

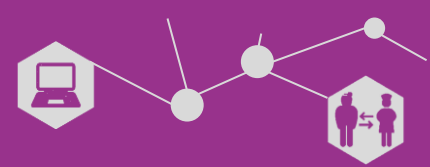


Digital Roadmap

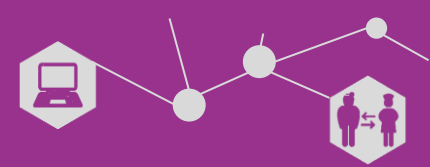
January 2017

2016 - 2021

Empowering the public, patients, care providers and commissioners to improve the health and care of our local population



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Background

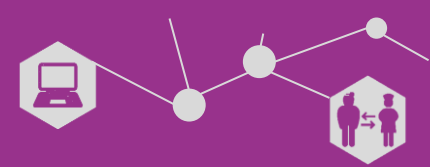
- NHS England's Five Year Forward View (FYFV) sets out the context for transformation of healthcare delivery
- In response to the 5YFV, the National Information Board (NIB) has identified a set of digital priorities for delivery (in Personalised Health and Care 2020)

Purpose

- The purpose of the Local Digital Roadmap (LDR) is to set out the strategic roadmap for digital transformation across Hampshire and Isle of Wight (HIOW). It is an aspirational and live document which will continue to develop and is dependent on the local organisations securing the necessary funding.
- Successful delivery of the Hampshire and the Isle of Wight (HIOW) Sustainability and Transformation Plan (STP) is critically dependent on the design, implementation and wide-scale adoption of digital and technology solutions for health and care services, and therefore the LDR must align with and be central to the overarching STP.
- The LDR is also the vehicle for driving co-ordinated improvement in digital maturity at a local level, so that the HIOW health and care system becomes 'paper-free at the point of care' and achieves the delivery ambitions set out by NHS England.

