

Supporting Digital Inclusion through Primary Care

Digital exclusion affects access to healthcare, with many patients unable to use online services due to lack of internet, devices or digital skills.

The Good Things Foundation is tackling this through the National Databank and Device Bank, helping patients stay connected and engaged with their health.

This is a UKwide initiative providing free mobile data to people who:

- Are over 18
- Live in low income households
- Have limited or no internet access
- Cannot afford their current data plan

No financial proof is needed and staff in your GP practice can assess eligibility based on need.

The device bank provides refurbished smartphones and tablets to eligible individuals. Devices are gifted permanently and do not need to be returned.

How Can GP Practices Get Involved?

Practices can join the National Digital Inclusion Network and become a Data Bank Hub.

This enables them to:

- Distribute free SIMs and devices
- Log distributions via a secure portal
- Choose whether to collect patient data or offer anonymous access

The resident can access:

- O2 SIMs: Monthly data vouchers (up to 12 months per user)
- Vodafone SIMs: Preloaded with 6 months of data
- Three Network SIMs: Preloaded with 24GB of data

SIMs are sent to the organisation (your GP Practice) not directly to individuals.

Distribution is managed locally and recipients can remain anonymous if preferred.

Steps to Join:

1. Register at <https://network.goodthingsfoundation.org/home>
2. Apply monthly for SIMs/devices
3. Attend onboarding webinars
4. Begin supporting patients directly

Get Online Week: 20–26 October

Join the national campaign to promote digital inclusion.

Free planning packs, promotional materials and refreshment vouchers are available through Good Things Foundation.

For further enquiries email: hello@goodthingsfoundation.org

NHS Guidance: [Supporting Digital Inclusion in General Practice](#)