Cymunedau **Digidol** Cymru
Hyder Digidol, Iechyd a Lles

Digital Communities Wales
Digital Confidence, Health and Well-being

Darparwyd gan
Delivered by

cwmpas

Rhaglen
Llywodraeth Cymru
Welsh Government
Programme

Digital and health literacy

How to use this document

These resources have been collated to support you alongside Digital Communities Wales: Digital Confidence, Health and Well-being (DCW) training.

We have included webpages within this document that contain helpful information for supporting others. We have included these as links in this document. Look out for the **pink link symbol,** which you can select with your curser or finger, to open and view the link.

If you are viewing a printed resource, either type the website address into a web-browser or scan the QR code to open the webpage.

How to scan a QR code

1. Open your QR code app on your device. On many modern smart phones, this is your camera app.
2. Point the camera at the QR code and ensure all of the code is in the frame.
3. Look at your screen to see if a website link has appeared. If it has, touch it with your finger and it will open the website!

Accessing health information online

This guide outlines practical options for accessing health information online. It is designed to supplement Digital Communities Wales: Digital Confidence, Health and Well-being (DCW) training. Whilst we try our best to include relevant information, please do not use this guide as a substitute for genuine advice from a qualified health practitioner.

Always seek the guidance and support of healthcare professionals when it comes to your health or the health of those you support.

Helping people to get online

You may be in a position to support others to get online. Digital Communities Wales can provide advice and guidance to organisations and community groups to support them to help others get online.

Please **contact us** for further advice.

National Digital Inclusion Network

Digital Communities Wales can provide guidance about the National Digital Inclusion Network, which is coordinated by our programme partner: **The Good Things Foundation**. Members of this network gain access to the National Databank and National Devicebank, a crucial support network of free access to data and devices for those who need it.

Learn My Way

Learn My Way provides bitesize digital skills courses for learners. Visit **www.learnmyway.com** to find out more.

Accessing NHS Wales websites

There are a number of key NHS Wales and health in Wales websites that can act as a port of call for verified health information. The Welsh Government website **help us to help you** outlines different ways we can access the NHS online. This is a great starting point to link to different NHS websites and services.

https://www.gov.wales/help-us-help-you 🔗

NHS Wales 111

The NHS Wales 111 website contains a symptom checker web tool and a health A-Z information page. There are also many links to the websites of other services within the NHS Wales.

https://111.wales.nhs.uk/ 🔗

The live well section of the website details information relating to advice, tips and tools for a healthy body and healthy mind.

https://bit.ly/3VpO78p 🔗

The **services near you** section lists information related to local health and wellbeing services across Wales. A key option on this web page is the **health board services** button provides you with the contact details and website address for the local health boards in Wales.

https://bit.ly/4095nkI 🔗

Public Health Wales

The Public Health Wales contains information and resources for health related topics within NHS Wales.

https://phw.nhs.wales/ 🔗

- The **topics** page contains information about current public health topics: **https://bit.ly/3Px2yF4** 🔗

- The **services and teams** page contains information about different NHS Wales services with contact information: **https://bit.ly/4jdIq8K** 🔗

NHS Wales website

The NHS Wales website contains information and resources about what the NHS in Wales does.

https://www.nhs.wales/ 🔗

- The **national programmes and services** page outlines key programmes such as Healthy Weight Healthy You or Help me Quit: **https://bit.ly/40ejIfw** 🔗

Accessing reliable health information online

Health information online can empower us to understand symptoms and understand what NHS service to access. However, there are many sources of information on the Internet, so it is important people can identify reliable Public Health and NHS resources.

There are many sources of information on the Internet, including:

- Websites
- Social media
- Blogs
- Search engines
- News websites
- Forums
- Podcasts
- Influencers
- Artificial Intelligence.

Misinformation and non-medically sanctioned views can cause confusion and worsen health. When you find health information online, use the Share checklist to ensure it is reliable.

S – Source: Make sure information comes from a trusted source.
H – Headline: Always read beyond the headline.
A – Analyse: Check the facts.
R – Retouched: Does the image or video look doctored or edited?
E – Error: Look out for bad grammar and spelling.

https://sharechecklist.gov.uk/

Digital tools for supporting your health

There are many health, well-being and fitness apps and services available. These apps can support you with the following:

- Health monitoring.
- Well-being tools.
- Mental health guidance and support.
- Healthy habits and exercise.

Your local health board may have a list of recommended health and well-being services. Always seek professional medical advice when it comes to using digital apps and services for your health and well-being.

https://bit.ly/4095nkI 🔗

Health and well-being apps

We have a separate guide that lists a number of useful health and well-being apps. You may also be able to find your local health board recommended apps-list by using a search engine.

Search for terms such as "Your local health board name," followed by "Health app guidance," or "Orcha App library."

Get in touch

With learning any new digital skill, consider who it is you are helping, and their needs.
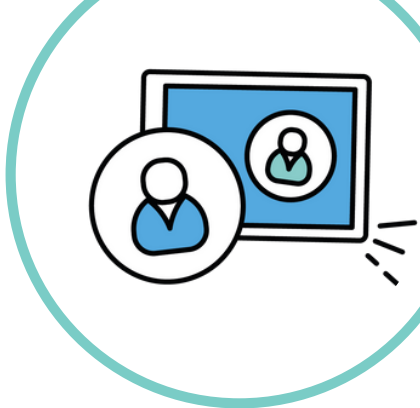
If you are based in Wales and require more advice and support helping others to get online, please contact Digital Communities Wales.

What next?

To find out more about our support, get in touch:

🌐 digitalcommunities.gov.wales/contact-us/ 🔗

📱 0300 111 5050   Find us on 𝕏 Ⓕ 🦋

Digital Communities Wales: Digital Confidence, Health and Well-being is a Welsh Government programme delivered by Cwmpas. Cwmpas, formerly known as Wales Co-operative Centre, is a registered society under the Co-operative and Community Benefit Societies Act 2014, number 24287 R.