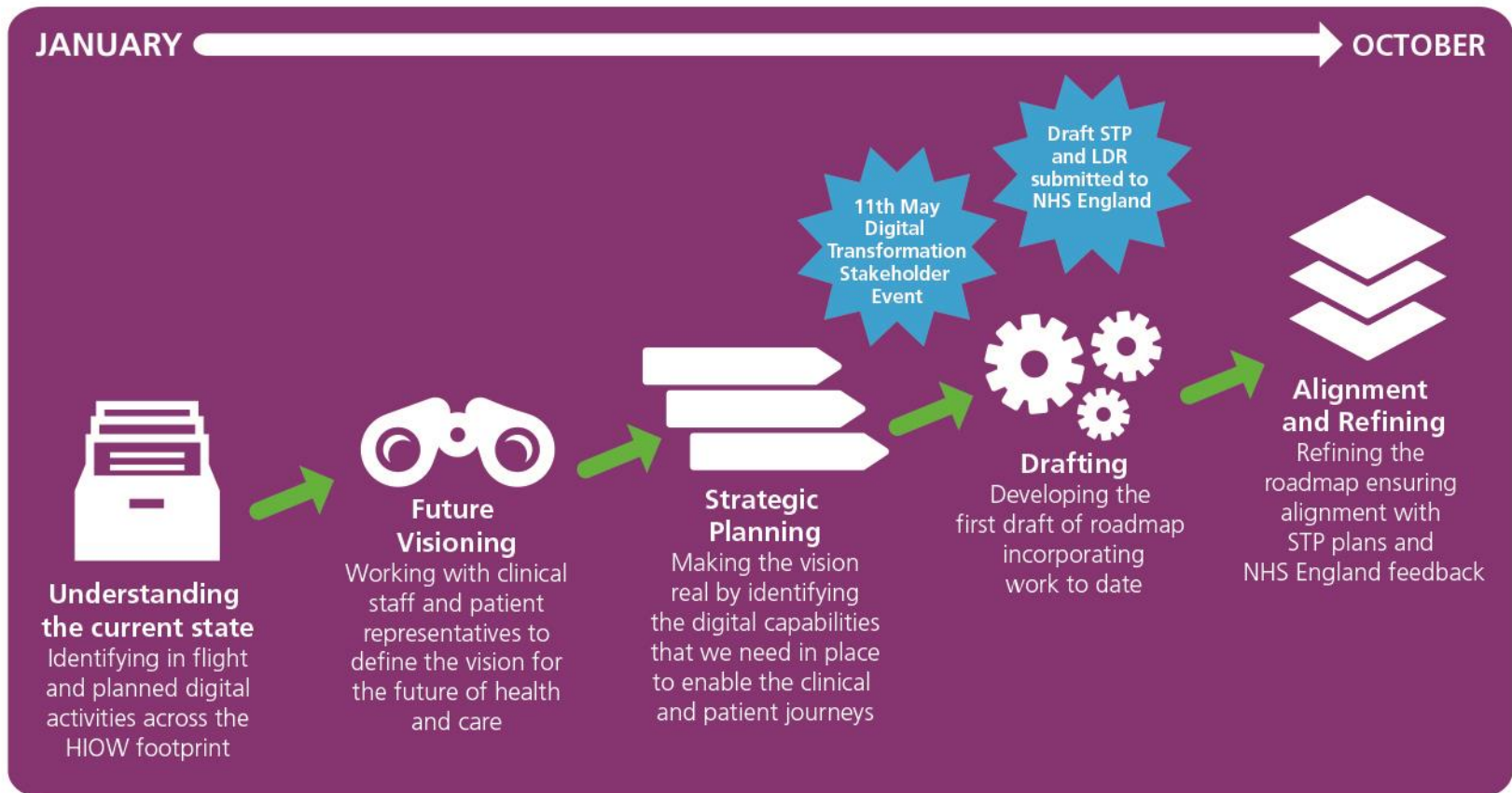
LDR Scope

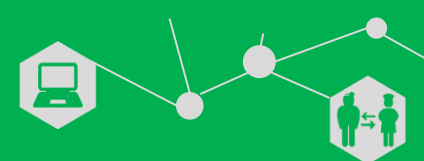
- The health and care system covering HIOW, comprising of eight Clinical Commissioning Groups (CCGs), four Local Authorities and a range of provider organisations, has come together to develop both an STP and LDR for this geographical footprint. This represents one of the largest systems in the country.
- The HIOW LDR and all accompanying documentation should be treated as supporting documentation to the HIOW Sustainability and Transformation Plan.



Our approach

- The HIOW Digital Transformation Board has been responsible for bringing together thinking from across the footprint and provide collaborative leadership for developing and agreeing the local digital ambitions and roadmap for delivery.
- The Board is supported by a Design Authority, a Procurement Sub-group and five locality based Sub-portfolio Boards responsible for developing locality plans for digital transformation
- The HIOW LDR has been developed over stages as shown in the diagram below:

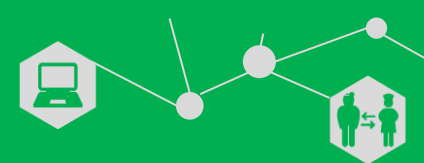




HIOW Sustainability and Transformation Plan (STP)

- The HIOW LDR draws out the digital requirements from the STP as well as the digital capabilities that have been prioritised within the national guidelines.
- The HIOW STP identifies a number of issues and challenges which it plans to tackle:

