

Health and Wellbeing Board
10 March 2016

Surrey Footprint Digital Roadmap – Status Update

Purpose of the report: Scrutiny of Services and Budgets

This paper sets out the approach, scope, timing and current project status of delivering the Surrey footprint Digital Roadmap.

Recommendations:

The Health and Wellbeing Board is asked to note the progress of the Digital Roadmap programme.

Introduction:

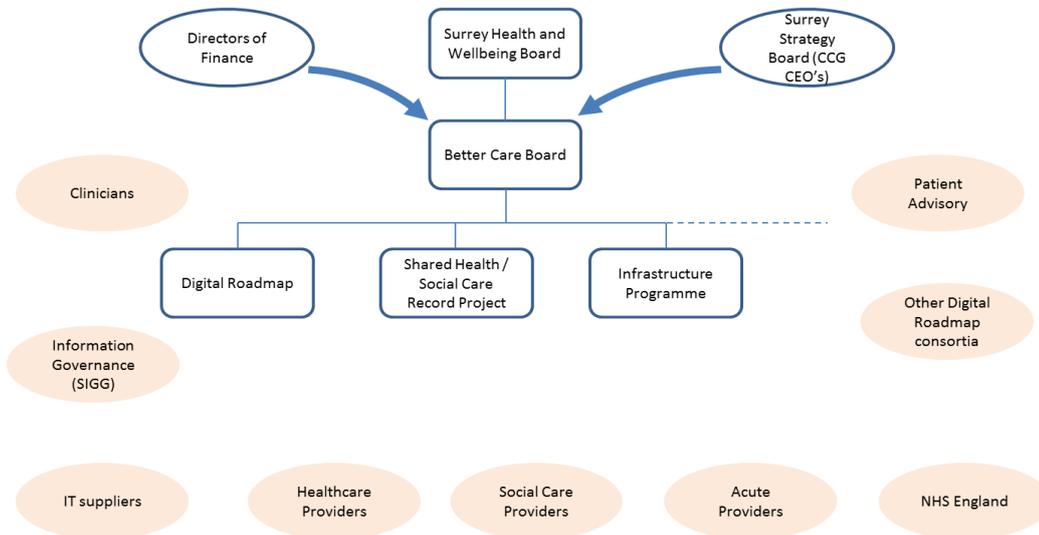
1. NHS England published the “Five Year Forward View” which highlights the health and wellbeing gap, the care and quality gap, and the funding and efficiency gap. NHS England and the Health and Social Care Information Centre (HSCIC) have since published guidelines in the Government’s report entitled “Personalised Health and Care 2020“ which advocates exploiting Information Technologies to deliver capabilities which will sustainably reduce each of these gaps.
2. Themes within the “Five Year Forward View” include:
 - Personalisation of care to give patients greater choice in how care is delivered.
 - Development of new models of care and service integration to provision services around patient needs and not the care providers.
 - Being paper free at the point of care delivery.
 - Delivering more effective management of service access by making the right information available at the point of care delivery, supporting self-care and signposting individuals to the appropriate care service.
 - Reshaping the workforce by improving information flows, access to systems and up-skilling staff to take advantage of new technologies.
3. These themes are aligned with the objectives of the Better Care Fund to:

- Improve outcomes for people.
 - Drive closer integration between health and social care; and
 - Support the strategic shift from acute to community and to protect social care services.
4. In October, North West Surrey Clinical Commissioning Group (CCG), as lead CCG and in partnership with other Surrey CCGs, Surrey County Council (SCC) and providers from across the Surrey health economy submitted the Local Digital Roadmap footprint to NHS England. The footprint membership endorsed by NHS England in November comprises:
- North West Surrey CCG as lead
 - Guildford and Waverley CCG, Surrey Downs CCG and Surrey Heath CCG as partners.
 - Ashford and St Peters Hospitals , Royal Surrey County Hospital and Epsom and St Helier’s Hospitals as partners.
 - Member practices within the CCGs as partners.
 - East Surrey CCG and East Surrey Hospitals are stakeholders in this footprint and partners in the M23 corridor footprint; and
 - North East Hampshire and Farnham CCG and Frimley Park Hospital are stakeholders in this footprint and partners in the Southampton Hampshire Isle of Wight and Portsmouth (SHIP) footprint.
5. The Government spending review and autumn statement in November made available £6 billion to deliver the “Five Year Forward View”.
6. This paper provides an overview of the Surrey Digital Roadmap programme which will develop a technology roadmap to achieve the aims set out in the “Five Year Forward View” and further detailed in “Personalised Health and Care 2020” aligned to the Strategic Transformation Programmes.

