

# Our Digital Future



# Foreword

The way we manage our lives is changing. **86% of households now have internet access, 82% of people go online every day and 72% of adults use a smartphone<sup>1</sup>.** It is now time to embrace this rapidly increasing digitalised world and manage our own wellbeing, health and social care needs. With two thirds of visits to the NHS Choices website being on smartphones<sup>2</sup>, there are clear indications that a majority of our public are ready to go online to understand and manage their health and care needs.

Healthier Lancashire and South Cumbria is home to a growing population of 1.7 million people<sup>3</sup>. More of us are getting older and experiencing long-term health problems. Some of this disease could be avoided or the ill-effects slowed down, if we took positive action. Using digital is one approach to help address the challenges we all face.

**Accordingly, we have refreshed our digital strategy to put patients, communities, and the public at the heart of our offer.** To demonstrate our commitment to this, we will measure our success and impact from the perspective of the person – not the organisation, technological infrastructure or the needs of health and social care systems. This serves as a significant shift in our thinking and approach.

We know digital will not work for everybody. Some people struggle with computers and not everybody has access to the internet. For those who would like to use digital but cannot, our aim will be to find ways to help them get online. As our digital offer grows we hope people will find it easier and more convenient to use online services, but technology will never replace the care and compassion that comes from our dedicated workforce.

This strategy outlines a set of shared principles aligned to five inter-connected themes. Our collective effort will be focussed towards empowering people.

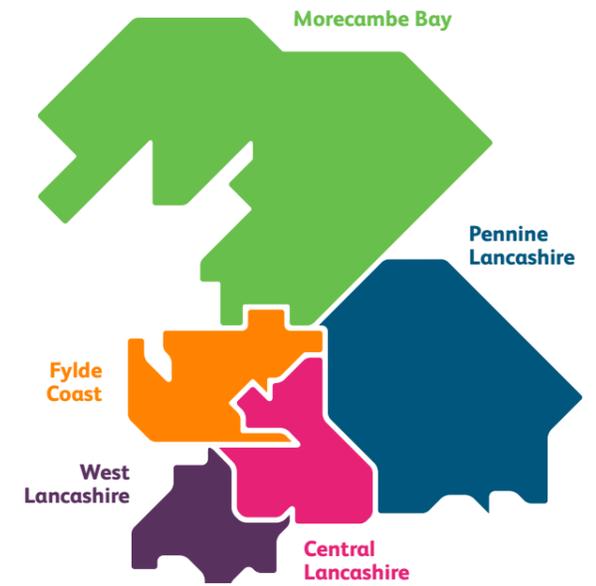


**Dr. Sakthi Karunanithi**  
MBBS MD MPH FFPH  
Chair of the  
Digital Health Board

References: 1 NHS Digital, NHS Digital Inclusion Guide – quoting from Ofcom (2016 figures). 2 NHS Digital, NHS Digital Inclusion Guide. 3 Based on the number of people registered with a GP in 2016/17, according to NHS England STP footprint analysis pack for Lancashire and South Cumbria 2017.

# Our shared principles

- We will create digital solutions with the people who will be using them
- We will judge our progress against this digital strategy from the public's perspective
- We will create an environment that empowers our frontline
- We will use data to prevent, predict and respond to ill-health
- We will work together to reduce complexity in order to improve quality and safety
- We will engage with academia, industry and others to accelerate innovation

