



## Information and engagement pack

[The Health and Social Care Alliance Scotland \(the ALLIANCE\)](#), [Scottish Care](#) and [VOX \(Voices Of eXperience\)](#) are working together to explore human rights approaches in digital health and social care. Our aim is to support the development of rights based digital health and social care policy and practice across Scotland.

We want to engage with people and organisations to refine six principles for human rights based approaches in digital services. We also want to collectively develop practice based scenarios to illustrate their application in health and social care.

To find out more about the context for this work, please read our paper: [Exploring the application of Human Rights Principles in Digital Health and Social Care](#)

### Engagement: share your views

To gather views on this work, we are hosting [three online events](#) and running an [online survey](#) during summer 2021. The survey can also be requested in print by emailing [DHCscot@alliance-scotland.org.uk](mailto:DHCscot@alliance-scotland.org.uk).

### How to use this pack

This pack is for anyone who is interested in this work and wants to hold a conversation on this topic. This could include organisations and professionals who are seeking to engage the people they support, to enable them to share their views even if they are unable to join an online event or take part in the survey themselves. It could also include groups of non-professionals who want to submit their collective views on the principles and relevant examples.

This pack can be used to support citizens to fill in the survey. It can also be completed and returned to us directly, in which case we ask that you send it to us by 5 August 2021 by emailing [DHCscot@alliance-scotland.org.uk](mailto:DHCscot@alliance-scotland.org.uk).

We are not looking to collect any personal, identifiable or special category data by making this information pack available. If you are submitting views on someone else's behalf, please make sure that you have their consent to do so.

Please do not include **any** identifiable information or personal data in this form.

We will use any feedback or submissions we receive alongside our survey results and events insights to:

- Finalise a series of principles that organisations can adopt to enable them to deliver digital health and social care services that are underpinned by human rights.
- Identify examples of good practice taking place from which others might be able to learn.
- Produce a paper campaigning for the better implementation of human rights principles in digital health and social care.

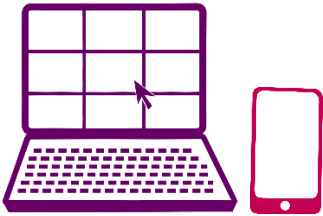
Please contact one of us if you have any additional questions or if you need support in using this pack:

- **Carmen Paputa-Dutu** - Digital Health and Care National Lead, the ALLIANCE: [carmen.paputadutu@alliance-scotland.org.uk](mailto:carmen.paputadutu@alliance-scotland.org.uk)
- **Gordon Johnston** - Director, Voices Of eXperience (VOX): [G\\_Johnston@btinternet.com](mailto:G_Johnston@btinternet.com)
- **Dr Tara French** - Technology and Digital Innovation Lead, Scottish Care: [tara.french@scottishcare.org](mailto:tara.french@scottishcare.org)



## Definitions

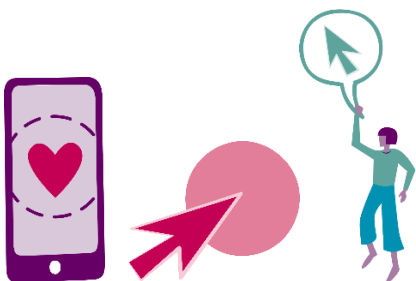
Set out below is an explanation of the meaning of some words used in this pack. We recommend going through these definitions at the start of your engagement with stakeholders to help ensure a shared understanding of the key areas of discussion.



**Digital services:** by 'digital services', we mean those that involve or relate to the use of computers, smart phones, online technology and other devices. They could be accessed through an app on your phone or an online website (or a combination of these and face-to-face / telephone). They could also include tools such as digital Blood Pressure monitors, 'smart' smoke sensors etc.



**Health and social care services:** by 'health and social care services', we mean all services provided by the NHS, care homes, housing associations, local authorities and other care at home, community and voluntary support organisations that promote people's health and wellbeing.



Examples of **digital health and social care experiences** you might be familiar with are: booking a GP appointment online, attending a Near Me video consultation or having a telecare panic button installed in your home.

