

# Digital Health and Care Gloucestershire

2022 – 2025  
Summary presentation



# Our digital vision and priorities

## Our Vision

Design, develop and deliver simple and sustainable digital, data and technology services with our citizens, and our staff, to meet their current and future needs.

### Simplicity for the citizen

- Making the best use of technology
- Preventative and assistive technology

### Support for health and care colleagues

- Establishing a digital working culture

### Levelling up maturity and harmonising pace

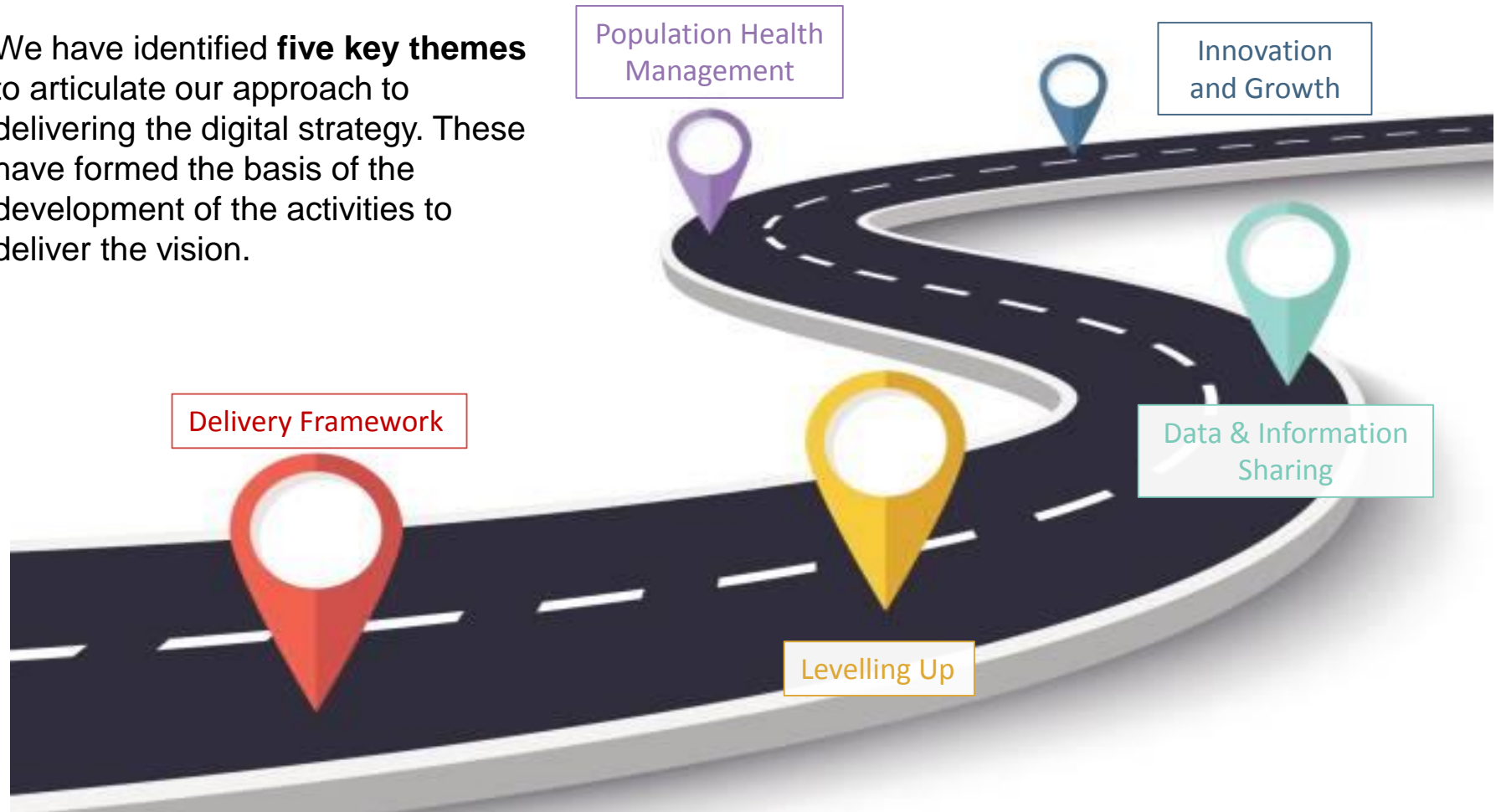
- Partnership working

### Joining up care across the county

- Shared care record

# Our Delivery Approach - Digital Strategy Themes

We have identified **five key themes** to articulate our approach to delivering the digital strategy. These have formed the basis of the development of the activities to deliver the vision.