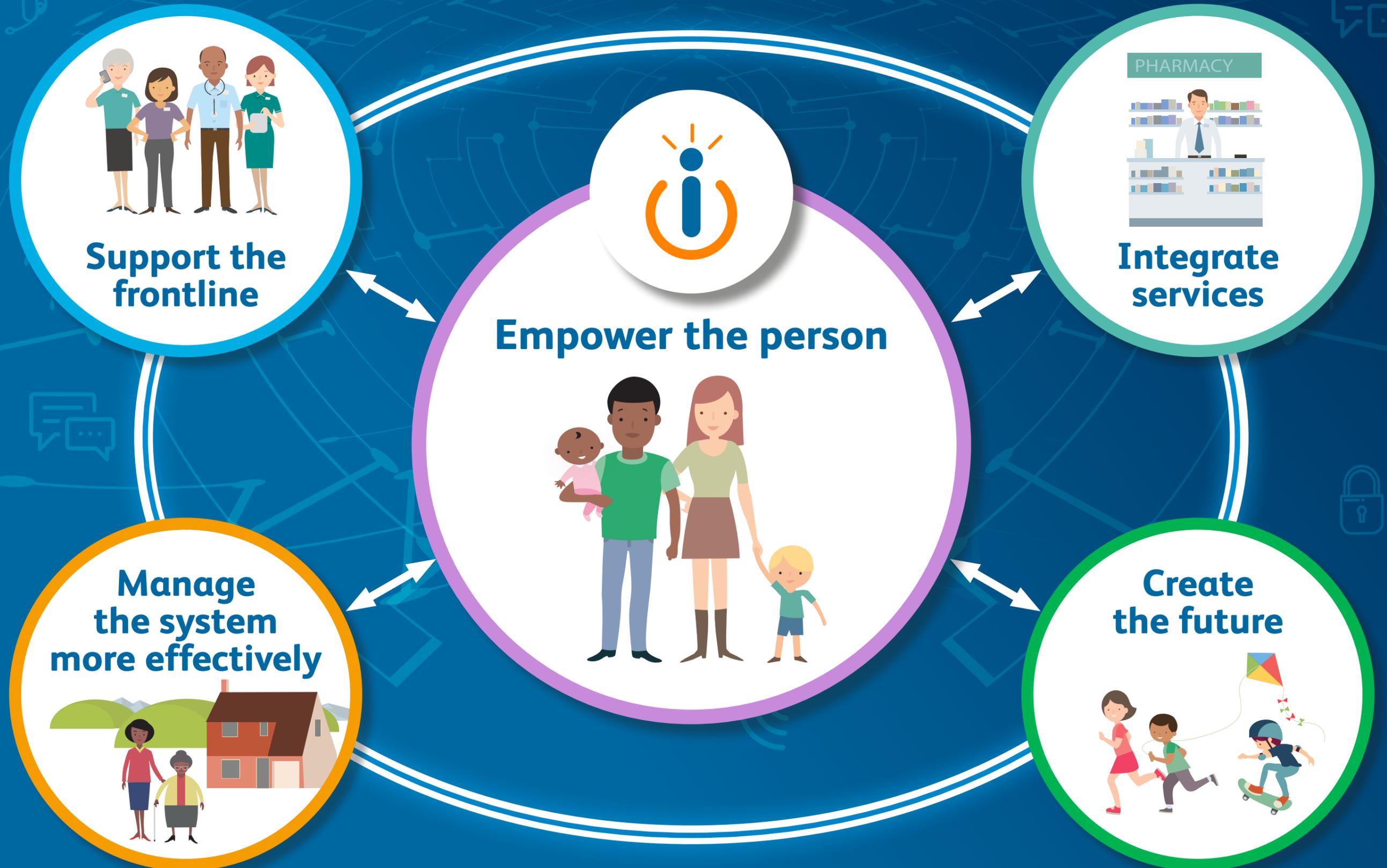


“ Whilst we will continue to respond to the specific needs of communities, providers and commissioners alike, Healthier Lancashire and South Cumbria will take a unified approach wherever it adds value, saves time and delivers better outcomes ”

