

# DefProc

Engineering

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Welcome to *Push To Talk...*

- What is Push To Talk?
- How Does It work?
- Safeguarding?
- The Impact of Loneliness?
- Why Push to Talk is important?
- How Push to Talk has helped?
- The costs?
- Looking to the future?

*"I enjoy being able to connect with people, it stops me feeling isolated."*

*Carer March 2019 Liverpool 5G Health and Social Care Testbed*



## What it Push to Talk?

- A service designed to give people human connection
- Smartphone app
- IoT device that uses long range radio signals instead of home broadband
- Connects people in a similar situation together
- Allows people to meet others from the comfort of their own home

*According to the ONS, 41% of households with a single adult aged 65 and over have no internet connection at home. And 13% of households with two adults where one is 65 or over don't either. (ONS: Exploring the UK's Digital Divide).*



## How does it work?

Effortless, easy, accessible

1

When the button is pressed, this starts the wireless connection process

2

The phone numbers are connected and a call is made to each person

3

When two people push the button at the same time they are connected and can chat



**It's as simple as that!**



# Safeguarding

- Referral only service
- Partner with Local Authorities and other social organisations
- Policy developed with a Local Authority
- Helpline setup to report any unpleasant calls
- People remain anonymous to each other
- No sharing of person details
- Each group can only talk to each other
- No crossover e.g. unpaid carers can not talk to independent elderly
- It can be divided by organisation
- Reporting tools
- Each person has a unique reference number
- Clear terms of service



*Push to*  
**Talk**

## Human Connections Are Important

- People need small connections everyday to help them feel less lonely
- A chat can boost a person's sense of wellbeing
- Feel part of a community gives a person a sense of belonging



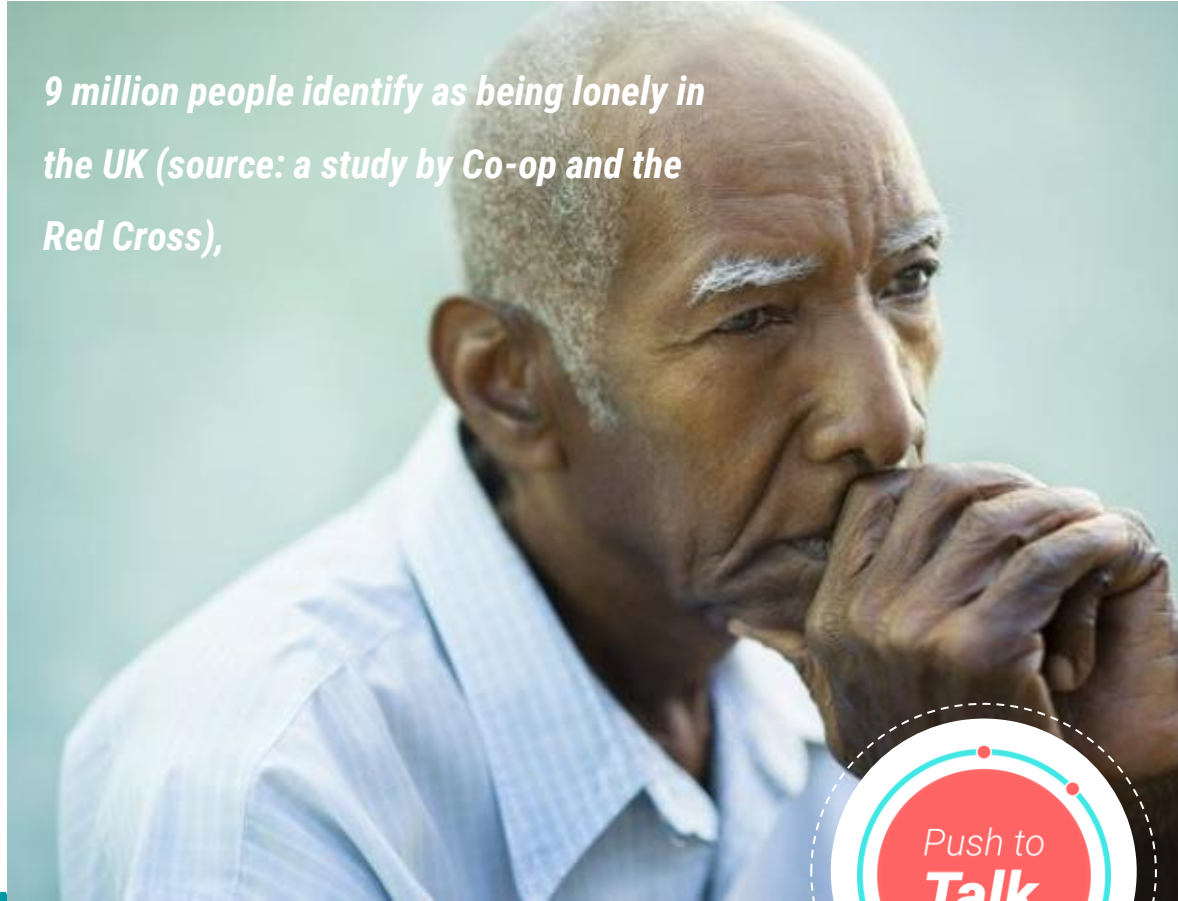
*A person has a 29% increased risk of coronary heart disease and a 32% increase in the risk of stroke if they have poor social connections (Valtorta et al 2016).*

