Nottingham and Nottinghamshire Integrated Care System

Public-Facing Digital Services
Our Refreshed Strategy for 2021-2024

Change Control and Future Reviews

Name	Version	Date	Changes/Comments
Alexis Farrow, Head of Strategy & Transformation, Connected Nottinghamshire	0.4 0.9	18/01/21 18/02/21	Amend to document structure Review following amends
Public-Facing Digital Services - Patient Advisory Group	0.9	15/03/21	Need to acknowledge that Providers are at different stages of PFDS maturity
Connected Nottinghamshire Programme Team	0.10	10/03/21	Update data(S7), simplification of wording, addition of extra slides to illustrate provider progress & KPI's/outcomes to be delivered. Model wheels – add in summary.
Data, Analytics, Information and Technology Board	0.10	16/03/21	Acknowledged work in progress
Patient Information Forum	0.11	14/05/21	Full strategy review and amends made to ensure readability, content and format, is accessible and adheres to health literacy standards.
Alexis Farrow, Head of Strategy & Transformation, Connected Nottinghamshire	0.12	04/06/21	Streamline S11-Notts NHS App Implementation Roadmap
Connected Nottinghamshire Programme Team	0.13	09/06/21	Comments received, amends made
Jacqueline Taylor, Director of NHIS/PFDS SRO	0.14	15/06/21	None
Nottingham City and Nottinghamshire County Council	0.14	06/07/21	None
Public-Facing Digital Services Programme Board	0.14	1/06/21	None
Data, Analytics, Information and Technology Board – For final approval	0.14	28/07/21	Approved

Finalisation Date			28/07/21
Review Date			July 2022

Strategy Summary

The Nottingham and Nottinghamshire Integrated Care System (ICS) is a partnership between NHS bodies, local councils and others. Together we look after resources, deliver NHS care and work to improve the health of the people in the area.

Since 2018, we have been finding ways to give people better health and care through digital tools and services. We call these Public-Facing Digital Services.

We have plans written down for how we are going to make sure this work carries on over the years and makes people's care better. We call these plans the **Public-Facing Digital Services Strategy**.

- During the Covid-19 pandemic in 2020 and 2021, people started using digital health services much more often. Lots of people who had never done it before started talking to their doctors, nurses and hospitals using smartphones, tablets and computers.

- At the same time, we had to set up more digital health and care services to make it easier for busy staff, and for patients, their families and friends.

This big change means that it is now time for us to look again at the **Public-Facing Digital Services Strategy.** This is to make sure our plans are up-to-date and working well.

The new version of our **Public-Facing Digital Services Strategy** sets out our plans from now to 2024.

Our aims:

People should be able to get what they need easily from the NHS and other health and social care systems.	To make sure that lots of people can use digital tools and services easily if they want to.
That new ideas and tools are thought about and brought in.	To make it easier for people to make choices about their own health and care.

Working with our community:

- We have asked lots of people what they want from Public-Facing Digital Services. Because of this we already know that people want to sign on to digital health and care services in just one place. This one place is called the Notts NHS App. It is a local version of the national NHS App.

- As we set up new parts of the Notts NHS App, we are working with lots more people. They will tell us if our plans make sense and work well for the people who will be using them. We will also be testing to check that new services really do make people's health and social care easier and better. Also, that they make life easier for staff.

- We know that some people cannot use digital services or find it hard. We understand that it is very important that we do not ignore these people. Our plans explain how we will offer support and training to get people up and running. We will also make sure that other services that are not digital are not taken away.

Foreward

Jacqueline Taylor

Nottinghamshire Health Informatics Service Director and Senior Responsible Owner, Public-Facing Digital Services

The Covid-19 pandemic has changed the world, with digital technology being much used to help keep people in touch. When social distancing and self-isolation rules were in place, people needing advice from care professionals often took part in video meetings. This allowed care to continue without face-to-face meetings. Such video meetings are now still happening, even when there is less need for social distancing. Hospitals also used digital technology to share updates when they were could not allow visitors. These updates gave some comfort to the relatives of Covid-19 patients and others in intensive care. Health and social care has changed greatly, we hope for the better. The Notts NHS App offers people a safe and easy way to find out more about support on offer and how to manage their own care.