**DR AMANDA DOYLE**  
GP and Chief Officer for Healthier  
Lancashire and South Cumbria



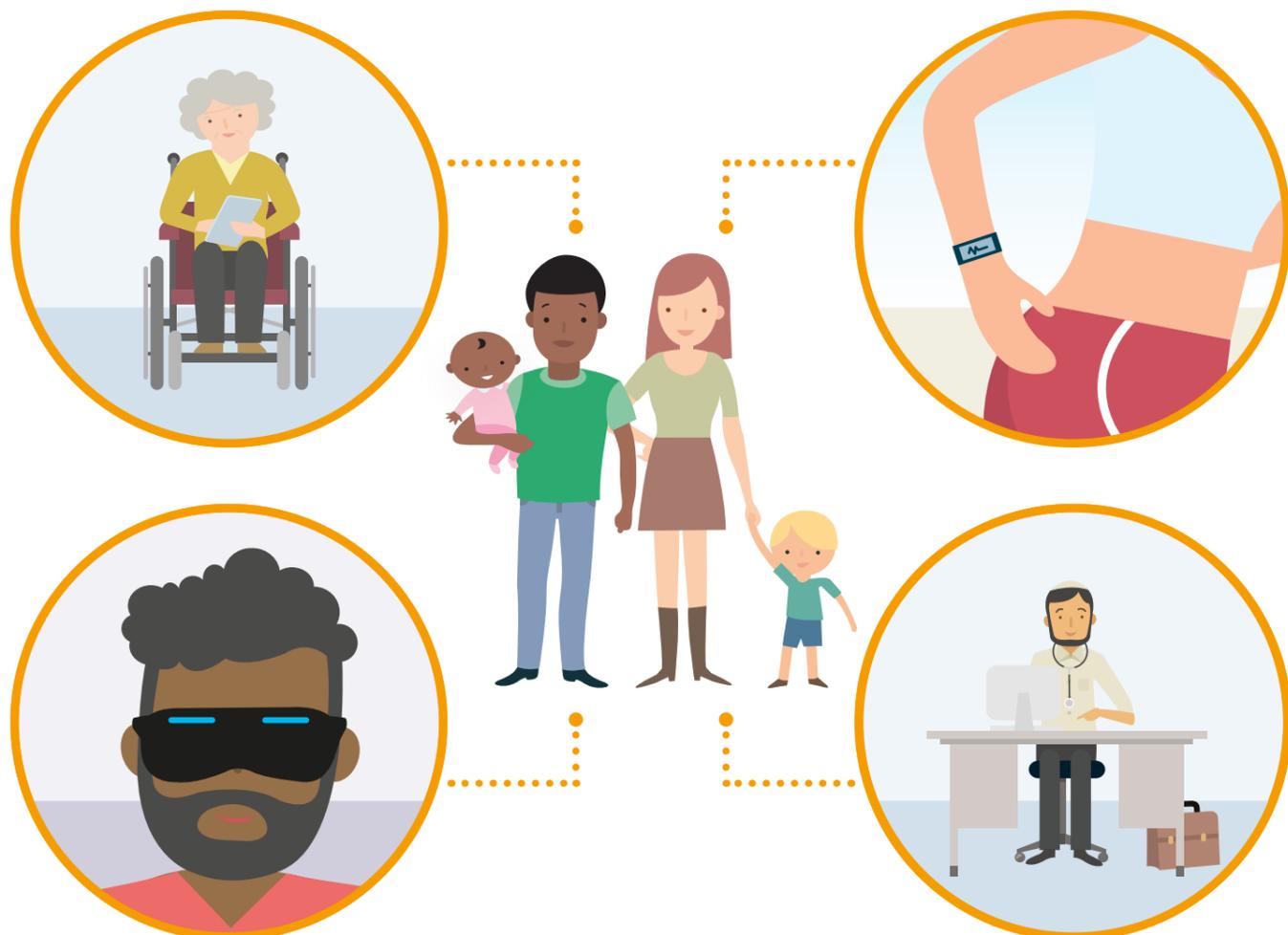
# Five inter-connected themes to improve our health and care in Lancashire and South Cumbria



# 1 Empower the person

## Why

“ The more I know about myself, my body and the consequences of the choices I make, the more confident I will be in managing my health and wellbeing ”



## What will this mean for the individual?

- I am able to access and add into my own electronic health care record, using it to manage my appointments and 'health business' online.
- I have access to good quality information to support me in making decisions and managing my health and wellbeing.
- When I need services and support, there are a growing range of options available to me to access them remotely from wherever I need to.
- I can use digital tools to help me to make changes where I need to and to monitor the impact of those changes on me, my family and my future.
- I am confident my data is stored securely and only shared when and where it is needed.

## How

People are able to use new health technology and apps to assist their own health and wellbeing.



