Shaping the Digital Future of Health and Care

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Emerging Key Themes

Interoperability information is visible regardless of who captures it

AI and automation improved efficiency and productivity

Digital front door citizen empowerment and self-management

Data and analytics PHM and informed decision making

Digital Inclusion People can make the most of digital tools and services

Workforce digital skills, culture and readiness Working with HCP workforce group
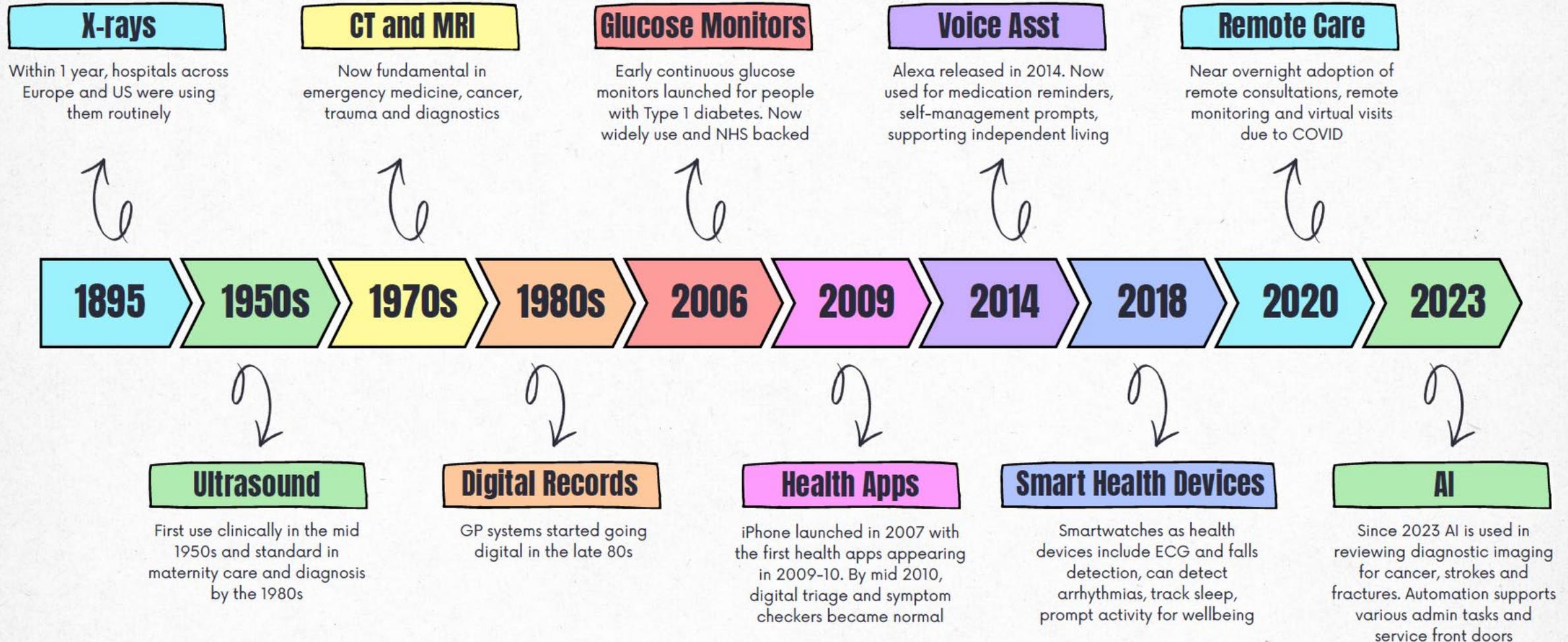
Cyber security and data protection Critical foundations

Digitally enabled models of care prevention and care in the right place

EVOLUTION OF TECH AND DIGITAL IN HEALTH AND CARE

We get used to technology fast when it works and feels safe

X-rays

Within 1 year, hospitals across Europe and US were using them routinely

CT and MRI

Now fundamental in emergency medicine, cancer, trauma and diagnostics

Glucose Monitors

Early continuous glucose monitors launched for people with Type 1 diabetes. Now widely use and NHS backed

Voice Asst

Alexa released in 2014. Now used for medication reminders, self-management prompts, supporting independent living

Remote Care

Near overnight adoption of remote consultations, remote monitoring and virtual visits due to COVID

1895 > **1950s** > **1970s** > **1980s** > **2006** > **2009** > **2014** > **2018** > **2020** > **2023**

Ultrasound

First use clinically in the mid 1950s and standard in maternity care and diagnosis by the 1980s

Digital Records

GP systems started going digital in the late 80s

Health Apps

iPhone launched in 2007 with the first health apps appearing in 2009-10. By mid 2010, digital triage and symptom checkers became normal

