



MySelf-Management (MSM) formerly LGOWIT (Lets get on with it together)
Discover Digital

What we expected to do

MySelf-Management (MSM) formerly known as LGOWIT (Let's get on with it together) has extensive experience in delivering self-management support to adults living in Highland with a long term condition (LTC).

The overarching aim of the project was to empower and support people living with long term conditions to become more confident and ready to self-manage their health and wellbeing through embracing digital technology and increasing resilience.

This project has been delivered over 15 months. Working with our Stakeholder group and partners following on from a successful pilot last year. Using existing staff. Attendees brought along their own devices to the sessions.

All our work is peer led and person centred. This project has supported digital inclusion.

Our sessions have been supported by NHS Near Me, NHS Highland, Ability Net and Mhor Collective.

Aims

More people living in Highland living in remote and rural areas with a LTC will gain new digital skills and be more confident in looking for information, joining activities and locating services that can support their wellbeing.

Areas we said we would cover: -

- Cybersafety
- Tips & advice which will boost confidence
- Near me knowledge & a trial run
- Any digital issues of interest
- Microsoft Teams
- Apps

Outcomes

- People living with a long-term health condition to be more comfortable using digital services.
- People living with a long-term health condition to be more confident using digital services for healthcare appointments.
- People living with a long-term health condition will be able to self-manage better using digital services.

What we actually did



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The pilot took place in various locations across Highland.

And was supported by NHS Near Me, NHS TEC, Ability Net and Red Chair (Libertie).

The project continued to work from Livingwell digital 1 and working using the principles of Discover, Define, Develop and Deliver as can be seen in the Project plan. The pilot was conducted in a geographically contained area within North Highland using a stakeholder group identified from within the locality. The stakeholder group continued from Digital 1 and hosted online meetings every 6-8 weeks.

Stakeholder Groups

Stakeholder groups were part of the Livingwell Digital1 project and had been part of the development of the project for the application. Discussions had taken place on the discover digital sessions.

Once stakeholder commitment was obtained, the Development Officer began working with the stakeholder group to have their input. Information and advice were sought on areas around digital inclusion and expertise around digital use.

Regular meetings with our stakeholder group. The stakeholders were.

- HSCN
- NHS Near Me
- NHS Highland
- DWP
- Ability Net
- Mhor Collective
- CHSS
- Connecting Carers
- Red Chair
- NHS Tec
- UHI
- Highland council
- Mikeysline
- MySelf-Management group member

Between October and February time was put towards planning the sessions, finding the best venues, MSM staff to cover the sessions, digital practitioners to support the sessions, and advertising the sessions.



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The project covered another 8 sessions in different areas of Highland.

- Dingwall, held on the 20th of March
- 4 people attended, Dingwall community centre, central location.
- The session covered iPhone, Apps, Near Me.
- The session received positive feedback.

- Aviemore, held on the 17th of April,
- no one attended, Highlife Highland venue.
- We have struggled with groups in this area before. It was well advertised.
- Disappointing but used the opportunity to network with the Practitioners and other organisations in attendance.

- Tain, held on the 17th of May
- 3 attended, Tain & District office, central location.
- Covered social media, online shopping.
- Good feedback, everyone was happy to get assistance with issues they were having.

- Dornoch, held on the 17th of May
- 6 attended, West Church Hall, central location.
- Covered online shopping, ordering online prescriptions, Near Me.
- This was much more of a group discussion which everyone enjoyed feeding into and learning new digital information.

- Ullapool, held on the 24th of August,
- no one attended, Highlife Highland venue.
- Not a part of Highland we have held anything in before. It was well advertised.
- Disappointing but used the opportunity to network with the Practitioners and other organisations in attendance.

- Thurso, held on the 28th of August
- 1 attended, United Reformed church hall, central location.
- Covered social media and use of a smartphone.
- Good feedback, the participant was delighted to be able to join the MSM living better Facebook group on her phone.

- Muir of Ord, held on the 23rd of October
- 3 attended, Muir of Ord Hub, central location.
- Had been advertised differently to include seated yoga too and learn more about these organisations.

