

# Open-space and Citizens' Juries to explore older people's views on optimising health and wellbeing benefits for a 'Smart City Nottingham'

## METHODS

34 Participants — 2 Citizen Juries

### PERSONA

Based upon the views elicited in our initial public engagement meeting, three 'personas' were developed. Personas are a way of telling a story about how an individual may be affected by digital technology and how this may affect their health.

#### GLADYS (87)

Great-Grandmother  
Protested when the local post office closed  
Skilled machinist  
Recently widowed  
Independent  
Loves photos



WHO

### CITIZENS JURIES

Citizens' juries is a way of prompting members of the public to debate and discuss a specific topic. It provides a research method for understanding how people form opinions on a topic.

*Can technology and digital devices benefit health and wellbeing?*

Older people discussed how digital technology within the city infrastructure could benefit health and wellbeing. Smart City Nottingham is keen to continue implementation of technologies so that more people can benefit.



## FINDINGS

The engagement meeting included people from groups of more vulnerable older residents such as those from Black Asian and Minority Ethnic communities and those with mental health needs. We noted three dilemmas where potential disadvantages were weighed against the benefits of technology:

#### Safety Monitoring versus concerns of loss of independence

Assistive technology and monitoring in the home may benefit people by reassuring people of safety. However some people may feel that monitoring implies 'keeping tabs' on them and that this may reduce privacy and independence.

#### Online services and social networks

Regular but brief contact with people including health and social workers can support people's wellbeing. There was a concern that if all services move online, that this may lead to an increase in loneliness. On the other hand, digital technology such as video-calling and social media can be an important source of contact and peer-support, thus reducing loneliness.

#### Data-sharing and privacy

If someone's medical information was shared with their social worker then this may avoid duplication. On the other hand, there was a concern for privacy; will the individual know and have control over who has access to personal data?

*"The proprietorship is quite clear in my mind. It's not the NHS's information, it's not the state's information; it's my information."*

*"But I can honestly say that there are times when talking to the computer or talking to a phone is not the same and you do need a person because people can get lonely when they get older and they're on their own. But I find technology helps me."*

*"I do like the fact that different aspects of the health service can look at your records, because as you get older your conditions get more complicated."*

## CONCLUSIONS

Technology-enabled-care is planned to be part of regional health and social care infrastructure (Sustainability and Transformation Plan) and this project gives evidence that older people want to be involved in the co-design of these plans.

*"...maybe for future generations smart, it's a bit late for us really, but if critical thinking could be developed into the way we are trained in schools and work and all the rest of it. So that we can look at all of this smart stuff, and make our own decisions as to what is in our best interests and so on."*

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