Dr Ian Trimble

Clinical Lead

Public-Facing Digital Services

The way that people access care has been changed by the Covid-19 pandemic, with many now using digital devices much more often. People are getting better at accessing records, information, advice and services. In future, the Notts NHS App will offer a single, safe way in for people to see their records and care plans, and choose what to share with their care providers. They will be able to record and share images and measurements, and message with healthcare providers and others. This will help people to find the right care when they need it and to avoid unneeded journeys to the GP surgery or hospital. People's health outcomes and experience of care will be improved.

Patient Advisory Group (PAG): Patient Representatives

Life has changed quickly over the past 12 months. Nottingham and Nottinghamshire Integrated Care System and its partners have led the way in using technology. They have improved the design of digital support services so that patients, carers and their healthcare professionals can communicate better using digital devices. Now more people need to hear about these healthcare services so that everyone can be empowered to be more involved their own care. We have joined the PFDS Patients' Advisory Group to help make this happen. As patient leaders, we're passionate about being involved in the design and production of services that directly affect us. This means giving feedback to help make sure as many people as possible benefit from plans; we may suggest changes and have fresh ideas. We are particularly passionate about supporting patients who are digitally excluded. We believe the public must be at the centre of talks so that the voice of people who cannot use technology is heard. Digital exclusion must be reduced by giving people the digital tools, confidence and know-how.

Introduction

Overview

Our vision for Public-Facing Digital Service (PFDS) is to empower people to use digital health and care services wherever possible. Also, for frontline staff to have digital services and tools that make their work easier by giving them access to everything they need to make informed decisions. We want people to be able to access care in an easy and joined-up way, using tools that many already use elsewhere in their daily life.

The PFDS strategy is led by the **Data, Analytics, Information and Technology (DAIT) Strategy 2020-2024**. In particular by goals to:

- develop our Public-Facing Digital Services
- improve the digital literacy of staff, the capability and capacity of our digital and informatics specialists, and to develop our culture, investment and governance.

Our new strategy explains how we are going to continue to improve digital services for people using health and social care while working towards these goals. It takes account of what we have learnt during the past 18 months and what we now know we need to do.

There is a table at the end of this document explaining words and phrases used in this strategy.

Our Headlines

- Making health records that are held by patients (patient-held records) a core part of the **Notts NHS App**. This service is called Patients Know Best (PKB) and is now part of the NHS App.
- Being the first area in the country to become an **NHS App Beacon Site**.
- Having one of the **highest %** of patients registered for the NHS App in the country.
- Speeding up the introduction of online GP and other primary care consultations during the Covid-19 pandemic. This would normally have taken 12 months.
- Establishing the **Digital and Social Inclusion project**, with new models of support and a focus on improving digital health literacy.
- Forming our **Patient Advisory Group** to hear people's views and be challenged on Public Facing Digital Service plans.

What our strategy means for people

As a **person living** in Nottingham and Nottinghamshire this means:

- You will have public facing digital health and care service so you can access health and care services digitally from a single trusted place. This will provide you with the information you need about your health and care, and community services.

- The right information will be there for you at the right time. This will reduce the number of times a person might have to repeat themselves to health and care services.

As a **person receiving support** from our health and care system:

- You will be able to communicate with health and care professionals through a single secure application, the Notts NHS App. There will be a range of information and online services to support the delivery of your health and care services.

- If you need help to access digital devices, skills and day-to-day support, you can use the Get Notts Connected Service.

As a **person working** in our health and care system:

- You will have the right digital tools to do your job. There will be an efficient digital support structure so that you can deliver services in any of our buildings, in the community and people's homes.

- You will have the information you need in one place. This will help you to provide people with the best health and care.

Digital Timeline

Digital Transformation

× Digital health and care services patchy and not joined up
× Not many people using digital services
➢ Digital health and care now seen as valuable and talked about in national policy
➢ More money and time need to be put into digital technology

30% of people in Nottingham/Nottinghamshire had used digital to check their health conditions *

10% of people in Nottingham or Nottinghamshire had accessed digital consultations

45% of people in Nottingham or Nottinghamshire had accessed directories of services online *

30% of people in the region had used digital health and care services*

73% of people in the region expected this to increase in future *

Digital Evolution

➢ During the Covid-19 period February to May 2020 there was a change in the use of digital technology across health and care, with an extra £2.5 million invested in digital services
➢ This change has seen people using new digital care services

279% Increase in NHS App login from March 2020 to March 2021 **

March 2020 → March 2021

27.1K → 75.6k

274% Increase in online prescriptions ordered during Covid-19 **

March 2020
3,715 Online prescriptions ordered

March 2021
10,188 Online prescriptions ordered

Digital Revolution

➢ More online and remote consultations and checking of people's health
➢ Empower and enable people to self-manage, self-monitor and self-serve their health and care.