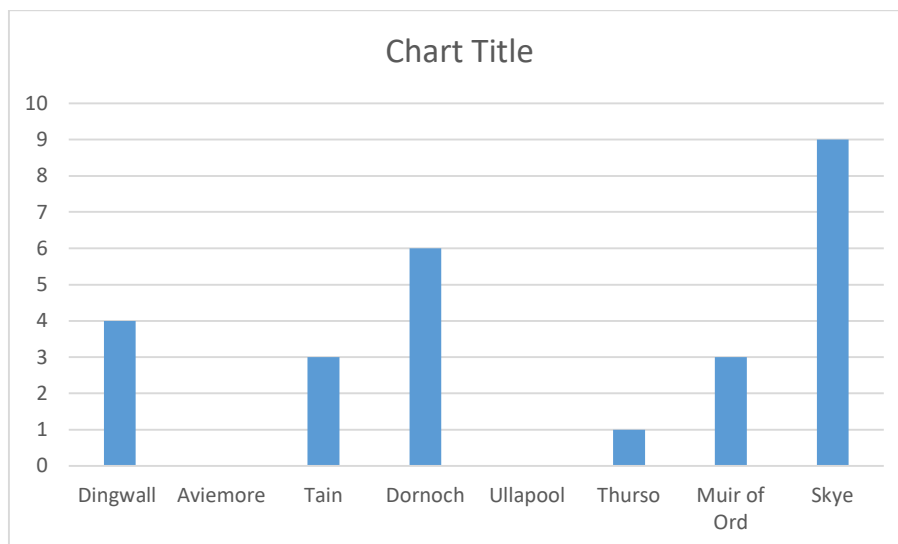


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- Session included Diabetes App demo, Near me demo and help freeing up memory space on an attendees device.
- Positive feedback and good networking.

- Skye, held on the 23rd of November,
- 9 attended, held at RagTag during their hub session.
- Conversations around patients feeling self-conscious on Near me to suggestions of amazon shows in care homes and whether we will soon have access to our medical records via Near Me.
- A great success and lively conversations.

In future we would link it to another topic to increase attendance and strengthen the session. It was noted that we still have many members who are not online and have no wish to be, we also found low attendance was common amongst other third sector organisations.



Digital peer support

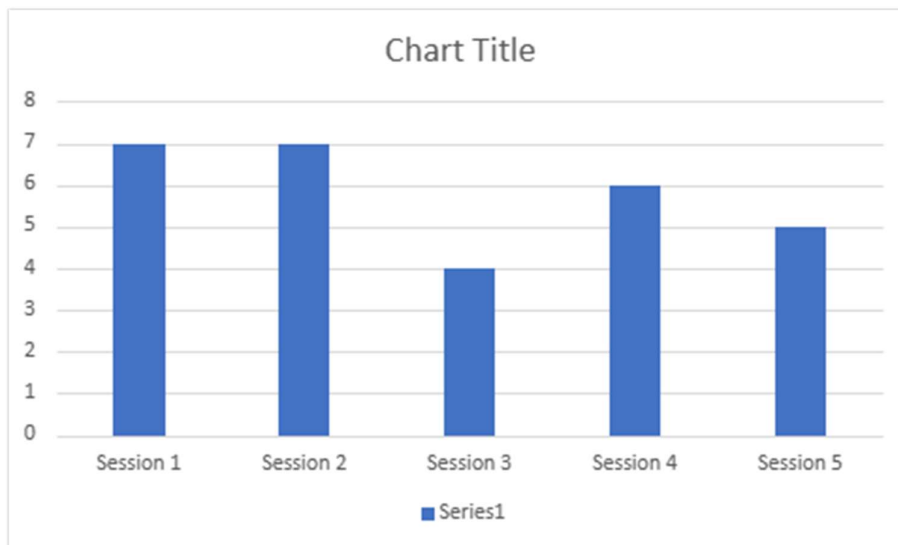
We hosted digital peer support online in the first half of the year, these were designed to encourage the less digital cohort of our members to be more confident online. People enjoyed the session but did not want a monthly digital peer support group to be set up.



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- Session 1 - 31st January – general digital
- Session 2 - 15th February – video conferencing digital
- Session 3 - 8th March – Online shopping digital
- Session 4 - 15th March – online digital safety
- Session 5 - 30th March – Entertainment digital

We had included in the application that we would produce digital animations to support learning, the groups felt this would not be the best use of the fund as they would not use them. So, we added in extra sessions covering Apps, Microsoft Teams and we worked in partnership with Near me and they provided the facility to trial Near Me. We sign posted to our website Go Digital Highland.



Typically, the attendance age for all our sessions seems to be 50+.

