

Introduction

- Age is a risk factor for digital exclusion, but many older people have excellent access to digital services¹.
- Frailty may offer a clearer mechanism of exclusion².
- The aim of this study was to assess the association between living with frailty and digital exclusion from video consultation.

Methods

- We undertook a multicentre cross-sectional study across primary care, interface, and secondary care services in South-West England.
- Primary outcome: complete digital exclusion from video consultation
- Secondary analysis: digital exclusion of the individual only.
- Frailty measured using the Clinical Frailty Scale.

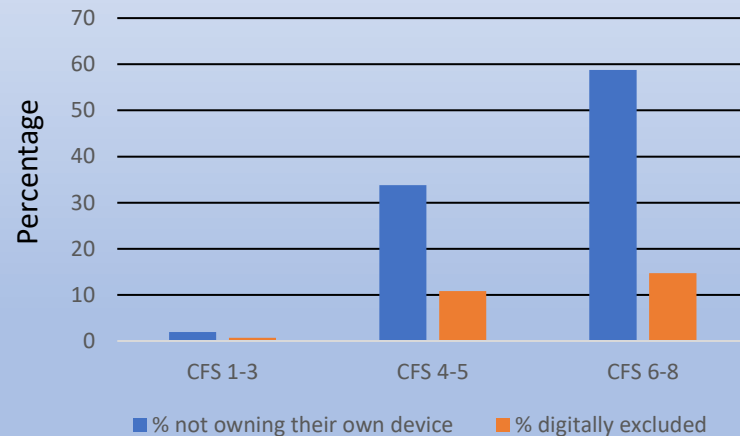
A multicentre cross-sectional observational survey to determine the effect of living with frailty on digital exclusion: Access to Video In Geriatric Intervention cLinics (Access-VIGIL)

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Results

- Only one person not living with frailty (CFS 1-3) experienced complete digital exclusion compared to 10.7% living with frailty (CFS ≥ 4).
- Frailty was **not associated with complete digital exclusion**, but was associated with individual digital exclusion



Conclusion

- Frailty was associated with **individual digital exclusion**.
- When considering the support network of a person living with frailty, **digital exclusion from video consultation was rare**.
- To improve access to video consultation for people living with frailty, their support network should be explored when booking appointments.