73% of people in the region would like access to digital service to manage their health *

59% of people in the region would like to access consultations online *

For a digital revolution across the system we need to increase and put in place:

↑ access for more people to use digital technologies to allow online and remote consultations etc.
↑ a single digital health and care record
↑ an empowered and skilled workforce
↑ investment in digital technology to deliver better services and greater benefits for the people of Nottingham and Nottinghamshire

* Connected Nottinghamshire public engagement and research [2018]. Insights gathered pre Covid-19 with Board commitment to re-evaluation of position post Covid-19   ** Information Source NHS App Dashboard

Digital Transformation

During 2018 and 2019 we worked to find out exactly what people in our area wanted from digital technology. People said they wanted:

- a single place to access healthcare records and GP services
- a site with up-to-date information people could trust
- to know that data was being used in an ethical and secure way

Based on these findings and government requirements, we set out our plans in the original strategy. It said that four important things needed to be in place to provide effective Public-Facing Digital Services in our area. (see picture)
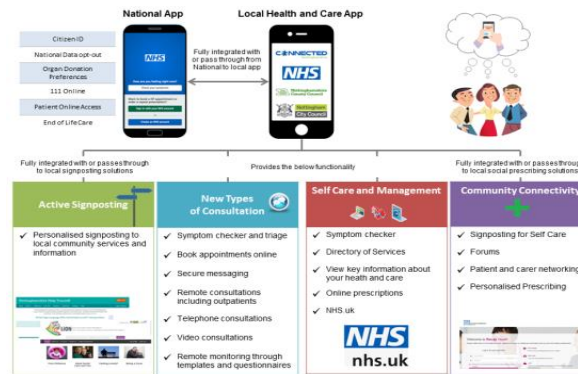
To give people a single place to access healthcare records and services, the NHS App became our single digital front door. We then joined this up with Patients Know Best (PKB) to give people extra features they had asked for and called this the Notts NHS App.

We knew that as well as providing digital tools for health and care services online, some people would need help to access them. This meant we needed to understand who in the area was digitally and socially excluded. We could then offer support in the right places to improve people's digital skills and abilities. Helping to overcome health literacy challenges locally was also important.

What We Did

- Checked with people whether they think technology could improve their health and care

- Did lots of digital and social inclusion research

- Listened to what people told us and formed a description of needs

- Published our first plans in the **2018 – 2020 PFDS Strategy**

- Started working with Patients Know Best (PKB) as our patient-held record

- Created the Notts NHS App and did user testing

Digital Evolution

Through work on the Notts NHS App during 2019/20, as set out below, we did what we said we would do in our Public-Facing Digital Services vision. The next phase of work aims for digital evolution of our products and services.

We used the Notts NHS App for:	We set up:	We tested and put in place new digital technology which:	Encouraged new digital services by:
• Online consultations in 92 of 126 GP practices • Family access to daily diaries for critical care COVID-19 patients, meaning fewer phone calls • Digital letters at Sherwood Forest Hospital Foundation Trust, keeping down post and paper costs • Giving access to others involved in care through social prescribing • Primary care appointment triage using questionnaires before booking an appointment	• Primary care user groups to share good practice • A Patient Advisory Group to help us talk with with the public • A plan of work to help reduce health literacy barriers with the Patient Information Forum • Collaborative working with volunteer groups and the community • The "Get Nottinghamshire Connected" digital and social inclusion project • A dashboard to keep track of how we are doing and to monitor the benefits • A assurance system to ensure high standards	• Has joined up the Notts NHS App and PKB so patients can sign on in one place. This is the first patient-held record joined with the NHS App • Makes it easier for patients who already have access to NHS online services to prove their ID • Improves communication between patients and professionals using messaging • Increases the quality of data on the national Personal Demographics Service (PDS). This can then be used to update GP records	Setting up tele-health: ✓ to allow remote checks on women with high blood pressure after giving birth ✓ checking people's blood oxygen though the "Pulse Oximetry at Home Service" • Five care homes and assisted living facilities using digital GP consultations and checks on vital signs • An audit of care home IT infrastructure, hardware and digital skills to find any gaps • Agreeing as a local Integrated Care System (ICS) projects to test whether digital technology can improve frailty and respiratory services

Digital Revolution

During 2021 we are hoping for digital revolution as we improve the Notts NHS App.

