

Digital Exclusion

Understanding the experience of patients in Darlington who have used the internet or telephone for GP appointments.

Healthwatch Darlington & Darlington Primary Care Network will be working in partnership to understand patient experiences of those who have used GP surgeries during the pandemic.

We want to understand the positive and negative aspects you may have faced when trying to access your GP appointment. This will help us now and, in the future, when planning and developing services.



Who do we want to talk to?

- Older patients
(Over the age of 65)
- Disabled patients

(Learning disabilities, hearing impairment or visual impairment)

- Black, Asian & Minority Ethnic patients
(BAME)

What does it involve and how do I get in touch?

You will receive a phone call from a trained and friendly team member from Healthwatch Darlington who will listen to your experience. All calls will be confidential, and your experience will remain anonymous. You can sign up and find out more yourself or on behalf of someone you know by contacting **01325 380145**, **07525 237723** (please leave a message or email info@healthwatchdarlington.co.uk)

