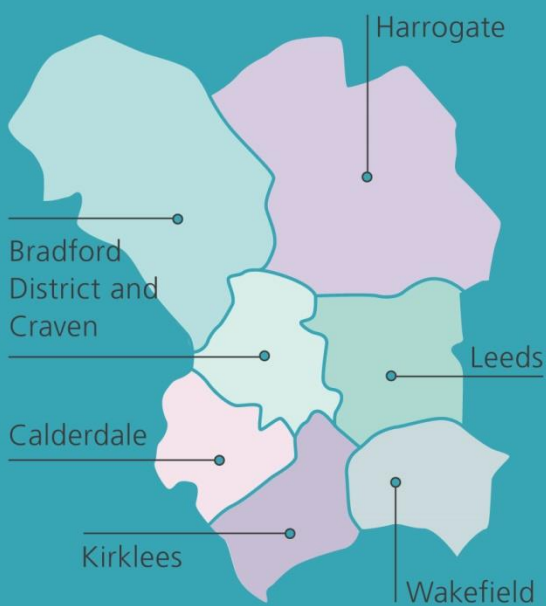


# Telling our Partnership story



## Proud to be the West Yorkshire and Harrogate Health and Care Partnership

Committed to improving the health and wellbeing of people living in:



- > Working to improve people's health with and for them
- > Improving people's experience of healthcare
- > Making every penny in the pound count
- > Working to keep people well and make life better for 2.7 million people living in West Yorkshire and Harrogate.

West Yorkshire and Harrogate Health and Care Partnership



## Digital tools helping access to health and care services

Access to health and care services has been a huge challenge during the coronavirus pandemic with demand for services ever increasing.

Our Partnership has embraced the opportunity to reach more people through digital technologies, offering people a quick and easy way to communicate securely and safely with their GP about their health conditions.

The service benefits from no waiting times and convenient 24/7 access to trusted health and care advice, symptom-specific self-help information and other local NHS services

## What we are doing

Across West Yorkshire and Harrogate, 99% of GP practices are offering people access to online consultation services. 100% have seen video consultation rapidly roll out.

381,479 online consultations took place between April 2020 and February 2021.

Of those who submitted an online form, 41,309 patients accessed self-help information from the service.

## What's next?

Communities and staff views on the benefits of digital technology are being considered. Using technology this way is an important part of the care we provide, complementing face to face and telephone advice.

The acceleration of digital technologies comes at a crucial stage for care and we must continue to meet the needs of all those who need help.

Digital solutions give all involved the opportunity to seek advice and reassurance.



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A partnership made up of the NHS, local councils, care providers, Healthwatch, community and carers organisations.

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West Yorkshire and Harrogate  
Health and Care Partnership