We will carry on involving people in the design and production of everything we do. This is to make sure as many people as possible are able to benefit from our outstanding digital health and care.

We are doing another review of digital inclusion and data poverty in our area. This will help tackle health inequalities so our services can reach as many people as possible.

The rest of this document talks about:

- National and local policies that recognise the value of digital health and care and backs our vision

- Our refreshed PFDS model, which underpins our plans

- What we will deliver and how we will get there as we aim for outstanding digital health and care by 2024

- What we expect, plans to ensure our work can stand the test of time (sustainability) and the way we are organised (governance). For example, the checks and balances we have in place.

Notts NHS App Implementation Roadmap

The organisations that make up the ICS are at different stages in the development and implementation of their Public-Facing Digital Services.

Organisation	Usage	In Use	Apr-June 2021	July -Sep 2021	Oct-Dec 2021	Jan-Mar 2022
Primary Care	Online consultations (92/126 practices) Remaining practices	✔	✔	✔	✔	✔
Exemplar GP sites • Middleton Lodge • Hucknall Road • Roundwood • Stenhouse	Secure messaging, online consultation, measurements Routine consultation questionnaires Routine consultation and long term condition questionnaires Secure messaging and online consultations	✔ ✔	✔ ✔	 ✔		
Primary Integrated Community Services	Social prescribing support plans Pain management questionnaires			✔ ✔		
CityCare	Muscular skeletal pain management questionnaires			✔		
Sherwood Forest Hospitals	Outpatient digital letters(1) Other digital letters(2) Outpatient appointments Paediatric epilepsy Pre operative questionnaires Gastroenterology questionnaires	✔(1)		✔ (2) ✔ ✔ ✔ ✔		
Nottinghamshire Healthcare	Perinatal care plans Primary Care Psychological Medicine			✔	 ✔	
Nottingham University Hospitals	Integration with existing public facing digital services			To be Confirmed		
Local Maternity and Neonatal Services	Library, questionnaires and Care Plans			✔		
Care Homes	Secure messaging, measurements, symptoms and files	1		3 planned	✔	✔
Pharmacies	Affiliation			✔		
Our population	Varied to support their own self management Use case promotion	✔		 ✔	✔	✔

Monitoring Performance

We have set the goals below that we want to achieve. These are reported on monthly at our Board meetings to monitor them and highlight any actions we need to make improvements.

Key Performance Indicator	Monthly Target	KPI Data Description
Monitor the number of citizens that are registering for the NHS App across the ICS	200,000	Number of patients that have the basic NHS App registration
	150,000	Number of patients that have the full NHS App registration
	1st	Where Nottingham and Nottinghamshire rank against the Country in having the most NHS App registrations
Monitor the percentage as to how close we are to meeting our monthly target of 6,194 new registrations	6,194	Number of patients per month that have registered for the NHS App
	100%	The percentage of how close we were to meeting our monthly target of 6,194
Monitor the increase in utilisation and login's into the NHS App	50%	Number of patients registered for the NHS App plus 50%
		The number of NHS login's received per month
Monitor ordered repeat prescriptions through the NHS App based on the total number of registrations	15%	15% of the total number of patients registered
		The number of repeat prescriptions ordered through the NHS App per month
Monitor the number of citizens who are claiming their PKB account through the NHS App	60%	Number of patients claiming their PKB account
		Percentage of registered patients claiming their PKB account through the NHS App
Monitor the number of occasions when citizens have logged into the NHS App and accessed PKB functionalities	For Information	Number of patients who have logged into the NHS App and clicked through to a PKB functionality

National Context

Public-Facing Digital Services aim to empower people to take control of their own health and care. This will help improve their health and how well their care works for them.

Helping to improve people's digital and social inclusion and health literacy is a vital part of enabling people to use technology.

Many national health care strategies, mandates and good practice publications emphasise this. Here is a list of some of them.

- **Integration and Innovation: working together to improve health and social care for all (2021)** describes working together to plan addressing people's health needs in the future. It includes the use of technologies so that over time the people we care for can live healthier lives for longer.

- **The Long Term Plan (2019)** pledges the right of every patient to online digital GP consultations in the next five years. Also, widespread digital access across the NHS in the next 10 years.

- **NHSX's Tech Plan Vision (2019)** focuses on the need for digital tools to support individualised care, personalised information, advice and to keep patients healthy. It also stresses that digital services need to be easy to use and inclusive. Non-digital alternatives must remain available.