Smart Health Devices

Smartwatches as health devices include ECG and falls detection, can detect arrhythmias, track sleep, prompt activity for wellbeing

AI

Since 2023 AI is used in reviewing diagnostic imaging for cancer, strokes and fractures. Automation supports various admin tasks and service front doors

What we've achieved

- 'Minute' adoption in Adult Social Care and NELC - Ambient Voice Technology for transcription of meetings and assessments, saving admin time

- AI Legislation Assistant – known as Hanc, developed in partnership with 4 LAs to support practitioners. Now being scaled by ADASS regionally

- AI Cancer Screening Assistant- awarded innovation funding from the Cancer Alliance to co-design a tool to support people with lower levels of literacy and English as a second language

- AI Ethics workshops – one of three Council's selected to work with the Social Care Institute of Excellence to co-design an AI Ethics Framework

- CoPilot roll out – training for colleagues on the use of Copilot to enhance productivity, assist with various tasks, and provide information

- HCP Leadership session – led a Digital transformation alignment and prioritisation' workshop with HCP Leadership to drive Place based decision making

- Holistic care planning platform – Exploring options to create shared care plans on a single platform, integrated with clinical systems (Health and care passport, Cancer Care Plans)

- Digital Place board – monthly meetings of Digital Leads to enable collaboration and joined up planning

Neighbourhood Health

Working Well

- Enthusiasm from colleagues to work together and improve care for our neighbourhoods

- Collaborative working

- Relationships between providers, both statutory and VCSE

- Significant number of services using the same system improves data sharing ability (some questions around whether the system itself is a benefit or a hindrance)

Challenges

- Awareness of what VCSE services can support someone before statutory services are needed and at the point of discharge from hospital and how to refer to them

- Disconnects between different clinical and VCSE systems

- Delays in sharing information between services (where there are disconnected systems)

- Paper based processes still exist

- Systems don't always support early identification of need

Working with NHSE National Digital Team to co-design digital approaches to Neighbourhood Health (one of eight places nationally) – first process mapping session completed

WHAT DOES IT MEAN TO YOU?

So What?

Informed Decisions
Clearer, faster access to data
More up-to-date insights about local pressures
Better understanding of demand

Communication
Improved communication with residents
Generate clearer, quicker resident updates
Reduced admin burden

Meeting Expectations
Residents now expect online services
24/7 access
Self-service for simple tasks
Joined up records

Assurance
Safety, ethics and risk is well managed
Systems are resilient to cyber threats
Increased financial stewardship

Inequalities
Tackling inequalities not widening them
Supporting people to be digital included and ensuring inclusive options remain

Workforce
Supporting the workforce with reduced paperwork, more face to face time, faster and simpler processes

Independence
Supporting independence and community resilience
Avoid crises and hospitalisation
Self management of long term conditions

What's next?

- Further developing the approach to Neighbourhood Health
- Digital innovation day - Place wide with regional representation
- Workforce Digital Skills programme – linked to HCP Workforce Group
- Digital Inclusion – HCP led approach
- Asthma App pilot for CYP
- Digital Front Door – discovery work to begin scoping our requirements
- Public Health wellbeing app – AI proof of concept
- CYP MDT's – supporting improved processes and access to information
- Navigo services integration with NHS App – part of a national pilot
- Refreshed HCP Digital Strategy

National Directives and Opportunities

What's influencing some of our workload/decisions?

- NHSE 10 year plan

- NHSE Medium term planning framework

- CQC Assurance Framework

- Mandated CP-IS implementation in scheduled care settings
  (child protection information services)

- NHS App Developments

- Frontline Productivity Funding – CICs eligible for the first time! (This is a brilliant achievement)

Changes to the ICB Digital team

The ICB will continue to have responsibility for strategic digital leadership, though resources will be scaled back at both regional and national levels.

However, our ICB Digital Leadership is keen to maintain strong collaborative support for our Place.

There is a risk that silos might develop, such as neighbourhood health services being managed differently across various areas.

This situation increases the importance of organisations actively sharing successful practices.

It is essential to rely on partners to collaborate consistently, making cooperation the standard approach.

Maintaining national communication channels remains crucial.

Continued presence on Digital SLC supporting continuity and transparency of strategic direction

In the end, efficient and strategic working will be vital.

Potential Discussion Points

- What does good digital inclusion look like for our communities?

- How should we approach the opportunities and risks of AI?

- What should a Digital Front Door offer for residents?

- How can we support and scrutinise neighbourhood-level digital integration?

- What are members' expectations for digital workforce skills?

- How do we safeguard Place influence as ICB digital structures change?