Reducing delays in leaving hospital	We have developed a plan that will tackle delays in people leaving hospital. It will ensure that every patient has a discharge plan that is understood by the patient, their relatives and carers (where appropriate) and health and care professionals and includes plans for any anticipated future care needs
Living healthier for longer	We will reduce the gap between how long people live and how long they live in good health. This means supporting more people to live in good health for longer and helping people to manage their own health conditions, which has the added benefit of reducing the need and demand for health and care services.
Taking control of our own health	More and more of us expect to take control of our own health and information in the same way that we do other parts of our lives. We live in a digital age and many people have expressed frustration that they cannot book and manage appointments, update their personal details, manage any long term conditions safely and access care at a time, place and way that suits them. We must provide these services for the people who want them.
Providing the highest quality acute care for southern Hampshire and the Isle of Wight	University Hospital Southampton NHS Foundation Trust, Portsmouth Hospitals NHS Trust, the Isle of Wight NHS Trust and Lymington Hospital are working together to deliver the highest quality safe and sustainable hospital services to people living in southern Hampshire and the Isle of Wight, with a particular focus on making sure that Isle of Wight residents have sustainable hospital services.
Providing more care nearer to home	People are still going to acute hospitals with conditions that could be managed in their local community and people are staying in hospital too long when they could be safely managed in the community or at home.
Improving mental health services	The four NHS trusts that provide mental health services in Hampshire and the Isle of Wight have formed an alliance with the health care planners, local authorities, third sector organisations and people who use services to improve the quality, capacity and access to mental health services in the area. This will mean that patients will have access to the same high quality care wherever they live in the area as close to home as possible and will be supported to live independently.
Improving mental health and learning disabilities services at Southern Health NHS Trust	Southern Health Foundation NHS Trust has faced a lot of criticism in the past year. The Care Quality Commission (CQC) told the Trust in April 2016 that it must make significant improvements to protect patients who are at risk of harm while in the care of its mental health and learning disability services.
Future proofing hospital services in north and mid Hampshire	The right configuration of acute services for people living in north and mid Hampshire has been under discussion for several years. An independent review of the proposals is now underway and is scheduled to be completed by the end of January 2017.

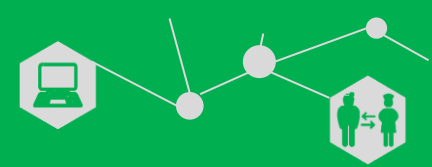


National Paper Free @ Point of Care capabilities (PF@PoC)

- NHS England has outlined an ambition to achieve Paper-Free at Point of Care by 2020 and identified seven overarching capabilities and ten universal capabilities

PF@PoC Capabilities	Universal capabilities (16/17 and 17/18 delivery priorities)		
Records, Assessments and Plans	Professionals across care settings can access GP-held information on GP-prescribed medications, patient allergies and adverse reactions	Clinicians in urgent and emergency care settings can access key GP-held information for those patients previously identified by GPs as most likely to present (in U&EC)	Patients can access their GP record
Transfers of Care	GPs can refer electronically to secondary care	GPs receive timely electronic discharge summaries from secondary care	Social care receive timely electronic Assessment, Discharge and Withdrawal Notices from acute care
Decision Support	Clinicians in unscheduled care settings can access child protection information with social care professionals notified accordingly	Professionals across care settings made aware of end-of-life preference information	
Medicines Management and Optimisation	GPs and community pharmacists can utilise electronic prescriptions		
Remote Care	Patients can book appointments and order repeat prescriptions from their GP practice		
Orders and Results Management	None defined		
Asset and Resource Optimisation	None defined		

- These universal capabilities form a core component of the digital transformation priorities and, in most cases, align with and underpin the delivery of the system-wide digital and technology requirements needed to deliver the HIOW STP transformation priorities.
- Development and deployment of each capability across the HIOW health and care system will be achieved through a combination of strategic system-wide initiatives, such as the HIOW Interoperability Programme, and locality-based or organisational change projects and programmes.