- **Enhanced Health in Care Homes**, **Care Homes Directive** and **Joining up Care**, making sure care professionals have the skills and abilities to work digitally. Seeks to deliver remote health and care services to improve the health and wellbeing of service users/care home residents. Underpinned by a robust digital infrastructure, access to care records, data-sharing for planning and use of technology enabled care and remote monitoring.

- **Digital First Primary Care** offers easy access to tools that direct them to the right digital or in-person service for all primary care services. This includes receiving advice, managing consultations, having a consultation, receiving a referral and getting a prescription.

- **The Comprehensive Model for Personalised Care** describes how each person should have a single summary care and support plan in a digital format where possible, which can be edited by the person.

- **WE ARE THE NHS: People Plan for 2020/2021 - action for us all** highlights how the Digital Nurse Network has supported nurses working in general practice and other care settings to use and promote digital services.

- **Good Things Foundation's NHS Widening Digital Participation** proved that online health information and having the digital skills to access information can have a positive impact on people's lives. Supporting this behaviour change could save the NHS around £6m a year.

- **COVID-19 Social Care Support Taskforce Report Special** talks about "maximising digital and tech opportunities across local government, health, and voluntary sector for public, patients and carers, while being aware of the dangers of digital exclusion". A key theme.

Local Context

In Nottingham and Nottinghamshire public demand for health and social care is increasing. Organisations are struggling to meet this challenge, particularly with a declining workforce and the Covid-19 pandemic. Problems accessing services are a big source of public complaints and of stress for staff.

The digital agenda could transform health and care, in particular making access to services easier. Digitising public-facing services is vital to improvement plans by the Nottingham and Nottinghamshire ICS, Integrated Care Providers (ICP) and Primary Care Networks (PCN) among others.

- One of the high impact areas identified in **ICS strategic plans** is Technology Enabled Care (TEC).

- Our **ICS Long Term People and Culture** vision describes the need for teams capable of and comfortable with taking forward digitalised care and working with new technologies.

- One of the targets of the recently published **Data, Analytics, Information and Technology (DAIT) Strategy** is to develop PFDS so that digital contact is the default for people who want it. It also talks about the need to develop people's digital literacy of and continuing to develop TEC.

- Part of the **DAIT** thinking is based on an 'Internet of Things'. This includes tracking and sharing of data from devices worn by patients, remote patient checking, and alerts and management via TEC devices.

- As well as providing digital tools, we will support people to ensure they have the ability and skills to access them. We will use experts from private and third sector organisations to help improve digital inclusion and health literacy.

- **East Midlands Academic Health Science Network (EMAHSN)** shares information and connects peers. This means that each Scientist Training Programme area knows about progress elsewhere. It offers the chance for them to work with others where there are common goals, reducing duplication and reinvention. EMAHSN also identifies ideas and work likely to support our strategy, and provides external checks and balances.

Our Refreshed PFDS Model

The refreshed Public-Facing Digital Services plan talks about four things we want to deliver so that we can have outstanding digital health and care in our region.

Support for self-management and self-care by providing a range of TEC that is easy to access. This will be through a single entry point using an 'Internet of Things' approach. This will include remote consultations and checking, telecare services, and using smart and connected home technology.

Reduce health inequalities and make sure people are not left out of digital services because of socio-economic factors. We will support people to get online and become more confident and capable of using digital tools that support their health, care and wellbeing. We will look for new and exciting ways of doing this.

Work with staff, the general public and volunteers to design and produce services. We will use the power of shared data and knowledge to spark great new ideas. This approach means that both services and people using them become far more effective agents of change.

Enable people to use their knowledge, skills and experience to manage their own health and make informed decisions about their care and treatment. Support people to improve their health, giving them the best chance of leading the life they want.

Technology Enabled Care

Digital and Social Inclusion

Co-Production and Design

Personalisation and Empowerment

Public Facing Digital Services

Delivering Outstanding Digital Health & Care

Integrated Care System
Nottingham & Nottinghamshire

New types of Technology Enabled Care

New types of Technology Enabled Care

TEC describes technologies that can help people to self-care and self-manage their health and care with support from services. These include telecare, telehealth/therapy, telemedicine, apps, wearable devices and smart home technology.

