

Reducing digital disadvantage in older people during Covid-19 pandemic: the role of families/carers in increasing technology acceptance and use

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About me



BSc Psychology – Manchester Metropolitan University (2017 - 2020)

MSc Psychological Research Methods – University of Sheffield (2020 – 2021)

ARC KSS Health Sciences PhD - University of Surrey (2021 – 2024)



Mixed methods to explore the digital divide and inequalities amongst older people

Plan so far...



Project 1
Meta-ethnography



Project 2
Paired Interviews



Project 3
Participant Observation

What are the determinants of older people adopting communicative e-health services? A meta-ethnography

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Background



Increase in digital technology usage since Covid-19

(Loucka, 2020; Tebeje and Klein, 2019)



Older adults are the largest group to experience digital inequalities

(Lloyds Bank, 2021; Ofcom, 2021)



Several other factors correlate with low digital literacy



GPs reported an increase in video consultations, however older adults tend not to use them

(Schifeling et al., 2020).



Digital inequalities may hinder older adults access to healthcare

Aims

To explore older peoples perceptions and/or experiences of using communicative e-health services

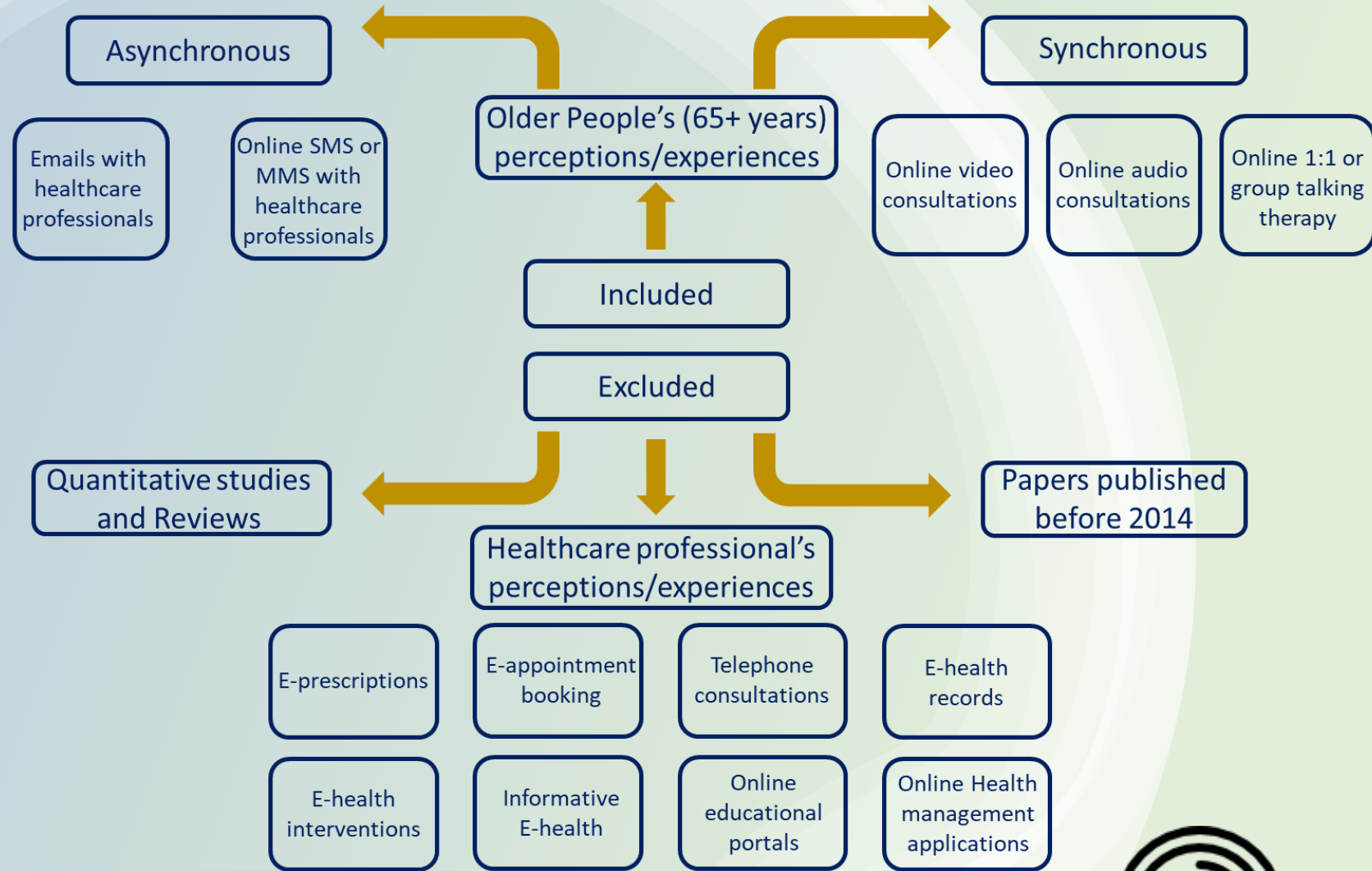
To identify facilitators and barriers to using communicative e-health services



