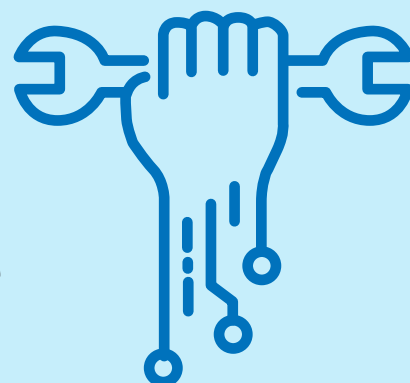
"Remove digital inequalities"

- Everyone, regardless of their access to digital services, has equal access to services

- Don't make assumptions, each person is different and has different digital needs and capabilities (lack of skills, equipment, confidence, connection, poverty etc). Take actions in your work to address this.
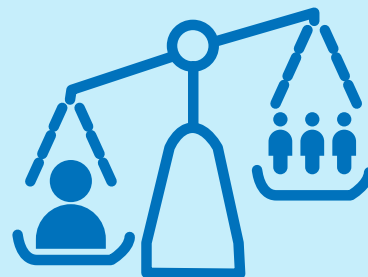
"Always work collaboratively"

- Work together (people, communities, voluntary/public/private organisations) across HCV and wider geographies, sharing with, and learning from, each other to create best practice

"Do the hard work to make it simple"

- Consider people's experience from beginning to end including infrastructure and any processes involved

- Be innovative, think outside the box

- Utilise established communities and networks to reach and engage with citizens (for example BAME, Deaf and blind communities etc)

- Be clear with easy to understand information and instructions

"There's always got to be another way"

- Remember, some people will never use digital tools to access services or manage their health and wellbeing, create, and promote the non-digital route.

- Offer people a range of choice in the way that services are accessed and delivered that suits their day to day lives, preference or ability

- Ensure quality and prioritisation of service whichever route the person takes

"Adopt 'Digital Future Proofing'"

- Consistently measure our practice, services, tools and equipment against the national digital agenda

- Promote and use existing digital channels (e.g. NHS/LA websites, NHS App etc)

- Operate using the Humber Coast and Vale ICS, Digital Inclusion Core Principles as a guide throughout

If you would like to find out more about the work of the Humber, Coast and Vale Health and Care Partnership, please get in touch.

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