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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	30 May 2019	Agenda Item	2.4
Report Title	Digital Inclusion Update		
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Report Sponsor	Matt John, Chief Information Officer		
Presented by	Matt John, Chief Information Officer		
Freedom of Information	Open		
Purpose of the Report	To provide an update on the Health Board's progress in supporting and promoting the digital inclusion of our staff and the citizens we serve.		
Key Issues	<ul style="list-style-type: none"> • The benefits of investing in Digital Inclusion • Projects and initiatives being progressed that are having significant impact on digital inclusion and enablement 		
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • NOTE the progress being made in the support and promotion of digital inclusion for our staff and citizens. • NOTE the intention to recruit a Digital Inclusion Manager to scale up, evaluate and advocate Digital Inclusion initiatives and programmes across the Health Board. 		

DIGITAL INCLUSION UPDATE

1. INTRODUCTION

This report provides an update on the Health Board's progress in supporting and promoting the digital inclusion of our staff and the citizens we serve.

2. BACKGROUND

The NHS in Wales and its partners in Social Care and third sector organisations increasingly are exploring ways to provide access to services and advice for patients and service users through digital technologies. This will continue to progress as we strive to take full advantage of the benefits of digital transformation.

Digital Inclusion is about working with communities to address issues of opportunity, access, knowledge and skill in relation to using technology, and access to the internet. In the context of the NHS this would apply to those who use our services, citizens seeking to maintain or improve their wellbeing and our staff who use new digital technologies for their work and in their personal lives.

Improving digital literacy has been shown to have a significant impact on improving health outcomes for patients by helping them to take control of their health and care. Giving them skills to access the right information and services enables them to manage their conditions better as well as helping to relieve the burden on NHS services¹.

As previously reported, in November 2018 an independent report, 'Digital Inclusion in Health and Social Care'², was commissioned by the Wales Co-operative Centre. The report aims to provide key stakeholders with a robust evidence base on the potential for digital inclusion to improve the health and well-being of older people and people with a limiting long term condition, disability or infirmity in Wales.

One of the key recommendations of the report is to mainstream digital inclusion. The report recommends that digital inclusion needs to move from the margins to the mainstream of health and social care planning and delivery in Wales, and be seen as a key enabler of prudent healthcare. Swansea Bay University Health Board (SBUHB) are committed to digital inclusion and following on from signing the Digital Inclusion Charter, we are taking positive steps to ensure improvements and mainstreaming.

¹ <https://digital.nhs.uk/about-nhs-digital/our-work/transforming-health-and-care-through-technology/self-care-and-prevention-domain-a/widening-digital-participation>

² <https://wales.coop/wp-content/uploads/2019/02/Digital-Inclusion-and-Health-in-Wales-Eng-full-report.pdf>

3. PROGRESS

SBUHB has an ambitious Digital Strategy ‘ Destination Digital’, which aims to ensure that health, care and wellbeing activities carried out by everyone in our health economy will, with pace and scalability, be enabled using digital technology. This will mainstream all things digital across healthcare, as advocated by the digital inclusion report. We are developing the next stages of implementation in a 3 year delivery plan to underpin and enable the IMTP 20-23.

The Health Board has made considerable progress in 2018/19. Some of the key areas of success are detailed below.

Patient Empowerment - Patient Portal

A key component of sustainably improving the health and wellbeing of the resident population of SBUHB Health Board is to ensure that citizens become active participants in their own health and wellbeing. The role of digital is an essential enabler in engaging the patient and will facilitate transformation of the clinical pathways in a number of areas.

In July 2018 we were the first Health Board to offer our patients a patient-controlled record (Patients Know Best, PKB) with integration into the national diagnostic results repository. For the first time in Wales, patients have access to their secondary care information and are able to share that securely with whoever they wish as well as being able to message their clinical team for advice. As at May 2019, there are 773 patients registered across 10 speciality areas.

Patients can record diagnoses, allergies, track measurements, systems and view pathology results, to allow timely intervention and prevention. Treatment plans and medications can be shared, along with a library of information from useful web links, improving knowledge and digital skills. The record can be shared with a wide range of health and social care professionals and family and next of kin.

Healthcare professionals and patients can also communicate via secure messaging, reducing the need for unnecessary appointments. For example, in the Dermatology department of Singleton Hospital the team have been actively signing up patients to PKB and now have 53 patients registered. 2-way digital communication through PKB with these patients has already removed the need for 159 follow up appointments.

We are also working with the Health Board’s Volunteer Service and Digital Communities Wales to encourage and support patients in the use of PKB and other online applications.

Patient Empowerment – Text Reminders

Patients are now receiving SMS text reminders for primary and secondary care appointments. Whilst the main drivers for this are to ensure patients attend their appointments and to reduce DNAs, a further benefit is the positive effect on digital inclusion as a result of increased digital communication. This paves the way for

introducing further use of nudge technologies e.g. in the increased collection of Patient Recorded Outcome Measures (PROMS).

Mobilising the Workforce - WiFi & Remote Access

The focus of this work is to ensure our staff have the right tools and right information at the right time to enable them to provide the best quality care for our citizens. As a result, our workforce will be able to respond more flexibly to the needs of the patients and provide support through different mediums to the traditional face to face contact where appropriate.