Our LDR Ambition and Digital Transformation Priorities

- The HIOW LDR will support the vision of the Hampshire and Isle of Wight STP by *giving patients control of their information and how it is used, allowing patients to manage their long term conditions safely and enable patients to access care at a time, place and way that suits them.*
- We will achieve this by delivering **five digital transformation priorities** over the next five years:

Provide an integrated digital health & care record

- An integrated health and care record for all GP-registered citizens in HIOW
- Including care history, current medications, appointments, care plans and preferences
- Supported by a patient consent model that enables appropriate access by health and care professionals

Unlock the power of data to inform decision making at point of care

- Flexible systems access for care professionals enabling them to work from any location, including web-based access to integrated health and care records
- Cross-organisation, cross-specialty workflow, triggers and alerts to support decision making at the point of care

Deliver the technology to shift care closer to home

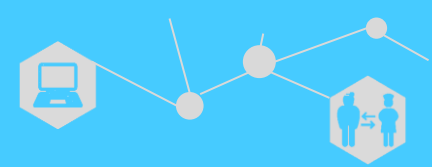
- Citizens enabled to self-manage their health and care plans, e.g. appointments, update details, log symptoms / observations of own health, etc.
- Mobile ways of working and telehealth capabilities established across health and care services to deliver care provision closer to home

Establish a platform to manage population health

- HIOW-wide population health analytics capability established and made available to all relevant commissioners and clinical surveillance and research organisations
- Real-time data analytics tools used to inform clinical decisions / patient choice at the point of care for particular population cohorts, such as diabetes, frail & elderly and mental health patients

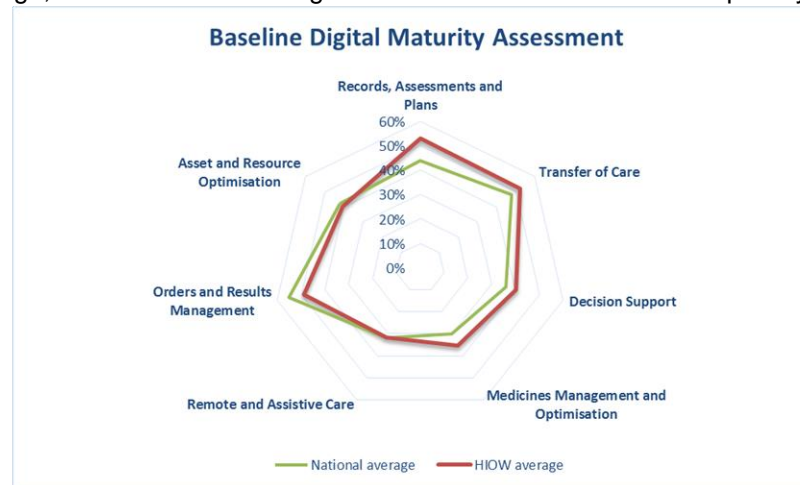
Drive up digital participation of service users

- Workforce strategy to ensure staff have the skills to work in new ways and can advise and support the public and patients on use of digital service channels
- Co-ordinated communications, engagement, training and education across HIOW footprint to equip the public and patients with the information and tools to drive uptake of digital services



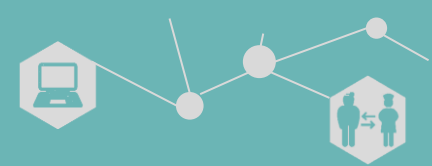
Baseline

- As a local health and care system, HIOW is recognised nationally as one of the more digitally developed footprints, with significant system level achievements such as the Hampshire Health Record, as well as many local achievements. This gives us a great platform for which to build upon and maximise future investments faster and easier.
- Across primary care, all of the local CCGs are promoting the take-up and utilisation of national strategic systems, and there are established protocols for sharing digital patient information (point-to-point).
- For social care, all four Local Authority partners have Information Management and Technology (IM&T) strategies and programmes of work underway to improve digital maturity.
- According to the digital maturity assessment completed in February 2016, digital maturity for secondary care across the HIOW footprint is broadly in line with the national average, and better than average in four of the seven PF@PoC capability areas.