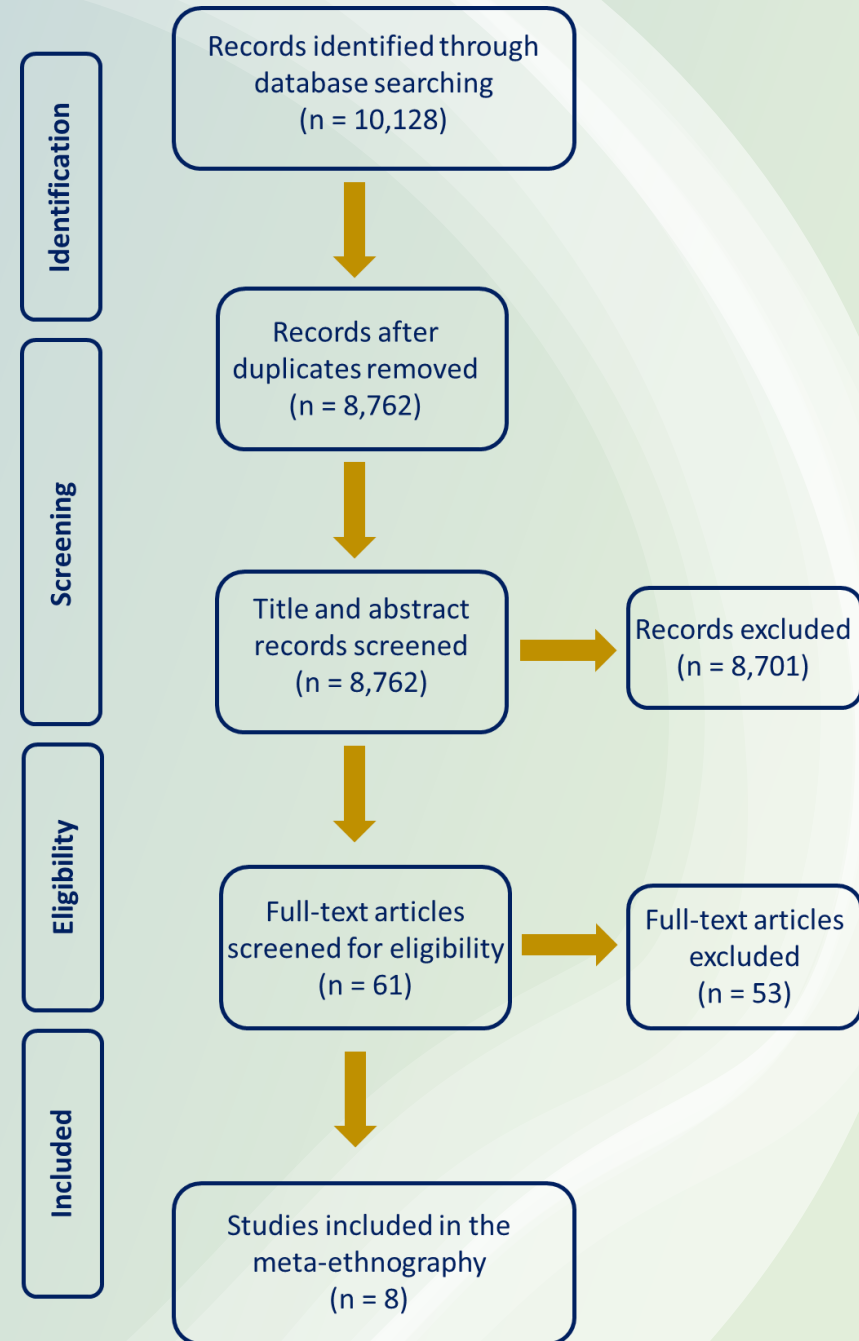
Methods



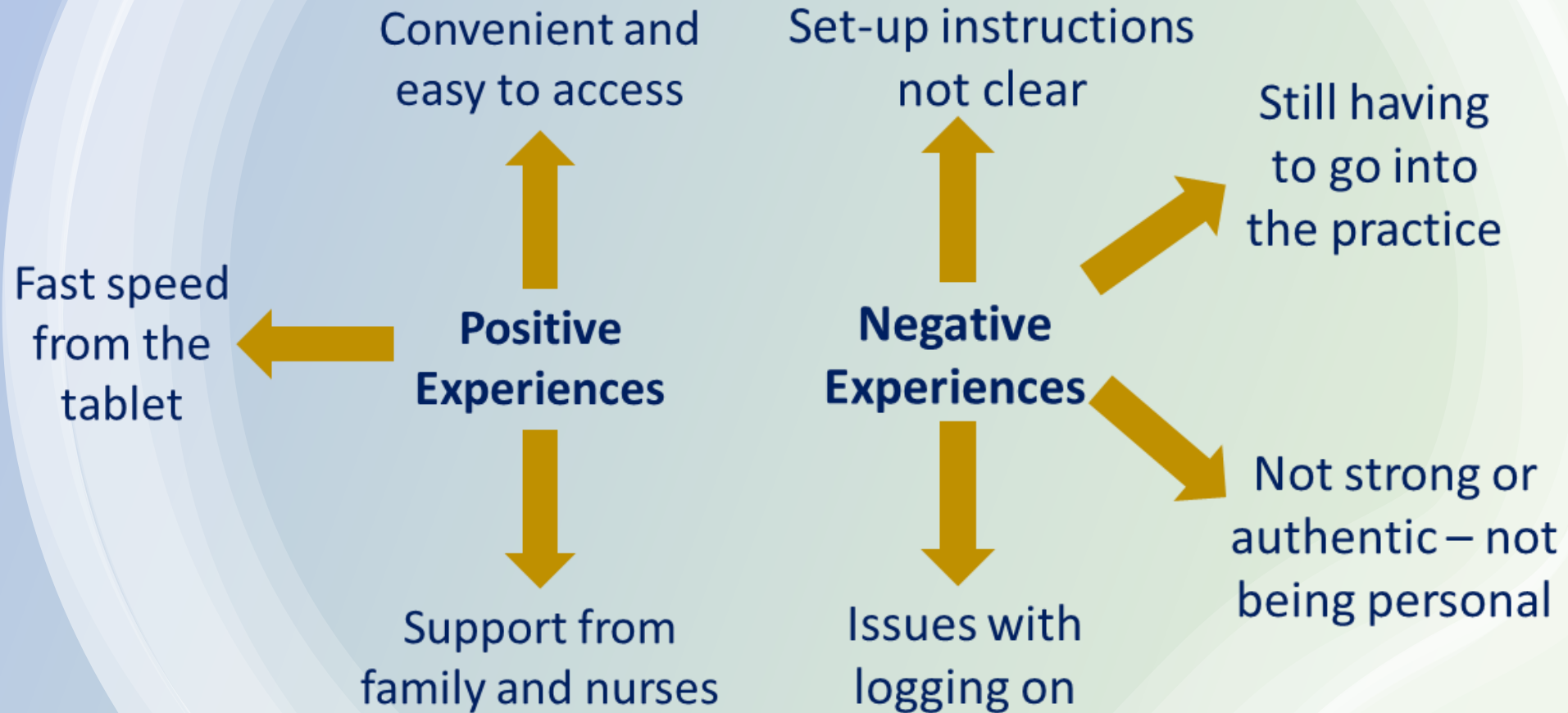
A systematic search strategy was conducted on 6 databases: MEDLINE, CINAHL, PsycArticles, PsycInfo, ASSIA and British Nursing Index. Search terms relating to 'older adults', 'e-health', 'technology' and 'communication' were utilised.



