

# Digital Inclusion

## Addressing the barriers that may prevent Communities from accessing Health information online

### Why should I go digital?

Being digitally included is very important, especially in a society like the one we are living in now. By becoming digitally included people can access accurate health information online, such as their medical records and have better contact with their GP surgery.

Benefits of accessing information online include, checking bank balances, ordering food deliveries and being in contact with loved ones. We are social beings and even living in a household with others we can still feel alone, digital inclusion supports us to learn new skills, gain confidence and motivates us to learn new skills and break down barriers, which may have deterred us from 'Thinking the internet is not for us'.

### How to spot a Scam

The internet can seem like a scary place at times.. But by understanding the internet and some of the dangers that may present, you can feel confident to use the internet to your advantage.

Fraudsters can present to you in many ways., They may:

- call you
- send a letter
- email
- Knock at the door

A scam is a fraudulent way to get a hold of your money. They do this by getting you to reveal your personal details or by physically asking you for money.

Which?, 2021; suggest asking yourself a few questions to check if something is a scam

- 1) Have you been contacted unexpected? It is unusual for organisations to call and demand personal information. If you are unsure, hang up and call the organisation directly .
- 2) Is the offer too good to be true? If something says that it offers a good deal or it is too good to miss, it is likely that this is a bad deal or scam.
- 3) Do you feel pressured to make a decision? Do not let anyone pressure you into a decision. it is fine to take time to think things through. Anyone who tries to rush you should not be trusted.
- 3) Have you been asked to share personal details? Never share details, if they have not confirmed their identity.
- 4) Check for spelling mistakes and grammar errors.
- 5) Are the contact details vague?

If you think you have fallen victim to scam contact Action Fraud on 0300 123 2040



# Myths about the internet



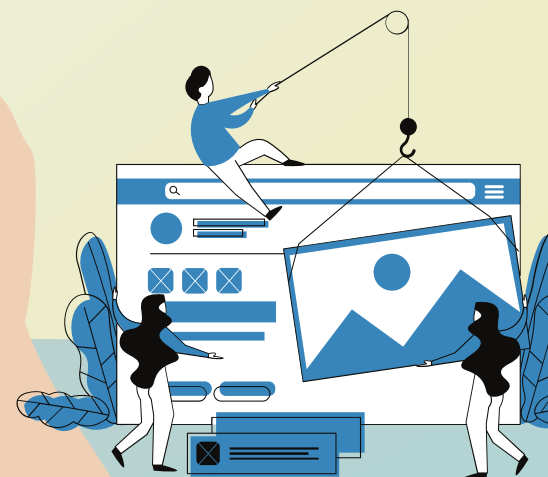
**The internet is bad** - Moderate use of the internet is healthy as the internet has many health benefits. We recommend taking regular breaks and remember social media is not always what it may seem. Check out Mind UK's benefits of accessing information online.

**The internet is stealing personal information** - The use of analytical data (Cookies), is often asked, you can manage your preference, by selecting the 'manage cookie settings.'

Cookies record how long you spend on each page on a site, what links you click, even your preferences for page layouts and colour schemes. They can also be used to store data on what is in your 'shopping cart'.

The possibilities are endless, and generally the role of cookies is beneficial, making your interaction with frequently-visited sites smoother - for no extra effort on your part. Cookies now come with a pop up banner, this is where you can manage your cookies.

**The internet is tracking you** - Some apps may use your location in order to help you find a store or to see your current location. You can disable location by going into settings on your tablet, phone and computer.





# Addressing the barriers

There are several barriers to accessing health information online. In the Good thing Foundation

**Access** : In Greater Manchester we are committed to tackling the digital divide across all our ten local authority areas. In March 2020, the Greater Manchester Combined Authority funded Digital Inclusion Leads to be introduced in all the ten councils to drive a co-ordinated focus on digital inclusion, helping ensure digital inclusion is prioritised.

**Skills** - <https://www.learnmyway.com/> Learn My Way has free courses for you to learn digital skills to stay safe and connected. There is also a section to help, if you are helping someone else.

<https://www.bt.com/skillsfortomorrow/home-life?filter0=basics-for-absolute-beginners> - advice for those who are new to the digital world, want advice or who are helping family become more tech focused.

**-Confidence** Networking on social media allows you to connect with others, building new relationships and strengthening old relationships helps us feel better connected.

**-Motivation** communicating, connecting, learning information and knowledge, online baking are just motivational benefits of accessing information online.

**-“It’s not for me”** Digital engagement is for everyone.

**-“Lack of Support”** Your local authority are committed to tackling the ‘digital divide’ in google type in “Local Authority Digital Inclusion” to find a local community support team.

**-“It’s too complicated”** New beginnings can seem complex, but by utilising online tools, including short, easy to follow videos, we can take make becoming digitally engaged simple.

BT.com/skills for tomorrow has great videos, on all things digital. Starting from a beginners level.

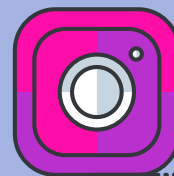
**“Its is too expensive”** Manchester City Council have created a database where you can access computer facilities and the internet across Manchester text 0786 0064 128 or email [digitalinclusion@manchester.gov.uk](mailto:digitalinclusion@manchester.gov.uk)

# References & Helpful Guides

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