Have a one-stop shop for:
- people and professionals
- single process, referral and triage, joined up with social care services
- information about services funded by the person and by social care
- signposting to other assisted living services
- patient groups to flag up new technologies for PFDS to use

Single Point of Access
Accessibility

Consultations and Monitoring
- Access to care from a person's own home, wherever home may be.
- Real-time checking
- Telehealth and Teletherapy
- Physical and mental health
- Wearable devices
- Internet of Things

Technology Enabled Care
Empowerment · Convenience · Independence

Digital Telecare
- Falls prevention – at home and away
- Location tracking
- Behaviour and activity checking
- Sending reminders
- Sensing environmental and physiological factors affecting a person's health

Smart Connected Homes
- Make best use of technology people already have in their own homes
- Ensure safe, secure homes
- Detect activity and track sleep
- Check and control the environment
- Manage multi-media
- Enable remote social activity and interaction

Integrated Care System
Nottingham & Nottinghamshire

Digital and Social Inclusion

Digital and Social Inclusion

It is vital to our plans for us to make sure people are not left out of health and care, especially digital services. Four pieces of work, shown below, aim to reduce health inequalities and ensure people aren't excluded from digital services because of socio-economic factors.

Evaluation
- Use evaluation to give a strong evidence base for different types of intervention
- Prove the impact of schemes and how they are changing health and care for the better
- Improve schemes to create even greater impact
- Use PAG to review, guide and challenge our activities

Digital Skills
- Empower people with digital skills training and support. Offer a range of different learning methods and ways of accessing.
- Provide digital skills packages to staff
- Expand the Digital Champions Network and provide digital tools to the public and staff

Collaboration
- Work with organisations and communities to ensure all areas are covered
- Encourage collaboration to ensure schemes will stand the test of time and to close the digital divide
- Look for chances to apply for funding to get better outcomes

Accessible Information
- Use health literacy research to increase what we know about how people understand and act on information
- Improve the digital literacy of staff
- Provide accessible information to reduce health inequalities including health and digital literacy problems. To help everyone to act in their own best interests

Central diagram: **Digital and Social Inclusion** — Person Centred, Empowerment, Equality, Sustainability

Self-Care, Personalisation and Empowerment

Self-Care, Personalisation and Empowerment

Personalisation gives people with long-term illnesses or conditions support that is tailored to their needs and wishes. Empowered people can have as much or as little responsibility as they wish over decisions and actions affecting their health and care.

Prevention
- Improve prevention with new technologies such as genomics and artificial intelligence
- Use our local digital systems (GPRCC) and data from devices worn by people to find patients who may benefit from more contact with health and care professionals

Self directed support & Management
- Widely communicate the availability of the Notts NHS App
- Using patient activation to allow people to take more control and responsibility for their health and care choices and decisions
- Use self-assisted management including health coaching and peer support
- Support expert patients

Community Based Support
- Signpost to community assets
- Provide the right sort of access for people with different needs: in person and remotely
- Reduce isolation through social connections

Outcomes focused Support
- Use the "What About Me" tool to start conversations
- Ensure personalised care and support
- Suggest different ways of delivering care depending on what people want from it

Central diagram: Self-Care Personalisation and Empowerment — Interventions, Inclusion, Self-Care, Tailored

Co-Production and Design

Co-Production and Design

Involving other people in design and production is vital if we are to get the best for everyone from our Public-Facing Digital Services strategy. To keep people involved, an ongoing cycle of improvement, user acceptance and review will be in place.

Ownership, Understanding and support
- Help people to take responsibility for using PFDS to improve their own healthcare
- Put support in place to fill digital gaps in infrastructure, hardware and literacy

Shared Decision Making
- Enable people to have the same choice and control over their mental and physical health that they expect in every other aspect of their life
- Allow people to be able to reach decisions about their treatment

Engagement and Involvement
- Encourage people to be actively involved from the start
- Involve people from hard-to-reach and under-represented groups, and local community groups
- Use of creative thinking to solve problems
- Constructive challenge from patient groups to help us deliver PFDS

Communication
- Targeting of our different audiences, taking their individual needs into account
- Have good communication with staff and people
- Pay particular attention to communicating with hard-to-reach groups and people whose voices are not often heard

Central diagram labels: In Control · Involved · Co-Production and Design · Supported · Informed