## Stakeholders


Different stakeholders might have different views on using digital in health and social care services. It is important to hear the views of:

- Individuals who access or have an interest in digital health and social care services
- Professionals involved in the delivery of digital health and social care services
- Professionals or volunteers who support others to access digital health and social care services

Which of the above best describes the comments and feedback being shared?

## The principles

The following six principles have been proposed by the ALLIANCE, Scottish Care and VOX to start a conversation on this topic. We would like to hear comments and feedback on these principles.

	<b>1. People at the centre.</b> Any digital experience needs to be flexible around individual needs, preferences and choice.
<b>Do you agree with this Principle?</b>	<input type="checkbox"/> I agree <input type="checkbox"/> I disagree <input type="checkbox"/> I don't know <input type="checkbox"/> I would like to suggest some changes
Please write here the changes you suggest for this Principle, or any comments you may have:	



2. **Human rights foundations.** All digital services need to respect and protect human rights, whilst also seeking to enhance and fulfil individuals' ability to exercise their rights.

**Do you agree with this Principle?**

- I agree
- I disagree
- I don't know
- I would like to suggest some changes

Please write here the changes you suggest for this Principle, or any comments you may have:



3. **Digital as ongoing choice.** 'Digital first' approaches can risk alienating or disadvantaging those who are currently excluded from accessing digital services. Instead, there should be 'digital choice'. People should have equal access to services on equal terms, regardless of their

circumstances. Moreover, we need to recognise that circumstances change, and that people might want to switch between digital and non-digital service provision seamlessly, in a way that suits them.

**Do you agree with this Principle?**

- I agree
- I disagree
- I don't know
- I would like to suggest some changes

Please write here the changes you suggest for this Principle, or any comments you may have:



**4. Digital where it is best suited.** Digital service provision lends itself better to some outcomes and processes (i.e. updating preferences online, transactional services) than others (i.e. tailored support, relational services). We need to be aware of this and build digital capacity where it is most impactful and appropriate, whilst also keeping in mind that digital does not resolve everything and should not replace face to face services.

**Do you agree with this Principle?**

- I agree
- I disagree
- I don't know
- I would like to suggest some changes

Please write here the changes you suggest for this Principle, or any comments you may have:



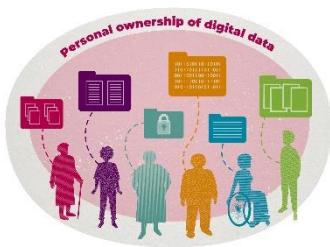
**5. Digital inclusion, not just widening access.**

For digital to achieve its potential of delivering better outcomes for people, it needs to be truly inclusive of all members of society, including those most at risk of exclusion or harm. While widening access initiatives are a welcome step forward, digital exclusion needs to be tackled at all levels in the community through person-centred rather than system-available responses. Digital skills, confidence and literacy need to be at the heart of digital inclusion activities going forward.

**Do you agree with this Principle?**

- I agree
- I disagree
- I don't know
- I would like to suggest some changes

Please write here the changes you suggest for this Principle, or any comments you may have:



**6. Personal ownership of digital data.** The move to digital services will come with increased amounts of digital personal data being created, shared and used across systems. In line with Data Protection regulations, we believe that citizens should have ownership over their personal information and be in control with regards to its use.

**Do you agree with this Principle?**

- I agree
- I disagree
- I don't know
- I would like to suggest some changes

Please write here the changes you suggest for this Principle, or any comments you may have:



## Examples of positive services

The ALLIANCE, Scottish Care and VOX would also like to be able to share positive examples of good digital services in health and social care, so that others can learn from what is already working well.

Do you know of any positive examples of digital uses in health and social care?

Here are some prompts to consider:

- Can you think of an example of a digital health or social care service, which is built flexibly around individual needs, preferences and choices?

- Can you think of an example of a digital health or social care service, which respects and protects individuals' human rights and/or enables them to exercise their rights?

- Can you think of an example where individuals were able to access digital or in-person health or social care services on equal terms, regardless of circumstances? Were they able to switch between digital and non-digital service provision seamlessly, in a way that suited them?