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# The Impact of Loneliness

- Depression and Anxiety
- Risk of stroke
- Risk in heart disease
- Risk of dementia
- Risk of early death

*9 million people identify as being lonely in the UK (source: a study by Co-op and the Red Cross),*





## Impact on Services

*“This impact on health and wellbeing results in a higher reliance on social services, hospitals and primary care and is estimated to cost £6,000 per person in health costs and pressure on local services (LSE/Campaign to End Loneliness, 2017). Calls for ambulances when all that’s needed is transport, GP appointments made just for someone to talk to and social care replacing a neighbourly cup of tea”. Government Reach Out guidelines*



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## How can Push to Talk can help?

- By giving people in a similar situation an opportunity to talk to each other
- Push to Talk can scale to reach more people than volunteer lead services
- It can prevent people from getting so lonely that they need medical help
- Small connections everyday is proven to help mental wellbeing and self esteem
- Provide a supportive community that those people can be part of to help each other



*9 out of every 10 adults in the UK believe that small moments of connection can help to tackle loneliness (Be More Us survey for Campaign to End Loneliness 2018)*



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## Liverpool 5G Health and Social Care Testbed

- 25% increase in those who said that they hardly ever felt that they lack companionship
- 75% increase in those that said they hardly ever felt left out
- Average number of GP visits dropped by 16%, giving a potential cost saving of £947 per year for 40 users, or £2,368 per 100 users per year (£868 allowing for cost of service)
- 100% of participants used the service at the start of the trial
- 100% at the end said they still found it useful

The Push to Talk delivery team at Local Solutions Liverpool with MP Margot James Secretary of State DCMS 2019



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### Mary says:

*"When Chris, from the Local Solutions team came with the Push to Talk box my family said 'what do you need that for?' I told them it was for carers in the same situation as me, people caring and living on their own who don't always have someone to talk to. I love using it. I contact other carers and we have a laugh, it does everybody good"*

*She added: "My son who I cared for, for many years, although I see a lot of him. When I cared for him I hid it from people at work as I knew their thoughts about people with mental illness and didn't want my son talked about that way. It made me feel quite lonely. When I met with people from Local Solutions who introduced me to Push to Talk I felt like they were giving a voice to the carers"*

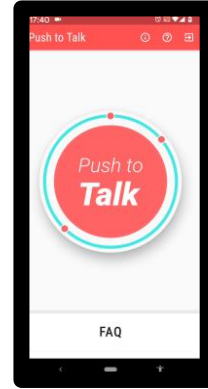
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## How Much Does It Cost?



**Button**

**£45 for the device**



**App**

**Free to Download**

**Both have a subscription fee of £15 per month**





# What the Future looks like for Push To Talk

- Starting a trial in December 2020 with Anglesey and Gwynedd County Councils for 6 months
- This is in conjunction with Adra Housing association and Age Cymru
- Starting in Jan- March 2021 a new trail with Conwy and Denbighshire
- This is in conjunction with Hafal Mental Health Services for Wales.





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