Our journey to Outstanding Digital Health and Care

Integrated Care System Nottingham & Nottinghamshire

2021 = **2024**

TEC feeds built into GPRCC & reactive workflows developed

Developed Business case to digitally support Care Homes

TEC Proof of concept to support discharge, respiratory & frailty pathways

Continue to develop the digital skills & confidence of our public

Establish digital & social inclusion approach across ICS stakeholders

Revaluate digital & social exclusion levels of our population

Access to TEC for all is simplified

Primary & community care remote monitoring Strategy developed

Improvement / Introduction of sustainable digital inclusion schemes

Commitment to understanding & improving Digital Health Literacy

Technology Enabled Care — **Digital and Social Inclusion**

Public

Delivering Outstanding Digital Health & Care

Services — Facing

Digital

Co-Production and Design — **Personalisation and Empowerment**

Integrate smart home technology as a means of using the Notts NHS App

Create Digital Health & Care Senate

Exploit Notts NHS App functionality to manage health and care demand

Wider use of Notts NHS App across health and care services

Revisiting public research via Healthwatch & Healthwave to ensure on-going strategy alignment

Use patient groups to identify further uses of the Notts NHS App

User experience insight information guides development, planning and usage

Reduce social isolation by using PFDS to connect people with community based support services

PFDS used to support social prescribing services to deliver health and wellbeing

Use KPIs to monitor usage which shows us increased empowerment

- Notts NHSApp becomes embedded into business as usual

- Digital contact becomes the default route for the public to engage

Ensuring Delivery of our Strategy

1. Clear Expectations	2. Sustainable Delivery	3. Good Governance
• A Digital Health and Care People Senate will involve everyone in the ICS. This includes the general public, people using services, people providing health and care services, and delivering technologies. They will shape those services and have a part in their success.	• Careful investment in modern and secure technology improves care, increases productivity, reduces the burden on staff so there is more time to care, helps manage demand by enabling care to take place in the right setting and improves patient experience.	• The PFDS Board has two key roles: – provide strategic direction – accountability for the success of the programme
• All ICS organisations will have a champion at executive level committed to collaborative work on the digital agenda. They will be the Senior Responsible Owner for their organisation, able to make decisions.	• PFDS is a central part of the ICS five-year strategic plan and the system operational plan. Resources will be reviewed (capital and revenue) to ensure enough investment in health and care services technology by 2024.	• The PFDS strategy and work programme is delivered through professionally managed work programmes to ensure progress towards our goals.
• 'Digital First' is part of all Nottingham and Nottinghamshire strategies for health and care delivery.	• We will robustly evaluate what we have done and what we said we would do, and publish the results.	• The top three challenges to implementation are change management, culture and future proofing. We are addressing these barriers by having: – effective change management – a process to reveal benefits – a risk-management model that ensures that risks, issues, actions and decisions are managed by the Programme Board.
	• We will continue to work together with others to bid for NHS Targeted Transformational Funding.	• There is more oversight through the DAIT Board and Digital Collaborative Oversight Group and the ICS Board in case problems need to be resolved.
	• Recognising the financial challenges, we will use a robust approach to ensure everyone benefits from technologies. The target return on investment will be at least three times the cost, with a proportion re-invested for further benefits.	
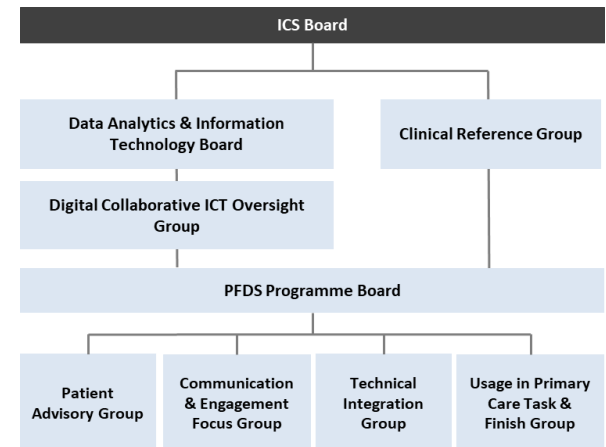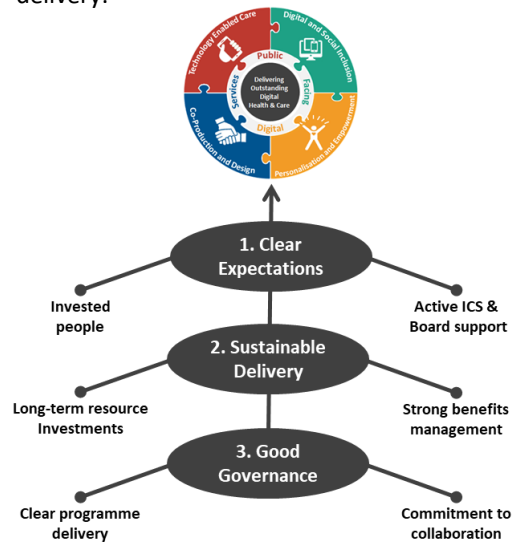
Explaining words and phrases (1)