What difference we have made

The sessions gave people with a long-term health condition an opportunity to ask questions around digital areas of concern to them and gain new confidence to use



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digital more effectively and safely for them in the future and to help them look after their health and wellbeing.

Feedback from Attendees

It made a huge difference being in a safe environment.
Tain attendee

Trying NHS Near Me has helped my confidence for an upcoming appointment.
Dornoch attendee

My Teams was not set up correctly, now I can join in with group activities.
Dornoch attendee

I couldn't get Apps to load on my phone, this has now been sorted.
Thurso attendee

I found the session very helpful in getting to grips with my phone better, especially opening apps & getting it working better.
Dingwall attendee

Very useful to hear about the aids available within the home, a lot more available than I was aware off.
Dingwall attendee



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Feedback from practitioners who supported the sessions

The stakeholder groups input was invaluable. Everyone brought different experiences and expertise to the virtual table. Helping us shape sessions to offer the best for many groups of people with long term health condition in Highland.

The events arranged by My Self-Management were held throughout the Highlands and although some were not well attended, any people who did come along seemed to enjoy the sessions. I know, as a member of the TEC team, I found the sessions to be extremely helpful in letting me know exactly what some of the issues members of the public had in engaging with technology and using the Near Me system. I took great pleasure in answering questions people had about Near Me and the ways it could be used. I hope more sessions will be held in 2024 and would be delighted to attend alongside colleagues in the NHS.

Andrina Robb NHS Near Me

I've personally benefited a lot from the events, by meeting with other organisations and learning what other support is out there, so that I can signpost the citizens I encounter. I always feel that if I have even one meaningful Telecare conversation with someone, it was worth my time to be there. It's so satisfying to see how technology can support even the very 'tech shy'.

Colleen McGee TEC officer



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Headline achievement

Although the sessions have not been greatly attended seeing the difference, they have made to people who did attend has been rewarding. The practitioners who supported the sessions have been very kind, patient and great at explaining things making a daily difference to all attendees.

The 26 people attended the in-person sessions have gained new self-management skills: -

- They can confidently use NHS Near Me and know what is available to access through the NHS Tec team.
- Those with Type 2 diabetes gained new links and knowledge from having Fiona in attendance about her project Live it Highland.
- Everyone gained more confidence to use Apps, shop online, order repeat prescriptions, look at bus timetables etc.

Challenges and changes

- Low attendance numbers – frustrating to see such poor attendance at some of the sessions.
- No attendance at 2 of the sessions.
- Development officer had a period of sickness.
- Digital Development officer left his post and was replaced internally through the team.
- Stakeholders not available for every meeting – meaning a lot more correspondence required.
- At some meetings there was a lack of feedback from stakeholders
- Supporting practitioners not turning up to events
- Lack of local knowledge for finding the best venues etc
- Seated Yoga practitioner unwell on the day of session, substitute intro to Boccia was delivered instead.
- We still seem to have a stigma around digital
- We had anticipated a regular monthly meeting online to help continue to support people and answer queries and look at new developments, this is now discussed in our regular peer support meetings if members have questions.

Learning for the Future



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We changed the last 2 sessions to include another activity as well as the Discover Digital session. We advertised these sessions slightly differently and it seemed to work.

Don't be disappointed with low numbers, to help one person makes a difference.

Work with other local organisations to host joint sessions.

Needs to be some work done around the stigmas that we are still facing. We need to breakdown the fear around digital use. Third sector organisations, NHS, DWP, etc needs to continue to work together to raise awareness around digital use to help promote and continue to grow confidence.

There does feel to be a fatigue around digital from the pandemic too, some people are tired of using it and crave to be in physical contact with people instead.

How we collected the information

Feedback was collected from the attendees and those that helped deliver the sessions and recorded. Notes were taken around topics discussed.

People with long term health conditions have been at the centre of the whole project. They have feedback their experiences and any concerns they have about digital.

We gathered feedback from stakeholders at each meeting, this was incredibly helpful to hear from other organisations who had been involved in the project.

How we spent the money

Expenditure	
Travel and Venues	1400
Staff Costs and Management fee	10505
Digital Animations to support learning	0
Postage and advertising	800
	12705

The original application had a figure of £1000 in for digital animations to support learning, however the members felt they would not use these and were more likely to look at the website <https://www.godigitalhighland.com/> . We listened to our members and moved the £1000 into staff time and ensured we covered the topics in the How to guides on the website. The rest was spent as per request.