

Technology and Innovation in the NHS
NHS Education for Scotland

1. What do you consider have been the main successes of the existing Scottish Government's eHealth and telecare/telehealth strategies

The adoption of Cloud technology and Agile delivery methodologies through the digital transformation at NES has proven that the fundamentals of the UK & Scottish Government digital strategies, when fully adopted, deliver real and lasting transformation of services. NES has used Agile delivery methodologies to develop the Turas platform, and a number of applications which sit within the platform. This has enabled the development, deployment and ongoing delivery of user focussed services on fit for purpose, Cloud based technologies. The Platform based approach of applications separated from the multi-purpose, user based data allows for multiple, cross sector services and applications to be designed, built and delivered in a cost effective, reusable fashion, on time and exceeding functional expectations. Health & Social care services can reside together in the same technical space, and share data, while being developed and delivered by separate organisations in different sectors of civic Scotland.

2. What do you consider have been the main failures of the existing Scottish Government's eHealth and telecare/telehealth strategies and why?

The eHealth Strategy did not explicitly include the business systems needed to support the running of the NHS. The exclusive focus on clinical systems meant that business critical support has not been co-ordinated and supported in a cohesive and enabling manner.

3. How well does the Scottish Government's draft Digital Health and Social Care Strategy 2017-2022 <http://www.ehealth.nhs.scot/strategies/the-person-centred-ehealth-strategy-and-delivery-plan-stage-one/> address the future requirements of the NHS and social care sector?

The draft strategy brings focus and emphasis to the need to ensure that the citizen/patient is placed at the centre of the delivery of services. This is an excellent and vital core that the strategy must deliver on. In addition, the statements making the secure, appropriate and managed sharing of data as the default and not the exception; and statements that explicitly reference the desires and expectations of the public; are fundamental components in making this new, developing strategy a foundation for success in designing new services that not only enhance the health and wellbeing of citizens but can introduce efficiencies and new innovations to genuinely transform health and social care in Scotland.

4. Do you think there are any significant omissions in the Scottish Government's draft Digital Health and Social Care Strategy 2017-2022 <http://www.ehealth.nhs.scot/strategies/the-person-centred-ehealth-strategy-and-delivery-plan-stage-one/> .

As above

5. What key opportunities exist for the use of technology in health and social care over the next 10 years?

We consider that there is a huge opportunity not to digitise the way in which we currently deliver services but to completely redesign our service delivery informed by user experience, and supported by digital technology. This will enable people to access services, to support themselves, and to support those in receipt of health and care facilitated by best in class digital devices of the sort that our population is increasingly comfortable with in their personal use of technology. By fully adopting the Cloud first approach for applications and systems to deliver redesigned services in support of the Health & Social Care Delivery plan, the data that underpins all aspects of improved care and quality can be made accessible to whomever needs it, whenever they need it from wherever they need it. The technology exists now to create a 'digital space' in which applications can reside and be accessed from across organisational and sector boundaries, in which data can be securely housed and accessed in support of services and processes but also for analysis and modelling in real time driving constant improvement through better insights. The opportunity exists to hold data once, multi-purpose it and unlock the information and power inside it.

The National NHS Boards have identified Digital Transformation as one of the key areas in which they can support the implementation of the Health and Social Care Delivery Plan and the National Implementation Leads are working collaboratively with the Regional Implementation Leads to develop proposals which will enhance capability and capacity in this area and which will underpin the delivery of the Scottish Governments Digital Health and Social Care Strategy. This work is being led by NES and NHS24.

6. What actions are needed to improve the accessibility and sharing of the electronic patient record?

A Scottish Government driven, 'Once for Scotland', overarching Information Governance charter that allows for clear, unambiguous rules and regulations that explicitly promote data sharing across organisational and sector boundaries in such a way that sharing is the default, not the exception.

7. What are the barriers to innovation in health and social care?

A formal, structured and supported process and function to critically evaluate and measure the viability and value from new innovation with the necessary data, technical and governance standards woven into it, that can ready innovation for scaled up implementation as part of the gateway and evaluation process.