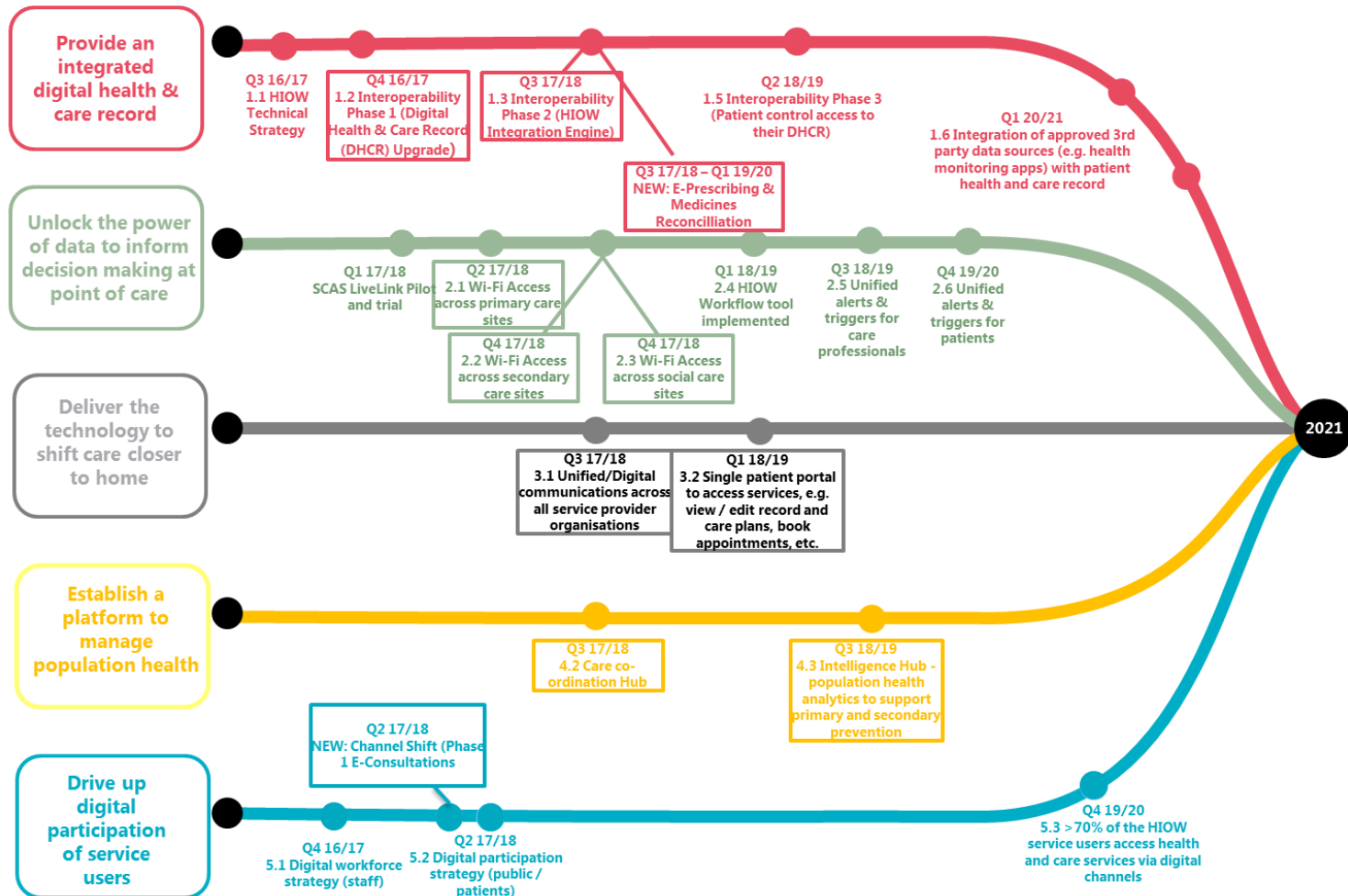
- Progress to date has been constrained locally by a number of factors, such as investment funding, capacity and capability.
- The LDR must have a dual focus on putting in place strategic system-wide building blocks and enablers, and supporting different localities and providers to deliver their local requirements for improving digital maturity.

Delivery Roadmap



System-wide Transformation

- Building on the 5 identified digital transformation priorities a roadmap for the delivery of system-wide transformation has been developed.



