

## **MOBILE PHONE USAGE STATS UK AGED 65 AND OVER**

NB Standard mobile phone otherwise known as a dumb phone or a feature phone.

The feature is often the larger keys.

**67% of people in the UK aged 65 & over use a smartphone**

**26% of people in the UK aged 65 & over use a standard mobile phone**

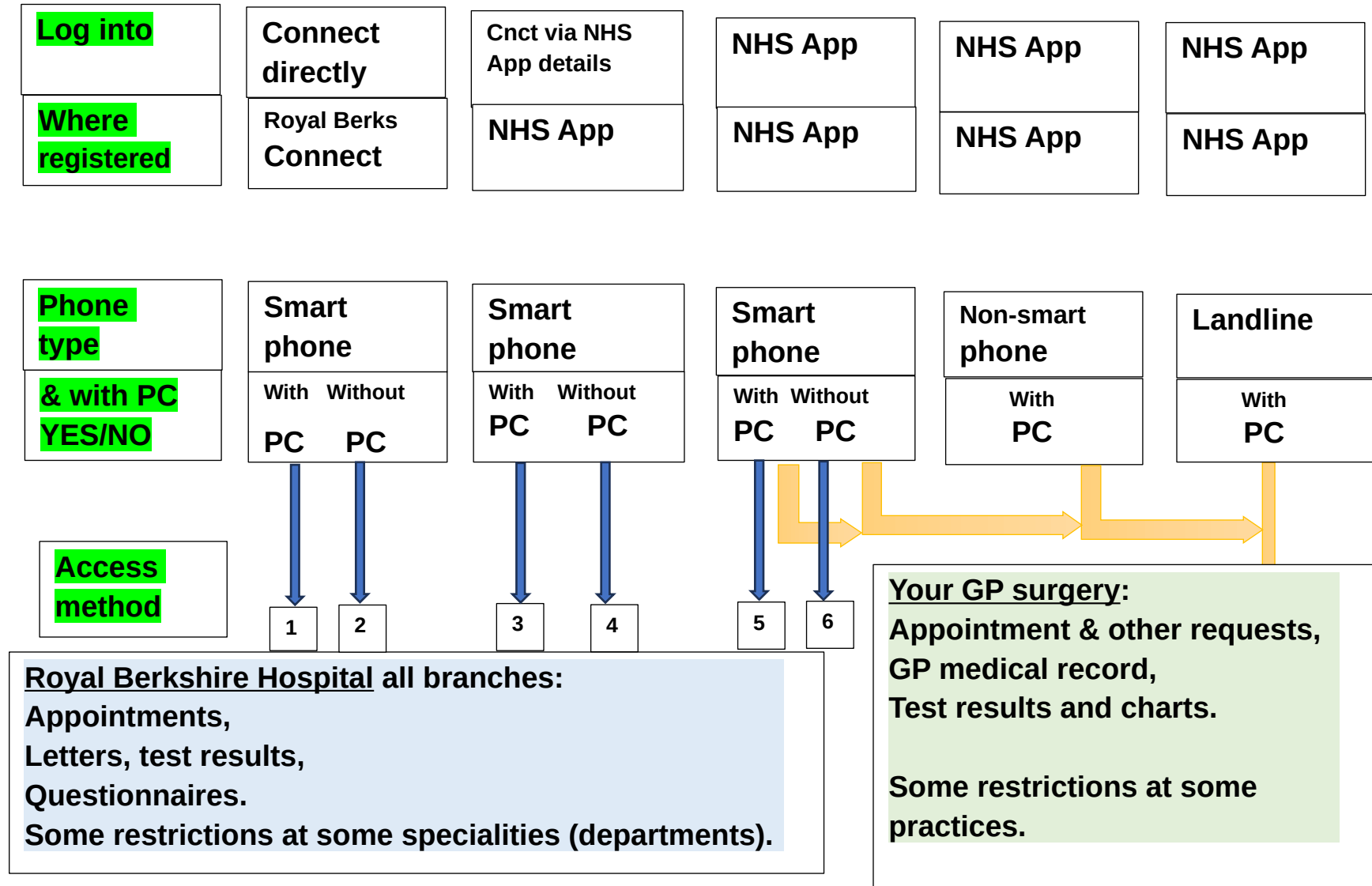
**7% of people in the UK aged 65 & over do not use a mobile phone**

[www.ageuk.org.uk/siteassets/documents/reports-and-publications/reports-and-briefings/active-communities/internet-use-statistics-june-2024.pdf](http://www.ageuk.org.uk/siteassets/documents/reports-and-publications/reports-and-briefings/active-communities/internet-use-statistics-june-2024.pdf) page 6

**95% of UK population have internet access at home**

[www.ofcom.org.uk/siteassets/resources/documents/research-and-data/online-research/online-nation/2025/online-nations-report-2025.pdf?v=409837](http://www.ofcom.org.uk/siteassets/resources/documents/research-and-data/online-research/online-nation/2025/online-nations-report-2025.pdf?v=409837) page 14

## 6 WAYS OF ACCESSING MOST OF YOUR LETTERS AND APPOINTMENTS AT RBH



## OTHER POINTS

Royal Berkshire Connect is also known as  
Connect Portal,  
Zesty Portal,  
Patients Portal UK or PPUK.

Connect is not the only portal at RBH. Others include myCORE. These are not always designed to be accessed via your NHS App logon details.

Not registered with Connect: will receive hospital information via the postman.  
Not registered with NHS App: will receive some GP information via the postman.

### Advantage of directly logging into Connect

- Can update most of your profile information.
- Advantage logging into Connect using your NHS credentials
- Can also see your information held by your GP
- Proxy logging facilities for children and other cared for patients

## OTHER PERSPECTIVES

### Ask for Help centre feedback

- Easy to find
- Easy read
- **Balanced view or only the positive points identified**
- Clear and grammatically correct

### Ask for product description and FAQ feedback

- As above
- Clear explanation of how Connect and NHS fit together
  - Pros and Cons
- Avoid “some”. More specific is helpful to patients
- Hospitals outside RBH group use alternatives to Connect. Register as necessary. Info not consolidated.
- Guidance for users of “dumb” mobile phone users

### Ask for Connect usability feedback

- Does it flow
- Distractions and inconsistent terminology
- Any guidance on how to set up short cuts