Health and Wellbeing Board
North Yorkshire

NORTH YORKSHIRE HEALTH AND WELLBEING BOARD – 30th MAY 2018

Report by the HWB Digital Lead – Robert Ling

North Yorkshire Health and Wellbeing Board – Digital Theme

1.   Purpose of Report

1.1.   The purpose of this report is to agree the next steps in progressing the 'digital' theme work plan for the Board, following the Digital workshop facilitated by Gartner on 23rd March 2018.

2.   Output from Digital Workshop and Progress

2.1.   It was acknowledged during the workshop that digital is more than physical information technology; it includes how people who work within services and use services use the physical technology and devices to support health and wellbeing and care.

2.2.   The workshop identified opportunities for the Board to investigate, as well as learning from examples of the effective use of digital initiatives across the world. The slides from the workshop have previously been shared, but the key themes identified during the workshop are as follows:

- Importance of focusing on prevention / secondary prevention (e.g. millennials, falls in elderly) and using technology to reduce isolation (e.g. regular check-ins for medication, check on environment, check on wellbeing).
- The use of virtual care is not suitable for all interactions but should be leveraged where it is (e.g. not suitable for dressing a leg ulcer, but for non-contact interactions it probably is in many cases). The evidence of cost per contact and increased number of contacts that can be delivered therefore was significant.
- The branding of such an approach needs to be right (some members felt that a "digital service centre", a la Finland, may not be the right term), and there is a need to bring staff along. One group suggested 'Data and Information Innovation Hub'.
- Importance of identifying suppliers to develop partnerships to identify the right technologies and solutions for the right patient/clinician groups that are affordable, leverage existing technology investments, and are capable of scaling.

- Important to keep the services local (that is very important to communities / people) but also there are opportunities to share and cross-pollinate ideas and skills to help scale. e.g. "mini-hub" or network of hubs in each LA was one suggestion that was well received by the group as a whole.
- The focus should be on making better decisions and coordinating services around patient needs and the need to create a dual strategy for both millennials and current needs (elderly, vulnerable)
- People trust people and health and care isn't always delivered digitally, whichever solutions are determined it will be important to ensure the 'trusted' relationship is still there (this was achieved in the Helsinki example).
- Importance of working collectively to share data and benefit from data analytics to better develop services to meet the needs of the local population

2.3   The learning from Gartner and elsewhere, is that there is huge potential to use existing NHS and social care digital technology and the technology that most of us use already in our own personal lives, to transform the narrative around health and social care in North Yorkshire. Examples could include:

- Accuracy of Artificial Intelligence in providing diagnostics (as evidenced by Moorfields and other London hospitals)
- Potential to create digital hubs between primary care, district hospitals and tertiary centres, so that people could have video-linked outpatient appointments
- Consultant Connect
- Use of robotics to promote personal independence for frail and disabled people

2.4   Since the workshop in March, a limited number of representatives from partner organisations who attended the workshop have met to consider the next steps.

3.   Next steps

3.1.   It is proposed that the Board develops a shared digital strategy and a roadmap for the next 12 months.

3.2.   Drawing on what partners already have in their separate digital and IT strategies, and output from the workshop, it is proposed that the HWB develops the strategy within the template outlined in the Appendix.

3.3.   The Board identify representatives from HWB to develop the outline Digital Strategy and roadmap through a working group.

3.4.   The template forms the Health and Social Care aspects of a broader North Yorkshire Digital Strategy.

3.5.   It is proposed that at the next HWB a range of tactical digital health and social care initiatives will be agreed, to ensure momentum and tangible outputs and outcomes as a result of the work of the Board.

3.6.   The working group to investigate further the international models discussed in the workshop and evaluate learning points for North Yorkshire.

3.7.   The working group to develop an innovation / dragon's den pooled investment fund to commission new approaches to solve shared issues.

4.   Recommendations

4.1.   The digital working group progress the sharing and analysis of what is already happening across the HWB partners in relation to digital and share this intelligence and good practice with a view to rolling this out across the County.

4.2.   That the HWB session in September is focused on considering a draft shared strategy and testing deliverability and planning for implementation.

4.3.   The HWB in March 2019, take stock on progress made regarding the digital theme through the above actions and plan for 2019-2020.

Robert Ling
HWB Digital Lead

May 2018

Vision - "To become a smart County that uses technology in our operations and service delivery to improve the outcomes and the lives of the people we serve"

NOTE: A cross-cutting sixth priority is a digital health and social care service (See paragraph 2.3 of report)

	Thinking and Working Smarter	Digital and Smart Communities	Skills for a Digital Age	Connected North Yorkshire	Smart Businesses and Growth
Objectives	Accelerating digital transformation in the public sector	Invest in our communities to develop sustainable neighbourhoods	Growing digital skills and talent to harness the opportunities offered by the digital world	Enabling the county to be better connected	North Yorkshire is digitally enabled to be the catalyst for economic growth
Key High Level Actions	• Deliver the Yorkshire shared care record • Use customer data and intelligence to re-design services • Inovation and collaboration through open data and information sharing initiatives • Use mobile & remote working technologies	• Enable all to get the most out of the available technology • Support communities and vulnerable groups who find accessing our services difficult • Ensuring efficient & accessible face to face provision to council services • Deliver SMART projects to provide more efficient services	• Developing the digital capability and skills of workforces, pupils, students, and the community • Promoting a digital culture	• Improved access to broadband coverage • Improved broadband speeds especially those in rural areas • Improved access to free public Wi-Fi • All public buildings broadcasting Govroam • Increased access to 3,4 and 5G networks	• Develop a digital sector focused on the Health and Care Market • Help transform the Care Sector with digital knowledge • Help transform the Voluntary and Community Sector with digital knowledge
What will success look like?	• Improved customer experience & decision making • Digitally enabled products and services • Delivery of value for money services by "getting it right first time" • Improved services and delivering cost savings	• Vulnerable residents have the ability to enhance their digital skills and confidence • Communities can access social, medical and remote care technology allowing greater independence • Close the digital divide	• Digitally skilled young people to prevent a future skills gap • Improved future employability and a talent pool upon which local businesses can draw upon • Digitally skilled communities • Digital workforce and culture deeply embedded	• All businesses and communities have the ability to access high-quality broadband so that they can enjoy the same social, economic & environmental benefits available to others in other parts of the country	• Increased economic growth • Digital businesses invest in North Yorkshire

Our principles – underpinning everything we do

🔒 Safe and secure access   Putting the customer at the centre of digital change   Digital by default