The population of Lancashire and South Cumbria is approximately



**1.7 million** and increasing<sup>1</sup>

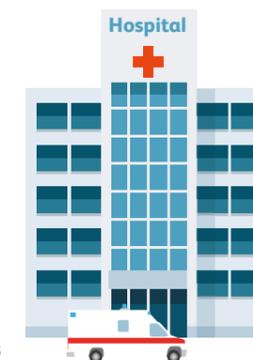
In Lancashire and South Cumbria, cardiovascular disease, heart failure, hypertension (high blood pressure), asthma, dementia and depression are



**above the national average<sup>2</sup>**

**About 1/3**

of people who go into A&E departments could have been seen by their GP or another community service<sup>3</sup>



“ We will help people take control of their health and care, providing secure online access to clinicians, personalised information, tools and advice ”

**COUNCILLOR SHAUN TAYLOR**  
Chair of Lancashire Health and Wellbeing Board

**References:** 1 Based on the number of people registered with a GP in 2016/17, according to NHS England, STP footprint analysis pack Lancashire and South Cumbria, Five Year Forward View 2016. 2 & 3 Information from Health and Social Care Information Centre, 2015, Quality and Outcomes Framework (QOF) 2014-15.

## 2 Support the frontline

### Why

“ I want to be ready, able and supported to improve the person’s experience and free up my time to use my skills for the good of the people I am caring for ”



### What will this mean for our staff?

- I feel confident and enthusiastic in using new digital solutions to help empower people to manage their own health and wellbeing
- I can support people to manage and coordinate their own care with me and share our experiences through the care record.
- I have been afforded the time to innovate and to develop my skills and confidence in using digital solutions.
- I have access to information necessary to do my job and I collect and use data as a fundamental part of my role in caring for the person, family or community that I work with.
- I can interact with others supporting those I care for, regardless of location, using a number of digital tools and methods.

“ Talent remains key, but digital technology will help fill the gap ”

**DR AMANDA THORNTON**  
Digital Health Clinical Lead  
Healthier Lancashire and South Cumbria

There is both a workforce and a financial gap, so something needs to change

### The cost of funding our staff has increased



since 2012 the NHS pay bill is £3.7bn larger in real terms, with 40,000 more clinical staff employed<sup>1</sup>

### We need to work on retaining our staff



as an example, the rate of nurses leaving the NHS grew from 7.1% to 8.7% between 2012 and 2017<sup>2</sup>. If we do not reduce demand, change services or increase productivity, the NHS will need **190,000 more staff by 2027**<sup>3</sup>

Across Lancashire and South Cumbria there are **41,230 people**<sup>4</sup> working in health, **46,000 people**<sup>5</sup> employed in social care and a wealth of people across the region that help support communities with health and care such as voluntary, community, faith, charity and housing organisations

### 94% of staff

have said that the potential of a digital ready workforce would make a large improvement to health and care<sup>6</sup>



**References:** \* 1 & 2 Public Health England, Facing the Facts, Shaping the Future (draft workforce strategy). 3 Health Education England. 4 WRaPT. 5 Skills for Care 2016/17. 6 Health Education England, working in partnership with NHS Digital and NHS England, commissioned Clever Together a three-week national online workshop to explore the needs and experiences of people working in the system who have digital expertise.

# 3 Integrate services

## Why

“ Every time we offer care, we learn more about the person and their needs. By sharing our knowledge and experience we can make better, quicker decisions for people with similar needs and the wider communities we serve ”



PHARMACY



“ Connecting together health and care records is key to improving the quality and safety of the care we provide ”

**DECLAN HADLEY**  
Digital Lead

Healthier Lancashire and South Cumbria



## What will this mean for our systems?

- We will adopt a unified approach, doing things at scale and building on what already works well.
- We will share data rather than duplicating it, to support care for individuals, neighbourhoods and the whole population whilst always respecting people's right to privacy.
- We will continue to develop our shared care record to support the delivery of safe, effective care, using data to predict and prevent disease.
- We will access and process data as soon as it is recorded so we can manage our resources effectively and plan well for the future.
- We will link people to information, resources and support, to facilitate choice and decision making.



There are more than **200 GP practices**<sup>1</sup>

## NHS Trusts

provide hospital, mental health, ambulance and health and wellbeing services across the region



## Clinical Commissioning Groups

along with other NHS organisations are responsible for the planning and commissioning of services such as NHS England, Health Education England and the Innovation Agency

## Councils

work with local partners and other public service providers, connecting health and care to their communities

## Communities

we will work with those who are making a difference to everything that connects health and care to communities such as voluntary, faith, education, charity and business organisations

**References:** 1 Based on the number of people registered with a GP in 2016/17, according to NHS England, STP footprint analysis pack Lancashire and South Cumbria, Five Year Forward View 2016.

