

Personalised Health & Care 2020: Using Data & Technology To Transform Outcomes For Patients & Citizens - Work Streams

A. Introduction

Since the *Five Year Forward View's* publication the National Information Board (NIB) has been examining how the NHS can harness the power of data and technology to transform citizens' experiences of health and care services and deliver greater quality and efficiency.

In November 2014, the NIB published its framework for action - *Personalised Health and Care 2020: Using data and technology to transform outcomes for patients and citizens*. This considered the progress the health and care system had already made and set out proposals for the delivery of modern and efficient services. It stated "*all patient and care records will be digital, interoperable and real-time by 2020*". The framework has been adopted as Government policy.

The NIB translated the proposals set out in *Personalised Health and Care 2020* into a series of work streams, published in July 2015. Each work stream will set out detailed evidence-based plans for how the proposals will be delivered and the benefits they will bring. These will be accompanied by a number of 'incentives' and 'levers' to assist and ensure compliance. Unlike previous centralised NHS IT strategies (e.g. NPfIT), the details of how individual health organisations will achieve these aims is a matter for each local health economy.

B. Work Streams

The main work streams, with levels of central funding proposed, are detailed Diagram 1.

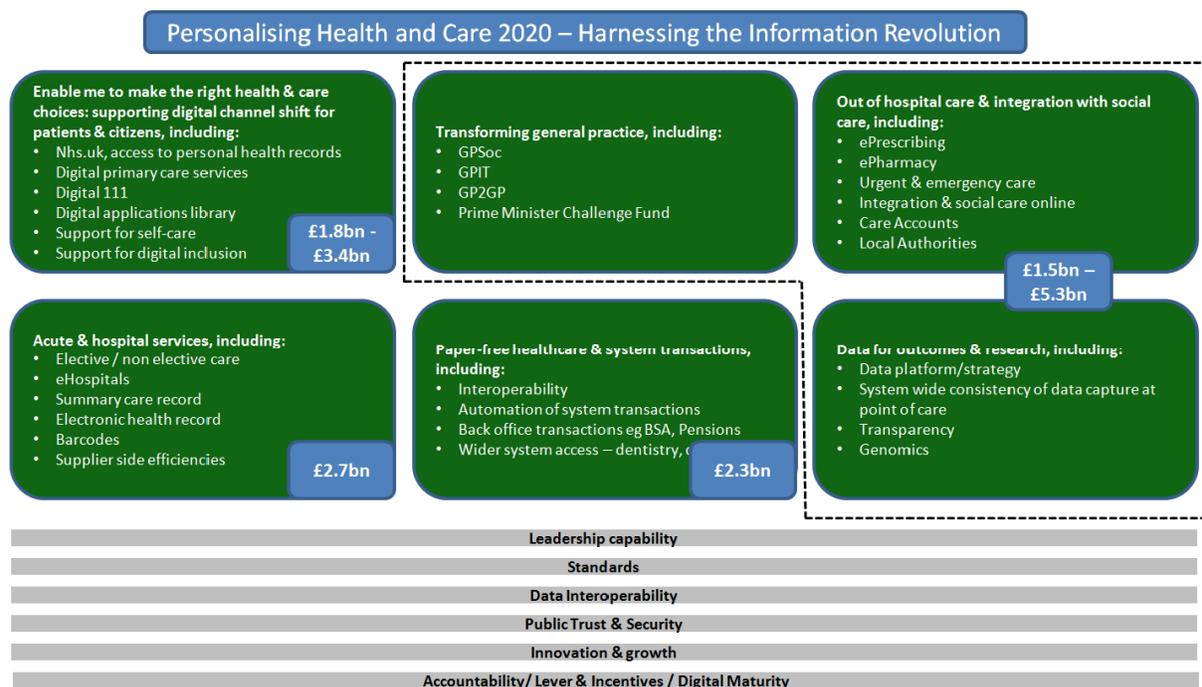


Diagram 1

Further details of those work streams that will most directly impact on the Trust are given below.

Work Stream 1.1: Providing Patients & The Public With Digital Access To Health & Care Information And Transactions

Key activities will include extending citizens access to digital health records, including access to the full acute record by 2018. Additional deliverables will be digital urgent & emergency care services, digital elective care services, online medicine management, and a centralised database of demographic, contact and customer preference information (e.g. end-of-life preferences.)

Work Stream 1.2: Providing Citizens With Access To An Assessed Set Of ‘Apps’

This work stream will produce a new framework for the support, development and deployment of clinically validated mobile applications for patients and citizens.

Work Stream 2.1: Give Care Professionals & Carers Access To All The Data They Need - Implementing Digital Care & Data Standards 2018/2020

Professionals will obtain digital information from across a “paper-free” NHS and social care system to help make effective, efficient, high quality decisions in a secure, timely and reliable manner. Decision support will be integrated into workflow, and professionals will understand individual preferences and gain insights from service users.