- This system level roadmap is underpinned by local delivery plans for achieving identified digital maturity trajectories, and enabling infrastructure requirements and plans.

Delivery Roadmap



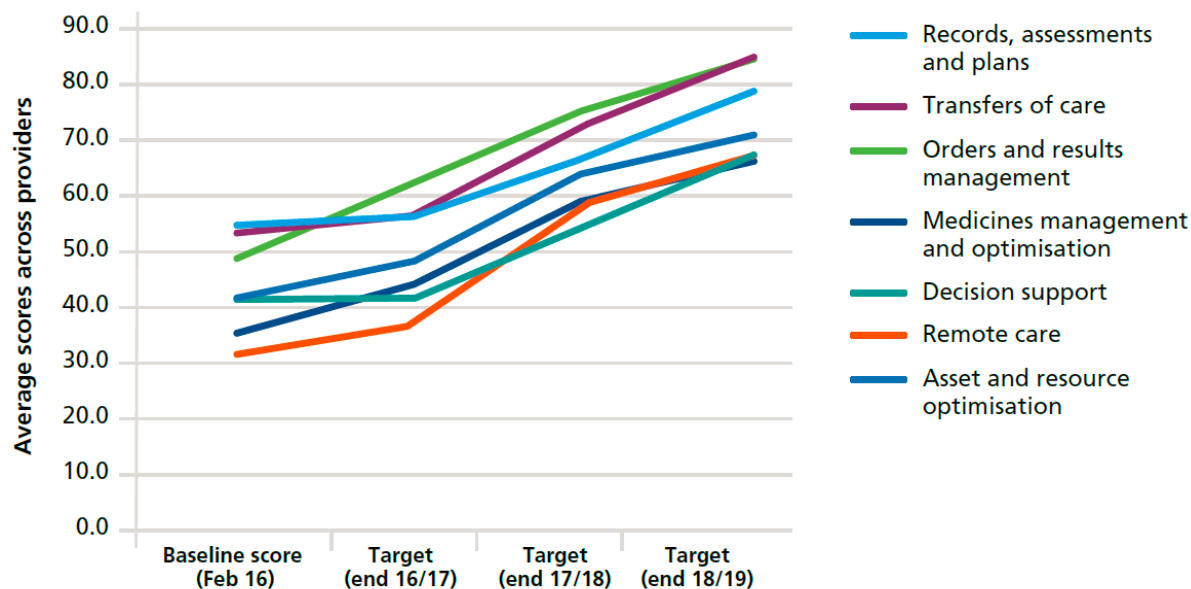
- Within the roadmap we have identified **eight critical projects** which will enable the transformation change and help us to delivery or digital ambition.