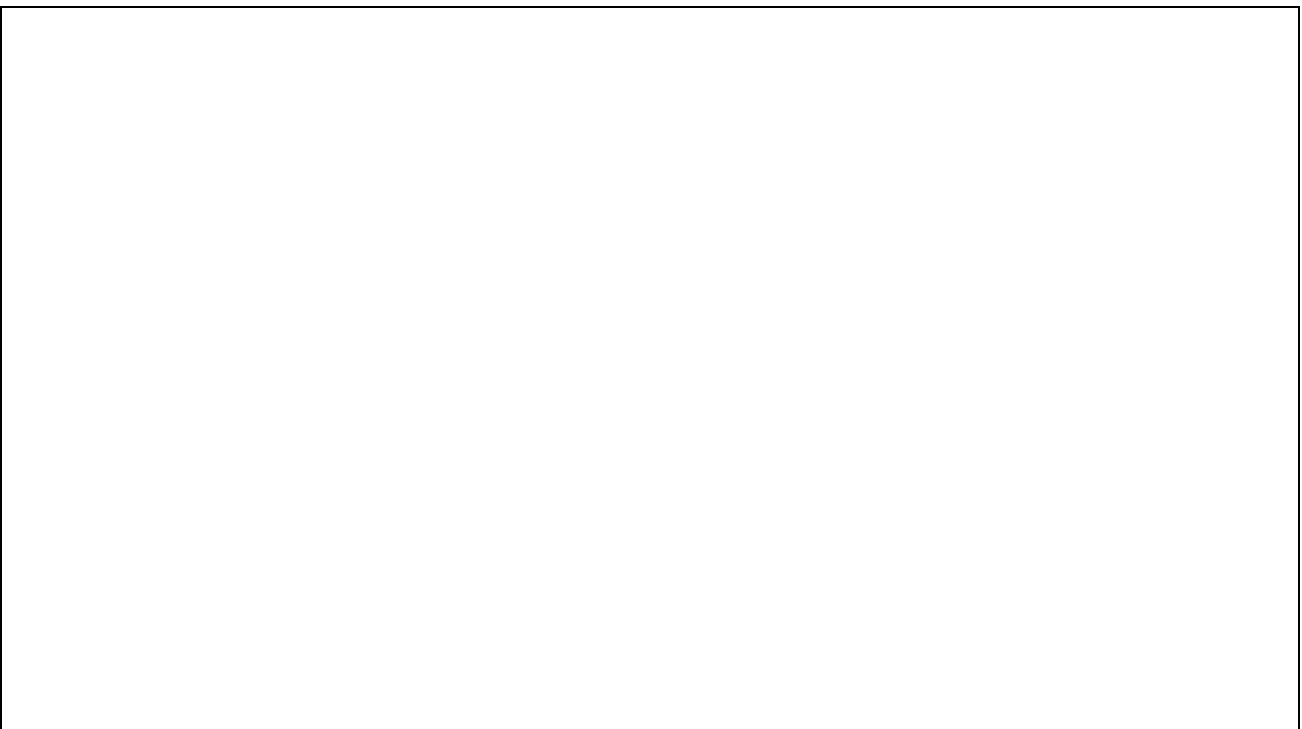
- Can you think of an experience where being able to access a health or social care service digitally enhanced individuals' experience of the service or their personal outcomes?



- Can you think of an initiative in health or social care that helps promote digital skills, confidence and literacy?



- Can you think of an experience in health or social care where individuals have ownership over their personal information and are in control with regards to its use?



## Final comments

Is there anything else that you would like to share with us about human rights in digital health and social care to help inform this work?

If you have completed this engagement and information pack and would like to submit your views by email, please send it to us before 5 August 2021 at [DHCscot@alliance-scotland.org.uk](mailto:DHCscot@alliance-scotland.org.uk).

The online survey can be accessed at [www.smartsurvey.co.uk/s/74OU00](http://www.smartsurvey.co.uk/s/74OU00).

Up to date information on this programme of work is available at [www.alliance-scotland.org.uk/digital/get-involved/human-rights-principles-in-digital-health-and-social-care](http://www.alliance-scotland.org.uk/digital/get-involved/human-rights-principles-in-digital-health-and-social-care).

Thank you very much for supporting our engagement process. We appreciate your time in sharing this work and helping us to capture a wide range of experiences.