This is a high priority as a continued reliance on paper records and error-prone manual processes make care less efficient, jeopardising safety and effectiveness. The key proposals are:

- **Sustained investment in digital technology.**
- **Creation of digital roadmaps.** CCG’s to be accountable and Health & Wellbeing boards will also play a key role. Work to commence September 2015 on creating health economy-wide roadmaps. Submission on initial scope due October 2015; the full roadmap in April 2016.
- **Creation of a Digital Maturity Index.** Self-assessment by trusts from November 15. To be integrated with CCG assurance process and incorporated into CQC inspection by early 2016.
- **Aligning levers and incentives.** Adoption/use of digital standards to be included in national standard contracts from 2016/17. Regulators to incorporate compliance into licensing and performance regimes. CQC and NHS Improvement will monitor progress of providers.
- **Developing digital capability.** HSCIC to support TDA/Monitor. Development of digital capabilities within CCG’s and health regions.
- **Interoperability.** Strategy on Interoperability & delivering paper free services. Comprehensive, mandatory data standards. Extending summary Care Record (SCR)
- **Digital efficiency in system transactions.** Increase digitisation of all processes and transactions, including back office. Efficiencies through integrated corporate (back office) and clinical transactions.

The timeframe for the above is very aggressive. Deadlines we are currently aware of include: -

Item	Date	Status
Interoperability Handbook/guidance	September 2015	Published
Digital Maturity index	November 2015	Being trialled
Funding review	November 2015	Awaiting Government spending review
Digital roadmaps completed	March 2016	-
Roadmaps reviewed by NHS England	April 2016	-
New Contracts and regulatory regimes	From Apr 2016	-

Item	Date	Status
Full acute record provided to SCR	2018	-
Fully paper-free Emergency Care	2018	-
Fully paper-free all other care settings	2020	-

A major aim of the digitisation of services is to help break down the barriers between health care settings and health and social care (often referred to as interoperability). It is acknowledged within the work streams that digital maturity must improve significantly *within* each care setting before interoperability can be delivered.

Approximately 80 individual benefits have been identified within Workstream 2.1. These show close similarity to the benefits documents in the Trusts own eHospital Strategic Outline Case (SOC).

Work Stream 2.2: Give Care Professionals & Carers Access To All The Data They Need - Roadmap For Comprehensive Data On Outcomes & Value Of Service

This work stream has been established to “*develop a roadmap for comprehensive data on the quality, efficiency, and equity of health and care services for secondary uses (i.e. all uses that are not direct care)*”. This in turn will support the NIB objective “*Give the right people access to the health and care data they need.*” In practice this will mean the creation of over 30 new comprehensive electronic data sets for routine submission.

Work Stream 3: Make The Quality Of Care Transparent

This aims to make all centrally consolidated data more readily available and transparent to support improvements in the quality of care and patient outcomes, as well as overall service performance.

Work Stream 4: Build And Sustain Public Trust

This is directed at ensuring public and professional confidence in the use of data can be restored.

Work Stream 5: Bringing Forward Life-Saving Treatments & Support Innovation & Growth

This workstream aims to make England a leading digital health economy by maximising advances in digital technology and data science to support research into new medicines and treatments, including breakthroughs in genomic science, new methods of combating long-term and mental health conditions and infectious diseases.

Work Stream 6: Support Care Professionals To Make The Best Use Of Data & Technology

The broad objective of this work stream is to “*support care professionals to make best use of data and technology*”, providing increased capability, competency and professionalism in areas such as Clinical Informatics and ensuring all levels of leadership in health and social care can utilise and embrace information and technology to transform services.

Work Stream 8: Enabling Information Standards

Information standards enable both interoperability and consistency of data for comparability. These are both vital to the efficacy of the increasingly interconnected systems in health and care.

C. Digital Roadmaps

The CCGs have been tasked with submitting ‘local digital roadmaps’ for their health and care economies by April 2016. These must include plans to move secondary care providers from paper-based to digital processes. The CCGs will be integral to the process of allocating, awarding and distributing funding.

The detail of future technology funding is expected to emerge in 2016.

Appendix 1: Future Healthcare Events

Event	Date	Location	Speakers
Health Efficiency Through Technology Expo	30 September 2015	London Olympia	<ul style="list-style-type: none">• Tim Kelsey• Kingsley Manning• Will Cavendish
HIMSS Health Insights	21 October 2015	London tba	<ul style="list-style-type: none">• Kingsley Manning• Roy Lilley• Beverly Bryant• Helen Bevan
EHI Live	3 & 4 November 2015	Birmingham NEC	<ul style="list-style-type: none">• Tim Kelsey• Andy Williams• Beverly Bryant
UK eHealth Week	19 & 20 April 2016	London Olympia	<ul style="list-style-type: none">• Tim Kelsey• Sir Bruce Keogh• Beverly Bryant
Health & Care Expo	7 & 8 September 2016	Manchester Central	TBA