# Designing for Digital Inclusion in Healthcare

## Seminar 3: Designing inclusive digital healthcare services - lessons and principles
## January 2024

# TAKEAWAYS

**1. Ensure that support is built into the the roll out of digital services - unpaid support (family), staff/ colleagues, referral partnerships (VCSE)**
Make connections with partners and networks to explore what additional support is needed

**2. Using data and knowledge to understand the extent of digital inclusion and who it affects can help you target the support more appropriately**
Access national data sets such as the DERI tool, Lloyds consumer digital index and Data from Ofcom or ONS and other VCSE partners to build your understanding

**3. Learn from others and build on their understanding - use existing guidance, tap into and link to other services**
Find other digital services that your audiences are used to using and replicate their design and layout. Use design tools and accessibility guidelines

To access a recording of the event, please visit this page.