NHS England expects this Digital Roadmap to be signed off by the Health and Wellbeing Board prior to being submitted in June 2016.

Progress so far:

7. **A governance structure** has been established which makes use of existing Boards which report through to the Health and Wellbeing Board and keeps the governance structure flat. The structure accommodates existing projects and can be extended to include new projects as they are approved. Each project will be staffed with stakeholders from health and social care professionals, providers and advisory groups relevant to that project and will produce ‘light weight’ progress reports.



8. The programme scope is outlined below.

Capability Development Digital maturity index assessment Staff IT skills assessment and upskilling	Patient apps Access to patients' own record, Personalised care budget Online transactions: Digital 111, repeat prescriptions, bookings Consolidated health and social care wellbeing information portal Mobile apps, Telehealth / Telemedia	Information Governance ICT service provider re-provision SLA transition
	BI applications Enhanced and new secondary use information Dashboard reporting	
	Clinical applications NHSNumber & SNOMED fully deployed, Centrally managed DoS Federated clinical system Remote clinical document management / workflow (GS1) Interoperability middleware/portal, National patient record locator	Service Delivery ICT service provider re-provision SLA transition
	IT Estate PC estate refresh, Windows 7, IE upgrade Remote & mobile working, Mobile end user devices Asset management, AnitVirus replacement, Locality hubs	
	Infrastructure Replace or Upgrade N3/COIN, VoIP Health and Social care system accessible on common platform Server 2003 replacement, Server estate refresh Cloud based backup, Storage as a Service	

9. A working group has been established comprised of General Practice Information Technology (GPIT) leads, CIOs and IT directors from providers in the footprint. This group has started to identify:

- The current digital maturity levels of each provider
- In-scope assets across each provider
- How these assets currently interact and may be used to enable interoperability and to deliver further outcomes articulated in the Personalised Health and Care Programme
- High priority areas for early development;
- Gaps in the assets and capabilities available to deliver these outcomes; and
- Information consumed by or produced by each type of health and social care worker and when that information is accessed.

This analysis, combined with projects underway and in early stage development will form the basis for delivery of the digital roadmap.

10. Projects currently underway include:

- The Surrey Shared Cared Record project, the scope of which includes all partners and stakeholders. This project will:
 - Extract data from all participating (health and social) care providers.
 - Enable interoperability across systems; care professionals will be able to access records from their primary/source systems via a Single Sign-On.
 - Access real time data supporting crisis management and multiple same-day interactions.
 - Provide enhanced reporting and analytics to support iterative care planning, benefits tracking, identify service usage patterns, prioritise spend and commissioning plans.
 - Bi-directional integration – to ensure that accurate, timely and appropriate data is captured in each participating care provider’s system.

- The communications network review to evolve the communications networks used by health providers across Surrey. This is an enabling capability underpinning delivery of the “Personalised Health and Care 2020” agenda. The outcome of this project will be the procurement and deployment of a sustainable, compliant and performance network beyond March 2017 when the N3 and COIN network contracts expire.

The health network contracts are currently owned by NHS England. They have indicated that they will not own new contracts beyond the current expiry dates. A mechanism and commercial vehicle for owning future health network contracts must be agreed.

- Development of the “Surrey Provision of Direct Care Information Sharing Agreement”. This provides a uniform framework for organisations providing care to Surrey residents to share and use personal and confidential information for the delivery of care whilst maintaining accountability and transparency over where and why the sharing is happening. The framework templates must be completed for each project proposing to share sensitive and personal data.

