

Healthwatch Wakefield Digital Project Survey

We want to hear from people across Wakefield District about how you access health and care services.

Not everyone can use digital health and care services.

Digital health and care services include apps, software, artificial intelligence and digital platforms.

Some people don't have access to the internet, some lack the skills or confidence, and some people may just prefer not to use digital tools. We would like to hear about your experiences of using the NHS App, Patchs, online appointments and other digital services.

Together, we can help to make sure that no one is left behind, and that non-digital ways to access care remain available.

Privacy Notice

All responses to these questions are anonymous. No one will know who answered the questions or what they said. Responses are added together, and no individuals are identified.

Any information provided will be treated as strictly confidential and in line with GDPR (General Data Protection Regulation). The information will be held securely and only used to make recommendations for improvements to health and care services. It will not be passed on to any third party.

Our full Privacy Policy can be found on our website here:

www.healthwatchwakefield.co.uk/privacy or we can get you a copy.

Which of the following do you have access to? (Please tick all that apply)

- ☐ Smartphone
- ☐ Tablet
- ☐ Laptop or computer
- ☐ Internet access at home
- ☐ Mobile internet / data
- ☐ None of the above

How confident do you feel overall using digital technology such as smartphones, computers, websites or apps?

- ☐ Very confident
- ☐ Fairly confident
- ☐ Not very confident
- ☐ Not confident at all
- ☐ I do not use digital technology

In the last 12 months, have you used digital technology (such as a website, app or online form) to do any of the following? This could be for yourself or for someone else. (Please tick all that apply)

- ☐ Use the NHS App
- ☐ To contact your GP online (e.g. to book an appointment, request help or submit information)
- ☐ To order a repeat prescription
- ☐ To book or manage hospital appointments
- ☐ To access online health information or advice, such as test results or a digital hospital letter
- ☐ To access online social care information or support
- ☐ None of the above

If you selected 'none of the above', can you tell us why?

- ☐ I haven't needed to use health or social care services in the last 12 months
- ☐ I prefer not to use digital technology for these things
- ☐ I am not confident to use digital technology for these things
- ☐ I do not have access to digital technology
- ☐ I can't use digital technology
- ☐ Other (please tell us):

Have you ever needed help from another person to use digital health or care services?

- ☐ Yes, often
- ☐ Yes, sometimes
- ☐ No

Have you ever experienced difficulties accessing health or care services because of digital technology?

- ☐ Yes, often
- ☐ Yes, sometimes
- ☐ No
- ☐ Not sure

Can you please tell us why you have answered this way?

If you have experienced difficulties, what were the main reasons? (Please tick all that apply)

- ☐ I don't have access to a suitable device, like a mobile phone or tablet
- ☐ I don't have internet access, or my internet access is not reliable
- ☐ Websites or apps are difficult to use / I don't feel confident
- ☐ Passwords, logins or security checks are difficult
- ☐ The information is difficult to understand
- ☐ English is not my first language
- ☐ I wasn't given the option to speak to a person
- ☐ Other (please tell us):

If you have experienced difficulties, what impact has this had on you? (Please tick all that apply)

- ☐ It delayed me from getting help or advice
- ☐ It stopped my from getting help or advice
- ☐ It made it difficult to book appointments
- ☐ It stopped me booking an appointment
- ☐ It meant that I missed an appointment/s
- ☐ I was unable to cancel or rebook an appointment
- ☐ I felt frustrated, anxious or stressed
- ☐ No significant impact
- ☐ Other (please specify):

When accessing health and care services, which method would you prefer?

- ☐ Mostly online / digital
- ☐ Mostly telephone
- ☐ Mostly face-to-face
- ☐ A mixture of all three
- ☐ With British Sign Language / Video Relay Service interpreter or translator for another language
- ☐ No preference
- ☐ Other (please specify):

What would help to make digital health and care services easier to use for you? (Please tick all that apply)

- ☐ Better designed websites and apps
- ☐ More training or support
- ☐ Simpler language and instructions
- ☐ Better accessibility features
- ☐ Better internet access
- ☐ Access to devices
- ☐ Someone available to help
- ☐ Other (please tell us):

Is there anything else you would like to tell us about your experiences of accessing health or care services digitally?