# Digital strategy themes – innovation & growth

## Where are we now?

- Closer links with universities and medical schools have been developed to help alleviate workforce shortages
- Digital solutions such as online consultations and virtual wards have increased capacity and made some efficiencies in clinical services
- Service transformation leads are reviewing more digital solutions to improve patient care across the patient pathway

## Where do we want to be?

- **Improved access to technology solutions:** Develop patient-facing technology that provides people with a less intrusive and alternative approach to managing their health and care needs. The technology will be simple to use and access e.g. through single sign-on and will be thoroughly tested for data security and clinical safety.
- **Fundamental shift in workforce:** Develop a digital offer to ensure that the workforce has the best digital tools to work as effectively as possible, provides opportunities for career progression and development, the ability to work collaboratively across organisations and roles in sharing expertise, systems, services and technology. This includes support functions as well as the frontline. Develops a digital workforce to respond to changing environment, improving the recruitment and retention of our workforce across all disciplines.
- **Transformation and continuous improvement:** Invest in service transformation to maximise the impact of developing technologies in shifting the model of care, enabling personalised health and care and improving outcomes. Keeping on top of technological advances in improving outcomes for people through partnership networks. Utilising technology to reduce our carbon footprint.

## How are we going to get there?

- Develop and implement technology enabled care (TEC) strategy and plan
- Develop and implement One Gloucestershire community wide data analytics strategy and plan
- Continuous assessment of market / supplier developments through partnership networks
- Plan and embed at scale active citizen self-care / health management plan
- Working with partners in the regional UX lab to embed user-centred design (e.g. joint R&D project with BNSSG ICS around Autism)

# Our Outline Plan for Delivery – Key Deliverables & Outcomes Year 1

## WHAT DOES THIS MEAN FOR.....

### KEY PRIORITIES

- Establish delivery framework – strategies, plan and governance
- Establish requirements and procure new Shared Care Record
- Implementation / design priority digital foundations: unified network, system convergence in MH, acute, community and Council
- Design and implement hospital discharge dashboard
- Develop and pilot technology enabled care strategy in care homes, develop detailed TEC implementation plans and implement early prevention priorities

#### The people of Gloucestershire .....

- More people will have access to a broader range of technology enabled care to support living independently at home and in care homes
- People spend less time delayed in hospital, improved experience during discharge and increased independence

#### The staff in Gloucestershire.....

- Staff are able to access networks at any time, in any place, reducing frustration of sourcing information
- Improved confidence in commissioning TEC as part of care packages for priority cohorts
- Help shape the new shared care record capability to support care co-ordination and shared planning

#### A sustainable health and care system.....

- Clear delivery framework and detailed plans agreed cross system to enable rapid and successful implementation of digital strategy focussing on early prevention priorities
- Reduced delayed discharges and improved system flow, freeing up beds in hospital
- TEC targeted at key cohorts of need (such as care homes), reducing costs, workforce constraints and/or demand

# Our Outline Plan for Delivery - Year 1 key activities

## First 6 months

- Develop system-wide **digital strategy**
- Develop and agree system-wide **data strategy** – systems of record; consistent data utilisation; data interop; data sharing approach; information governance / security
- Develop and agree system-wide **governance structure** to deliver digital strategy – roll out local / national policy; investment approach; structure & decision making approach – agile, delegated limits, system v local
- **Cyber security:** develop and implement system-wide remediation plan
- Develop system-wide **operating plan / enterprise architecture** – technology, processes, people to deliver strategy