Screening process



Preliminary Findings



Preliminary Findings continued...



“I can go on my device at my own leisure in my own time, without being limited to the allotted 10 minutes of the physician time”



“I am amazed that everything was handled with the doctor by WhatsApp. They accepted the form and there was no problem”

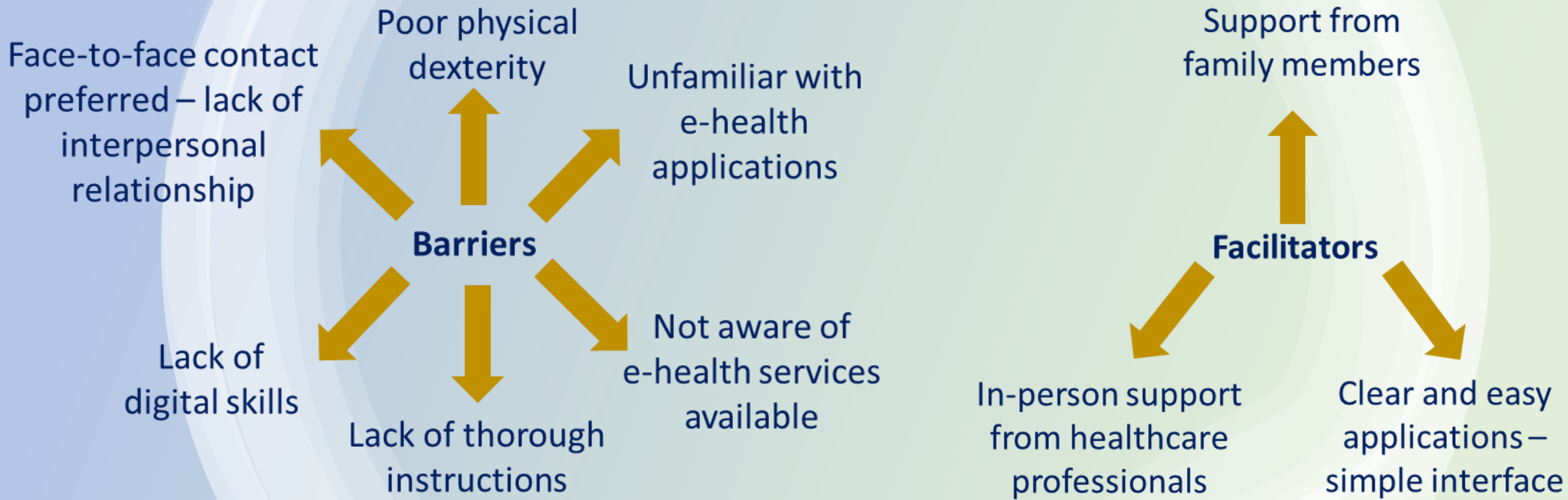


“You will still have to go to the GP or hospital for some tests”

“As long as my kids and my wife are alive, it would be okay... Because I’m not a techy guy... So I’d be okay with it if I’ve got somebody to help me”



Preliminary Findings continued...



Preliminary Findings continued...



“[My healthcare system] is investing a lot in telemedicine. It would be good to have a team of helpers who could help a patient, mostly older people, and get in touch in advance to help them set up appointments”

“This is unclear, it is too difficult for me”

“I need a person to sit down with me next to my computer to help me set up my account... I need personal help”

“Accessibility is important to me. You should be easily able to log on using your username and password”

“I feel more comfortable to talk with a physician face to face”

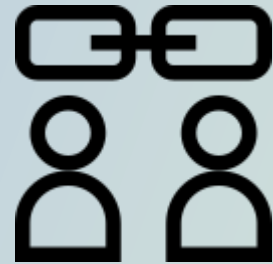


Guidance



Supporting
older adults

Spreading
awareness



Promoting stronger
relationships with
clinicians

Assistive
technology



Increasing
older peoples
digital skills

Provide clear
instructions



Future directions



Findings will inform interview questions



Implementing the findings of the meta-ethnography



Ethics surrounding the increase in digital technology usage



Thank you for listening



Questions?

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