About you

Asking these questions helps us understand who is sharing experiences with us and what might affect these experiences. You don't have to answer them.

Please tell us your age

- ☐ 16 - 17 years
- ☐ 18 - 24 years
- ☐ 25 - 34 years
- ☐ 35 - 44 years
- ☐ 45 - 54 years
- ☐ 55 - 64 years
- ☐ 65 - 74 years
- ☐ 75+ years

Please tell us your gender

- ☐ I am a man
- ☐ I am a woman
- ☐ I am non binary
- ☐ I am a different gender to that recorded at my birth
- ☐ I prefer to self-describe as:

Please select your ethnicity

- ☐ Arab
- ☐ Asian/Asian British: Bangladeshi
- ☐ Asian/Asian British: Chinese
- ☐ Asian/Asian British: Indian
- ☐ Asian/Asian British: Pakistani
- ☐ Asian/Asian British: Any other Asian/Asian British background
- ☐ Black/Black British: African
- ☐ Black/Black British: Caribbean
- ☐ Black/Black British: Any other Black/Black British background
- ☐ Mixed/multiple ethnic groups: Asian and White
- ☐ Mixed/multiple ethnic groups: Black African and White
- ☐ Mixed/multiple ethnic groups: Black Caribbean and White
- ☐ Mixed/multiple ethnic groups: Any other Mixed/Multiple ethnic group background
- ☐ White: British/English/Northern Irish/Scottish/Welsh
- ☐ White: Irish
- ☐ White: Gypsy, Traveller or Irish Traveller
- ☐ White: Roma
- ☐ White: Any other White background
- ☐ Other (please say):

How would you describe your standard of living

- ☐ I am really struggling; I don't have enough money for living expenses and sometimes run out of money
- ☐ I am just getting by. I have just enough money for living expenses and little else
- ☐ I am quite comfortable. I have enough money for living expenses and a LITTLE to spare to save or spend on extras
- ☐ I am very comfortable. I have more than enough money for living expenses and a LOT spare to save or spend on extras

Please tick any that apply to you

- ☐ I am an unpaid carer
- ☐ I have a physical or mobility impairment
- ☐ I have a long term health condition
- ☐ I have a sensory impairment, for example Deaf, partially sighted / registered blind
- ☐ I have a cognitive impairment or learning difficulty
- ☐ I am neurodivergent
- ☐ I have a mental health condition
- ☐ I am pregnant or have given birth in the last 12 months
- ☐ I am a member of the LGBTQ+ community
- ☐ I am a veteran, service leaver, or non-mobilised reservist
- ☐ I don't have a support network or friends and family around to help me
- ☐ I struggle with addictions, for example drugs, alcohol, gambling
- ☐ I am homeless / sofa surfing
- ☐ I am an ex offender
- ☐ Is there anything else you feel makes a difference to how you get through life

What is the first part of your postcode

- | | |
|--|-------------------------------|
| ☐ WF1 | ☐ WF9 |
| ☐ WF2 | ☐ WF10 |
| ☐ WF3 | ☐ WF11 |
| ☐ WF4 | ☐ LS26 |
| ☐ WF5 | ☐ S71 |
| ☐ WF6 | ☐ S72 |
| ☐ WF7 | ☐ S75 |
| ☐ WF8 | |
| ☐ Other (please say): | |

Thank you for taking part

Thank you for taking the time to answer these questions.

Your experiences and insights are really valuable. We will use them to write a report with recommendations, which will be published on our website and shared with health and care leaders and decision makers.

We can also send you a copy if you prefer or provide it in another format.

If you have a paper copy of the survey and would like to return it to us at no cost, please put it in an envelope with only the following three words on the front:

FREEPOST HEALTHWATCH WAKEFIELD

No stamp is required.

This survey closes on Friday 30 October 2026.

Healthwatch Wakefield

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