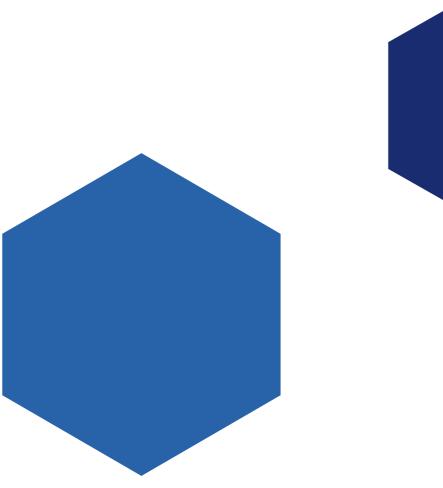# horizon
CENTRE FOR DOCTORAL TRAINING

Integrating digital technology and co-creation approaches to improve healthcare research and access for marginalised communities
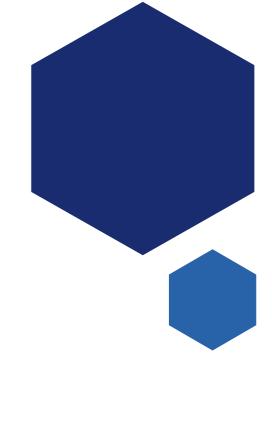
Jonathan Chaloner

Ever since graduating with my bachelor's degree in International Politics and completing my master's in public health, I've been drawn to addressing and improving inequal access to healthcare for marginalised populations considered at risk of being 'left behind'. As an important population identified by the World Health Organization (WHO) at risk of being 'left behind' and marginalised when accessing healthcare, migrant communities across the globe often experience a range of structural challenges and unequal barriers to their health, including a lack of trust in the healthcare system due to hostile environment policies and or, a 'digital divide'. Due to these intersecting stressors contributing to the poor health outcomes of some migrant communities, I was especially driven in my research objectives to focus on understanding and addressing these concerns and drivers affecting the health of these populations, particularly with regard to the opportunities of emerging technologies to close the 'digital divide' experienced by these populations affecting their health.

What is my PhD project about?

As a highly mobile population on the move, crossing regional and state borders, many types of migrants currently experience issues of poor linkages of their health records, and as a result of their status, frequently encounter barriers to accessing healthcare or continuing treatment for pre-existing diseases and conditions along the journey or when settled in a new country. Refugees who are forcibly displaced from their homes due to conflict, climate change and other factors often leave their countries without any of their health records, resulting in poor health outcomes and reduced continuity of care. As a solution to this problem, various state and intergovernmental organisations have proposed the development of an internationally recognised electronic patient-facing health records tool to address these issues with the goal to improve health outcomes and increase data linkages. However during beta and real-life use testing of these software employed in various settings, several key issues were identified which have become barriers to further development and role out of the projects including legal, ethical and political constraints. Despite the identification of these issues, few studies have examined the user experiences, acceptability and concerns of using these electronic-patient facing health records technologies. It is therefore essential to understand these issues and concerns of the intended user population to either improve the existing platforms currently in use or to introduce a new digital solution to address these issues and concerns.

Who is The Phoenix Partnership (TPP)?

The TPP are an important partner for this PhD project. As one of the leading health records systems providers for the National Health Service, with their main product, SystmOne in use in over 2,600 GP practices and over a third of acute mental health trusts across the UK, the TPP is well versed in understanding the issues and complexities of data linkages to create a single electronic health record. Importantly for this PhD study, SystmOne is also available internationally including in China, and various countries across the Middle East and in the Caribbean. This global understanding of the legal, ethical and political frameworks in this countries allow for the opportunity to develop an industry experience of operating these products in these settings. In addition to these factors, under the product name of 'Airmid' patients are also able to access their own SystmOne Electronic Health Records as a mobile application allowing patients increased capacity to access their complete medical records on the move.

Mobile Electronic Health Records App

Global Customer Base

SystmOne Medical Records

Global Impact

TPP in China

In China, where SystmOne is also readily used by healthcare providers, patients are able to access their health records on their mobile devices using the electronic health records (EHR) app available to download. This demonstrates the TPP's global reach and impact on improving patient accessibility to care.

Why is this PhD project important?

- Aims to directly contribute towards addressing a fundemantal principle of the Sustainable Development Goals to Leave No One Behind.

- Aims to understand the acceptability, concerns and percieved benefits of the integration of a digitalised patient facing electronic health records app.

- Aims to understand the legal, ethical and political constraints of introducing a patient facing electronic health records internationally.

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