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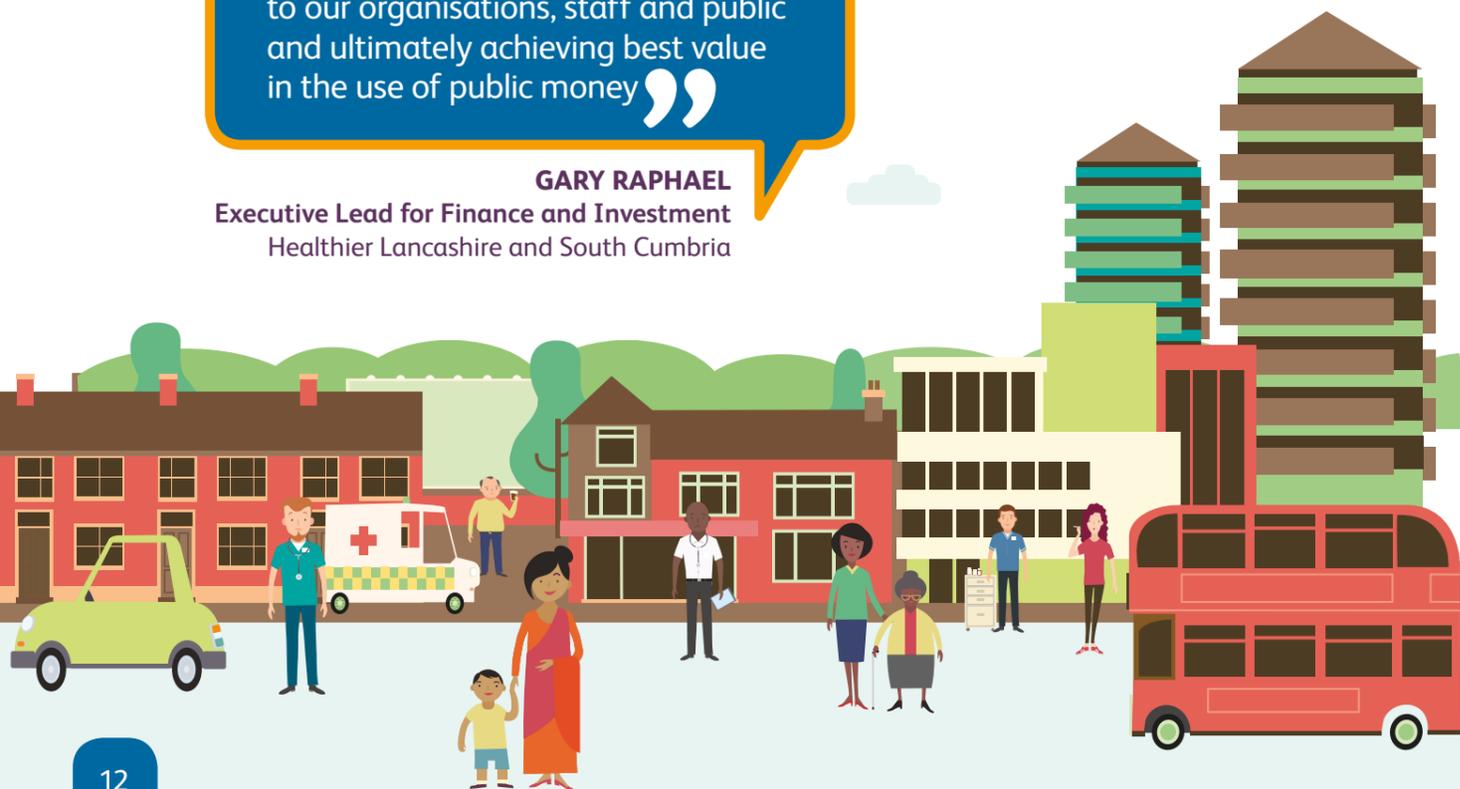
# Manage the system more effectively

