**A close-up of a logo

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**Share your experiences of digital exclusion**

**The use of digital technology across society and our public services has accelerated significantly in recent years, which has created barriers for older people who are not online trying to access services and information, as well as other kinds of amenities.**

Issues relating to digital exclusion are frequently raised with the Commissioner by older people, and she is keen to learn more about the kinds of issues and challenges people are facing, including whether people’s rights to access information and services via non-digital means are being upheld.

For example, a number of older people have told the Commissioner they have been unable to take part in online / video call appointments with their GP and have been unable to book a face-to-face appointment. Others have spoken about the difficulties they have faced when forced to use an app to pay for things like parking the car, which in some cases has meant they are unable to get out and about and do the things that matter.

So if you (or an older person you know) have struggled to do something that matters to you due to not being online, or because of difficulties using digital technology, we’d like to hear about your experiences and any problems this may have created. This could be things like:

* **Booking appointments online e.g. GP appointments**
* **Health consultations / services**
* **Finding information and advice**
* **Making your voice heard**
* **Other issues, e.g. payments / finances**

You can share your experiences below – it will only take a couple of minutes – and post them to:

Older People's Commissioner for Wales

Cambrian Buildings

Mount Stuart Square

Cardiff

CF10 5FL

You can also get in touch by calling 03422 640 670 or emailing [ask@olderpeople.wales](mailto:ask@olderpeople.wales)

**Many thanks for your help!**

(If you need assistance with any of the issues you have experienced, please remember you can contact the Commissioner’s Advice and Assistance team for help and support on 03442 640 670)

**Which of the following do your experiences relate to?**

Health Services

Local Authority Services

Financial Services

Other e.g. parking, accessing information (please state):

…………………………………………………………………

**Please tell us about your experiences**

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**Please tell us about the impact this had on you and/or how this made you feel**

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**Please tell us what you think needs to happen to prevent others experiencing this kind of issue in the future**

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**I am responding on behalf of:**

Myself

Family member / friend

**Health Board Area:**

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**Local Authority (Council):**

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**Contact details (optional)**

If you’d like Advice and Assistance from the Commissioner’s team and for someone to contact you, please provide your contact details below (the Team will aim to contact you within 10 working days).

Name: …………………………………………………

Contact Number: ………………………………………………...

**Further information (optional)**

We collect this information to make sure that we represent people from all backgrounds and who have different life experiences.

If you are completing this form on behalf of a friend or relative please provide their information.

**Age**

16-29

30-49

50-59

60-69

70-79

80+

Prefer not to say

**Gender**

Male

Female

Other

Prefer not to say

**Please describe your ethnic origin**

White

Mixed/Multiple Ethnic Groups

Asian

Black / African / Caribbean

Other (please state)

………………………………………………………..

**How would you describe the area in which you live?**

Rural

Urban