## Second 6 months

- Review and develop existing system-wide **change management approach** aligned to ICS approach and resource plan to deliver digital strategy
- **Cyber security: upgrade** in line with evolving digital environment e.g. hardware / information sharing
- **Change management resource** – capacity / capability sourcing, recruitment, training
- Develop and pilot **citizen / patient engagement approach** to deliver digital strategy
- **Implement system-wide governance structure** to deliver digital strategy

## First 6 months

- Establish requirements and procure **shared care record** (JUYI v2)
- Develop strategy and plan to improve **health and care information and services for citizens**
- Develop **plan for increased use of digital tools and platforms** – implementation of priorities e.g. MH apps, text services, BP monitoring
- Progress implementation of digital social care records with care homes / homecare providers

## Second 6 months

- Develop system **hospital discharge dashboards**
- Implement virtual wards

Data & Information Sharing



## Second 6 months

- Develop and pilot a **technology enabled care strategy**, supporting care homes to implement a care system
- Establish **data analytics strategy**, plan and implementation approach

## First 6 months

- **Digitally enabled workforce** – develop digital workforce plan, assess system capabilities / digital skills assessment; training needs and gap analysis
- **Digital foundations** – execute strategy including system-wide unified network (any user, access any network, any site), converged MS environment, simplified technology estate, end user devices, enabling connectivity for staff and citizens; plan for updating, converging, rationalise health and social care record systems (e.g. EPRs), implement paperless plan
- Draft / approve **digital inclusion strategy and plan**

## Second 6 months

- **Digitally enabled workforce** – implementation of digital skills programme; establish digital roles
- Implement **digital inclusion hubs** and innovation fund
- **Digitally enabled workforce:** Identify and implement priority digital tools / online platform

Levelling up

## Second 6 months

- Establish data warehouse capability and repository aligned to **PHM workstream**



## Bringing the strategy to life – people journeys



### Frank is 85, lives with his 83 year old wife and has been living with progressive dementia for 3 years

He has a number of health conditions of which restricts his mobility and requires him to take medication daily. His wife helps with basic care needs but is also frail. They live 75 miles away from their daughter who visits monthly. They receive twice weekly visits from domiciliary care to support with personal hygiene. Frank has started to change his behaviours, getting up in the middle of the night, letting himself out and wandering the streets and leaving the gas on the cooker. He has also had a recent hospital visit due to a mild fall.

### Themes

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#### Technology enabled remote monitoring in Frank's home will allow him and his wife to be as independent as long as possible

Sensor technology, linked to emergency remote monitoring dashboards will enable care support to monitor behaviours and intervene if needed. This includes front-door sensors, cooker sensors

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#### Frank will wear a wrist watch sensor

This will be used for vital signs monitoring and to detect potential falls. Information collected in Franks watch will be captured in his personal health record with care plans created automatically and updated by her trusted set of carers. Use of artificial intelligence / machine learning will drive alerts to carers and the GP relating to Franks condition.

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#### A population health management service

Will be able to identify more people like Frank across the system and enable early, targeted care to prevent escalation of need within the health and care system. Cohort identification and risk stratification tools of the population will look to reduce inequalities in the system and enable individuals to be partners in their own care.

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#### A digitally enabled workforce across Gloucestershire

Will be able to work remotely and effectively to care for Frank and his wife. Information relating to his condition can be shared effectively across care settings and will provide more co-ordinated and joined up care for Frank. Staff will be confident in identifying technology solutions alongside face to face care to ensure Frank remains living independently as long as possible as his health condition deteriorates.

# Financial Summary

- This strategy had a costed plan to complement it
- Yr 22/23 and 23/24 the digital plans are included in the system financial plans which are agreed
- For 23/24 there is still £5.4m of funding which is expected but not yet confirmed, there is a high degree of confidence that this monies will be received
- For 24/25 there are a number of unfunded schemes. The availability of plans will enable us to take advantage of any opportunities that may arise for digital funding.



# Conclusion

- This is a strategy all partner organisations have developed together as a system
- It defines a level of ambition for the system that is pragmatic and achievable
- But it recognises that meeting the needs of our citizens across the county requires investment
- An investment case is being developed to underpin funding discussions with NHS England
- There is a gap in funding which will be sought through those discussions and through prioritisation agreed as a system