Patient Data Sharing Initiative	<ul style="list-style-type: none"> • A shared electronic record would enable all health and social providers to access a single source of patient information which would reduce the need for patients to repeat information, save professionals time and reduce duplication of tests. • Integrated complex care plans allow multi-disciplinary teams to develop and plans for identified groups of patients, by providing a single up-to-date record which can be shared and updated across a whole health community. • Digital care plans that includes social care information and patients' personal circumstances provide the admitting hospital with the information they need to assess. As a result preparations for complex discharges can begin much earlier in the process.
Patient Portal	<ul style="list-style-type: none"> • A patient portal will allow patients to co-manage their healthcare online reducing the need for hospital visits. It will offer 24/7 support and information, allow patients to cancel and re-book appointments online, view their record and facilitate online consultations • Helping to keep relatives/carers informed and engaged. • Provide patient access to self help interventions for smoking, alcohol interventions, weight self-management and increasing activity levels.
E-Prescribing & Medicine Reconciliation	<ul style="list-style-type: none"> • Safer and more effective prescribing through a fully integrated, end to end medicines management system that allows automated supply, decision support and real time monitoring. • Ensuring that medication is are ready and available immediately the patient is discharged from hospital
Digital Communications Across Care Providers	<ul style="list-style-type: none"> • Instant electronic messaging and telepresence enables professionals in different care settings to interact easily with group video calls enabling multi-disciplinary teams to meet online.
Wi-Fi for HIOW & Cyber Security	<ul style="list-style-type: none"> • Ability for staff to access and update patient records, and for patients to access online resources at all health and social care sites. • Broadly available Wifi will allow community teams that are either co-located or working in the community to get access to their systems and the Hampshire Health Record.
Channel Shift – e-Consultations,	<ul style="list-style-type: none"> • Provides access to online resources 24/7. Reduces the need for face-to-face consultations, leading to practice efficiency savings. Provides opportunity to collect comprehensive history and early identification of symptoms leading to more productive consultations.
Care Coordination Centre Infrastructure	<ul style="list-style-type: none"> • A HIOW level 'flight deck' for co-ordinating health and care service delivery, building upon the infrastructure for 999 and 111 calls, providing routing for primary care appointments, referring to clinical hubs, and improving maintaining a live directory of services. • Improved decision support directly influencing the effectiveness and efficiency of resource deployment.
Optimising Intelligence Capability	<ul style="list-style-type: none"> • Unlocking the power of the information we have is central to our digital roadmap. The analytics capability will drive improvements in service outcomes at a population health commissioning level as well as at a clinical decision making level. Providing risk analysis, cohort identification & tracking, outcome evaluation and clinically lead intelligence & research.



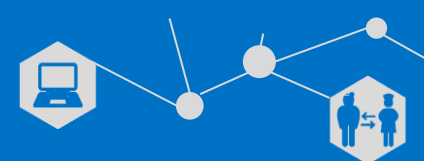
Capability improvement plans

- In February 2016 a baseline Digital Maturity Assessment (DMA) was completed by all the HIOW health providers. In addition an exercise was conducted to define the maturity trajectory against the seven PF@PoC capabilities between now and 2018/19.
- The graph below displays an aggregated view of the capability deployment trajectory across all of the secondary care providers in HIOW.