11. Projects in an early formative stages include:

- Research into the potential of technology enabled care services. Surrey has won a multi-million pound award and the status “national testbed” for a project to assess the “Internet-of-Things” technology to support people with dementia and frailty. Specific

themes include Telehealth, Telecare, Self care applications, Telemedicine / Teleconsultations, Telecoaching, Patient controlled data access and peer-to-peer support. The outcome of this project will be a series of projects backed by business cases delivering patient centric technologies in their care setting, capturing richer levels of data from which to draw deeper insights; and behavioural change to make better use of technologies.

Expected Outcomes:

12. Communications networking seamlessly connecting all health and social care professionals capable of supporting the Digital Roadmap program through to 2020 and beyond.
13. Professional care workers able to access the information they need at the point of care delivery in real time, at any time on fixed and mobile devices to provision the most appropriate care pathway with consistently high quality care.
14. Progressively moving towards being paper free at the point of care delivery by 2018.
15. Increased patient choice in the care pathway they receive and how they receive this care.
16. Automated and improved data collection, analysis and performance reporting to optimise use of resources and improve productivity while reducing the cost to deliver.
17. Improved use of the combined assets of providers' delivering care across the Surrey health economy.
18. Information governance and patient consent appropriate to the intended primary and secondary use of patient data.
19. Patient access to integrated, signposted and easy to use service directories from providers of health and social care across the Surrey health economy to facilitate self-management.
20. Each of these outcomes will contribute to closing the health and wellbeing gap, the care and quality gap and the funding and efficiency gap. The actual contributions to closing these gaps will be articulated in the individual project business cases and benefits measurement processes.

Anticipated Challenges:

21. Late delivery of specific guidance from HSCIC, planned for publication in January, may cause delays or rework in development of the Digital Roadmap.

22. Delivery of the Digital Roadmap has not yet been fully costed and will require currently unidentified funding. Capital bids for individual projects will be made as they are identified and prioritised and, in line with the timetable laid out for the GPIT capital refresh budget, Infrastructure Transformation fund, reinvestment of operational savings, acute hospital capital programs and their associated bid cycles. Other sources of funding will also be investigated.
23. Agreeing the mechanism and vehicle for owning future health network contracts.
24. Managing cultural, behavioural and business changes to fully benefit from new technologies and innovative ways of working.

Conclusions:

25. Good progress has been made at this early stage of the Surrey footprint Digital Roadmap programme from its initiation following NHS England's endorsement in November.

Next steps:

26. The Digital Roadmap programme will continue to develop and complete the Digital Roadmap for approval by the Health and Wellbeing Board in June and submission to NHS England later that month.
27. Complete business cases for current and identified projects; obtaining sign-off and funding to deliver those projects.

Report contact:

Steve Abbott, IM&T Programme Director

Contact details:

Tel: 07775 015868 email: Steve.Abbott@nwsurreyccg.nhs.net

Annexes:

Annex 1 – Surrey Digital Roadmap Key Dates

Annex 2 – Glossary of Terms

Sources/background papers:

NHS “Five year forward view” October 2014

NHS “Personalised Health and Care 2020 Using data and technology to transform outcomes for patients and citizens” November 2014

NHS “The Forward View into action: Planning for 2015/16” December 2014

NHS National Information Board “The Forward View into action: Paper-free at the Point of Care – Preparing to develop local digital roadmaps” September 2015

HM Treasury “Spending Review and Autumn Statement 2015” November 2015

Letter from NHS England dated 30th November confirming active and stakeholder partners.

K.Maddison “Surrey Shared Care Record - brief and status update” February 2016

S.Abbott “Surrey networking brief 03” January 2016

K.Pyper “Surrey Provision of Direct Care” January 2016

K Stolworthy “Technology Enabled Care Services TECS - Executive Summary DRAFT v0.2” February 2016

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