## Why

“ By working together we have an opportunity to better use resources to improve health outcomes for people in our region ”

“ There are clear benefits to be derived from a more collaborative approach to delivery of the digital strategy, not least of which is a more robust and innovative offer to our organisations, staff and public and ultimately achieving best value in the use of public money ”

**GARY RAPHAEL**  
Executive Lead for Finance and Investment  
Healthier Lancashire and South Cumbria



## What will this mean for organisations?

- We will get the basics right to ensure our systems are universally capable and secure from cyber-attack.
- We will have a single approach to the way we govern information, always ensuring the public are aware of how we use data.
- We will integrate our systems around the person and their specific needs, sharing the best of what works to solve day-to-day problems.
- We will work together to reduce complexity, duplication and costs, using our collective buying power to get the best value for tax payers.
- We will standardise and redesign our digital systems to release more time to deliver care and improve safety.



## Approximately 1,200 people work in ICT services

within secondary care and Commissioning Support Unit, primary care and CCGs in Lancashire and South Cumbria<sup>1</sup>

An estimated **£57.3 million was spent on IT**

in NHS Trusts across Lancashire and South Cumbria in 2016/17. This equated to an average of approximately 2% of total revenue.<sup>2</sup>

Lancashire and South Cumbria were one of **the first areas to have a single WIFI solution** available in hospitals, health centres and GP surgeries

**References:** 1 Workforce figures are taken from the Informatics Skills Development Network workforce survey. 2 Finance figures were provided by the NHS Trusts within Lancashire and South Cumbria

# 5 Create the future

## Why

“ We will work collaboratively, constantly seeking out new technologies to improve health and care outcomes and make better use of our resources ”



## What does this mean for our future?

- We will support people to innovate, creating space and time to tackle common problems and share good practice.
- We will connect people to specialist resources including wider industry and academic partners to drive innovation and transformation.
- We will consider the potential of new technologies as we plan ahead.
- We will build a reputation for innovation in technology to attract the workforce of the future.
- We will use the best available data to drive continuous improvement.

“ The future of Lancashire and South Cumbria is in our hands, a culture where innovation can thrive is vital ”

**DR LIZ MEAR**, Chief Executive  
The Innovation Agency  
(Academic Health Science Network for the North West Coast)

## Robots,

such as the DaVinci Xi at Lancashire Teaching Hospitals, will continue to be hugely successful in improving outcomes for treatments such as cancer leading to



## quicker recovery

Robots can provide a 3 dimensional view and the ‘wristed’ instruments allow much greater control and care of tissues, making it much easier for surgeons to access parts of the body that are difficult to reach, and undertake complex procedures using keyhole incisions rather than open surgery, reducing the risk of complications

## Genomic medicine,

sometimes also known as personalised medicine, is an emerging discipline that looks to customise a person’s medical care to their body’s unique genetic makeup. To make sure patients benefit from innovations in genomics, the Government has committed to sequencing 100,000 whole human genomes, from 70,000 patients, by the end of 2018.

## Approximately 35 percent

of healthcare organisations plan to leverage artificial intelligence within two years — and more than half intend to do so within five<sup>1</sup>.

Source: 1 Healthcare IT News and HIMSS Analytics survey from 2017

# Our next steps

The principles we have set out here represent our determination to use digital alongside traditional services for the benefit of people living in Lancashire and South Cumbria.

Our overarching ambition is to empower people, by giving them access to clear, relevant, and reliable health information. We believe that over time this will lead to better health outcomes for the whole population.

To achieve our ambition, we will develop an annual delivery plan that we will ask all our partners to sign up to. This plan will describe our collaborative programmes of work and define our investment priorities based around the five themes.

We will judge our progress year-on-year based on the principles we have set out, with a bias towards the perspectives of those people who use our services. Our annual review will reflect the pace of change in technology and be seeking to explore and exploit the constantly improving range of opportunities that digital provides.

For the latest news and developments in digital health across Lancashire and South Cumbria, visit: [healthierlsc.co.uk/digitalfuture](https://healthierlsc.co.uk/digitalfuture) and follow [@healthierlsc](https://twitter.com/healthierlsc) on Twitter



## Healthier Lancashire & South Cumbria

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## Healthier Lancashire & South Cumbria

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