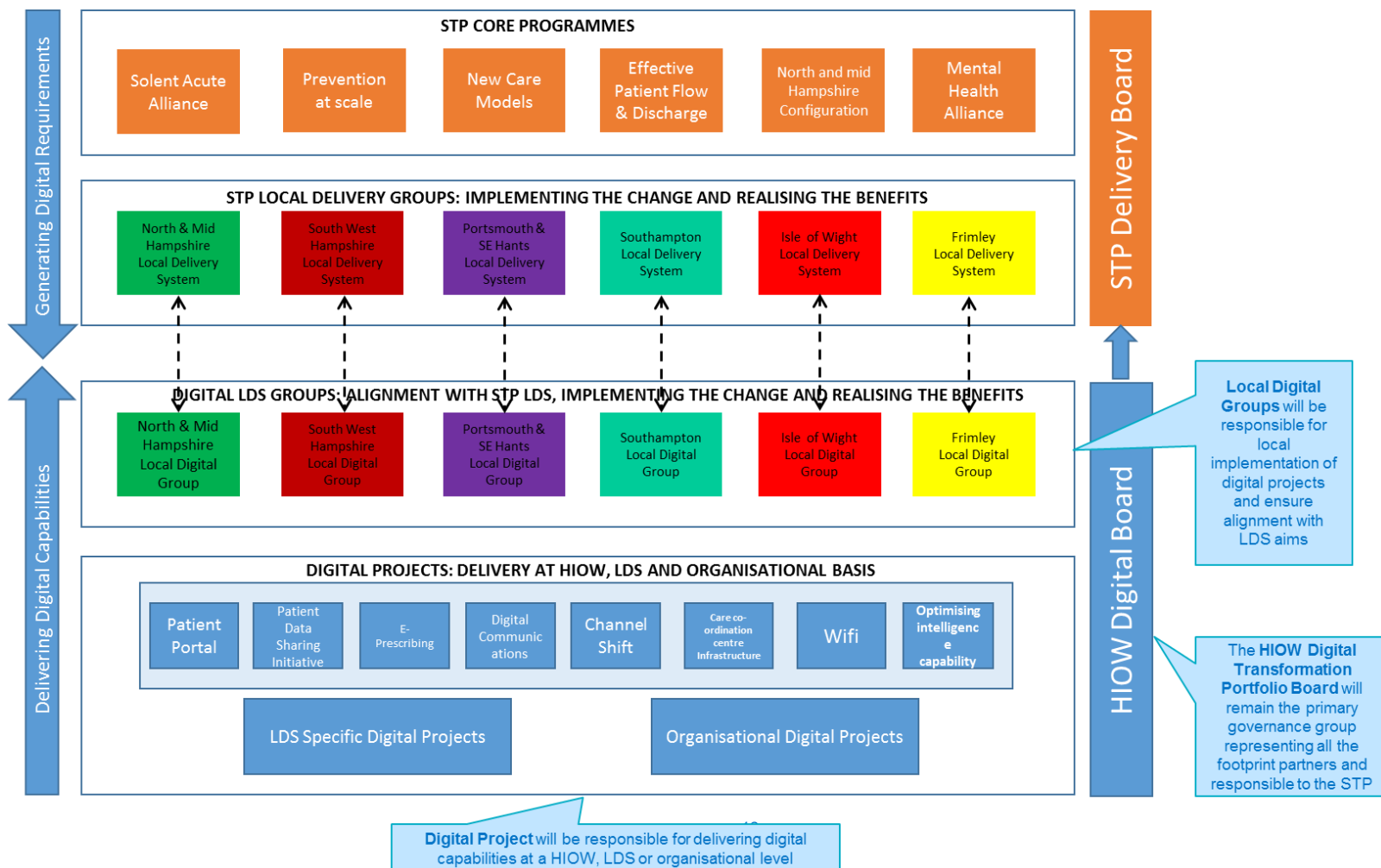
- In order to achieve these trajectories, there are a wide range of change initiatives underway or planned across the footprint, at both HIOW and locality levels of the system.

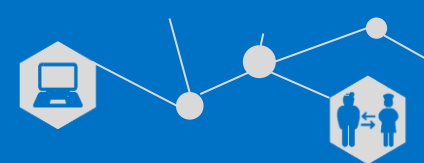
Organising to Deliver



Organisation and Resource

- Delivery of the LDR will require co-ordinated efforts at all levels of the HIOW health and care system. A formal programme structure is in place supported by a small central programme team. The programme team will operate on behalf of the partner organisations and the HIOW Digital Transformation Board.
- Local Digital Groups will interact with their respective STP Local Delivery Groups to ensure the digital projects meet the needs of the local population





HIOW	Hampshire and Isle Wight: The footprint encompassing all the health and care organisations providing services to the population of Hampshire and Isle of Wight.
STP	Sustainability and Transformation Plan: A set of proposals to make improvements to health and care built around the needs of the local population. https://www.england.nhs.uk/stps/ HIOW STP: http://www.westhampshireccg.nhs.uk/stp
LDR	Local Digital Roadmap: A strategic roadmap for digital transformation across a footprint. https://www.england.nhs.uk/digitaltechnology/info-revolution/digital-roadmaps/
5YFV	5 Year Forward View: A wide ranging strategic document setting out the vision for the NHS https://www.england.nhs.uk/ourwork/futurenhs/
NIB	National Information Board: The NIB brings together national health and care organisations from the NHS, public health, clinical science, social care and local government, along with appointed independent representatives to develop the strategic priorities for data and technology. https://www.gov.uk/government/organisations/national-information-board
PF@PoC Capabilities.	Paper Free at the Point of Care Capabilities: A set of 7 digital capabilities defined by NHS England to enable organisations to operate paper free at the point of care. https://www.england.nhs.uk/digitaltechnology/wp-content/uploads/sites/31/2016/11/develp-ldrs-guid.pdf