Word or phrase	Meaning
"Archive and Assign"	A feature in Patients Know Best digital health record that allows professionals to organise their inbox and to avoid members of the same team duplicating work.
Assurance Framework	Checks and balances on how the work is developing. This includes looking at evidence, independent assessment, risk management, and control processes.
Beacon site	Sharing good practice and providing expert advice to others.
DAIT	Data, Analytics, Information and Technology.
Data Poverty	Not being able to afford access to digital devices, broadband or mobile data.
Digital Devices	Smartphones, tablets, computers, Apple watches and other 'wearables', Alexa, Google home hubs and so on.
Digital Evolution	Providing new technologies, innovating and modernising access in order to be more efficient.
Digital Exclusion	People who cannot use digital services or find it harder than most other people, for many different reasons.
Digital Inclusion	Digital inclusion covers: **Digital skills** - being able to use digital devices (such as computers or smart phones and the internet). **Connectivity** - access to the internet through broadband, wi-fi and mobile. **Accessibility** - services designed to the meet the needs of meet all users, including people who depend on assistive technology to access digital services.
Digital Letters	Appointment and other letters are sent directly to a patient's smartphone, tablet or laptop, avoiding the printing, admin and postage costs and inherent delay.
Digital Literacy	Having the skills you need to live, learn, and work in a society where communication and access to information is increasingly through digital technologies such as apps, internet platforms, social media, and mobile devices.
Digital Revolution	The spread of telecommunications and computer technology that create new ways of working and socialising. Sometimes referred to as the Third Industrial Revolution.
Digital Services	Apps and other tools that people can use on digital devices to get access to health and care services.

Explaining words and phrases (2)

Word or phrase	Meaning
Digital Transformation	Using digital technologies to create new or improved processes, culture, and customer experiences to meet changing needs.
GPRCC	General Practice Repository of Clinical Care - a local secure database containing patient data to predict gaps in care and provide solutions before it becomes a problem.
Governance (programme)	How we make decisions about the PFDS programme including all its projects. It gives a structure of oversight that deals with responsibility and accountability.
Health Literacy	The degree to which individuals have the capacity to obtain, process, & understand basic health information needed to make appropriate health decisions.
Integration	Flow of data across systems so that different systems can be used in one place.
Integrated Care System	A partnership between NHS organisations, local councils and others. Together they manage resources, deliver NHS care, and work to improve the health of the people in the area.
Informatics Specialists	People who work in technology, information and data to improve the safety and quality of patient care. This includes the fields of patient portals, electronic records, telehealth, healthcare apps and data reporting tools.
Internet of Things	When computing devices in everyday objects are connected via the internet. This allows them to send and receive data such as from tracking and sharing of data from devices worn by patients, remote patient checking, and alerts and management via TEC devices.
Key Performance Indicators	Measurements that show how well work is meeting targets.
NHS App	A simple and secure way to access lots of NHS services on your smartphone or tablet.
Notts NHS App	Integration of the NHS App and PKB to provide a single place to access both systems.
Online Consultation	A way for patients to contact their GP practice without having to wait on the phone or go into the practice. Using a smartphone, tablet or computer, you can contact your practice about a new problem or an ongoing issue.

Explaining words and phrases (3)

Word or phrase	Meaning
Patient Advisory Group (PAG)	A group of patient representatives who use their experience of using local health and care services to provide ideas and feedback on services being developed by PFDS.
Patients Know Best (PKB)	A paperless personal health record which brings together patient data from health and social care providers and the patient into one secure personal health record.
Pulse Oximetry	A test that measures the oxygen level in a person's blood.
Single Sign On	When a user logs in to an app and is then automatically signed into other apps. For example, NHS App and PKB.
Social Prescribing	A way for local agencies to refer people to a link worker. Link workers give people time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.
Technology Enabled Care	Technology to provide health and care services to people in their own homes, or near to home, helping people to live independently and safely. Examples include things like telehealth and telecare.
Telehealth	Communications technologies to provide health and care at a distance. Can be used for patients to send in vital signs readings, receive reminders and motivational messages.
Telecare	A monitoring service that offers remote support to elderly, disabled and vulnerable people who live alone in their own homes.
Triage	Finding out from someone who wants to see with a healthcare professional what their needs are and how urgent they are. Then organising appointments based on that knowledge.