As previously reported, we were the first Health Board in Wales to offer free public WiFi. Since April 2018, this service has been available in every acute and community hospital across the Health Board, enabling patients and their families to stay connected whilst in hospital. We have up to 12,000 concurrent users at peak times.

In the last 12 months we have improved remote working digital access for staff who require it. This means staff can work from sites outside of Health Board locations including their own home. This has had a positive effect on recruitment for clinical posts that are difficult to fill.

Another key area of work has focussed on providing staff access to work resources such as e-mail, calendar and shared drives on their own devices (BYOD). By mid 2018/19 we achieved our target of 2,000 users of this service and it is continuing to grow. This means that over 3,000 staff are using mobile solutions in the work place, which is over 20% of the workforce.

Mobilising the Workforce – Community

A large focus of our mobilisation work has been with the community workforce. Our ambition was to mobilise our entire community staff base through the adoption of digital ways of working using tablet devices. We achieved this in 2018/19 with 2,400 community staff now using iPads to provide their services to patients. The community mobilisation project now means that community staff have access to 32 tools at the point of care, including:-

- Welsh clinical portal
- GP Record Summary
- Caseload application
- Digital note taking
- Secure recording and sharing of clinical image
- Electronic assessments
- Access to reference materials to share with patients

Patient Flow - Singleton Hospital Whiteboard

We developed and delivered a bespoke “electronic whiteboard” to help manage flow and patient care within the Surgical Assessment Unit. It has replaced multiple wall-mounted whiteboards and paper-based systems to keep track of patients, improve

patient safety and information governance. The solution has greatly reduced the time spent on paperwork, in the Surgical Assessment Unit including:-

- Junior doctor post take list – from 45 minutes to 2 minutes per day
- Reception admission book updates – from 100 mins to 0 per day
- Nursing handover from 40mins to 15 minutes per day

Bed managers and pharmacists are also benefitting from the new SharePoint system and it also assists with sepsis screening through the support of real-time NEWS scores. Following the success in Surgical Assessment Unit, the solution was rolled out across the whole hospital. This work has been significant in raising the digital skills of ward based staff across the Singleton site. This will prepare them for the next digital developments they will receive as part of the digital 3 year programme in SBUHB.

Digital Record

The cornerstone of the Health Board's digital ambition is the digitisation of the health record. This will be achieved in part by the widespread adoption of the Welsh Clinical Portal (WCP) underpinned by the national patient record repositories for documents, results and images.

In 2018/19 we implemented further modules of the WCP, including All Wales view of clinical documents and diagnostic results, saving 1000s of repeat tests per year therefore improving the patient experience. Another key success in 2018/19 was the continued implementation of Electronic Test Requesting (ETR). In the areas where ETR is in place (50% of HB locations), there has been a 91% reduction in patients bled unnecessarily. Furthermore, access to the GP summary record across secondary care was spread more widely improving information to enable quality patient care.

These developments increase the volume of digital systems in the workplace that are enabling quality care, demonstrating the need of a digitally skilled and able workforce.

Digital Inclusion Programme

An initial digital inclusion workshop was held in March 2019, facilitated by Wales Co-operative Centre / Digital Communities Wales. The workshop brought together stakeholders from across the Health Board to identify ways to meet the principles within the digital inclusion charter and to share progress and promote ideas for supporting digital inclusion. This generated significant interest in the digital inclusion agenda and has established an initial network of digital inclusion champions within the Health Board.

There was particular interest in progressing the Digital Heroes programme and the benefits of digital initiatives in the care of dementia patients. Through the Digital Heroes initiative, young people engage with older people and introduce them to digital technology, often with inspiring and transformative results. People who would otherwise be lonely and isolated are supported to get online so that they can keep in touch with friends and family. Another example is where digital technologies (including VR headsets) are being used to enable people with dementia to connect with positive memories. A number of pilots are being planned for 2019/20.

These initiatives will be coordinated through the newly established digital inclusion steering group that will meet for the first time in May 2019. The steering group will direct and evaluate the initiatives, share best practice and learning across the Health Board.

To support and accelerate the digital inclusion focus, the Health Board intends to appoint a Digital Inclusion Manager on a 12 months trial basis. The post holder will play a key role in developing the digital champions in all our units and amongst our larger staff groups. They will focus on implementing and evaluating the digital inclusion projects. They will also work with other agencies and charities to implement mechanisms to increase the digital health literacy of health and care staff and our citizens. Following the initial 12 months, the impact of the role will be evaluated and considered on a longer term basis.

4. GOVERNANCE AND RISK ISSUES

The matters addressed in the report do not carry a significantly increased level of risk for the Health Board. The Welsh Government strategy 'A Healthier Wales – Our plan for Health and Social Care'³ is clear that it will invest in new technology which will make a real difference to keeping people well, and help staff to work better. The vision is clear that there will be investment in the future skills needed within the health and social care workforce, and in the wider economy, to accelerate digital change and maximise wider benefits for society and the Welsh economy.

There is also the opportunity cost that having good levels of digital inclusion presents. As previously reported, the evaluation of Phase One of the NHS Widening Digital Participation programme in England provides the most detailed analysis in the UK of the impact of increasing digital inclusion on health. Of those who were supported by the programme⁴:

- 56% went on to find information on the internet about health
- 59% felt more confident in using health information
- 51% have now used the internet to explore ways to improve mental health and wellbeing
- 52% feel less lonely or isolated
- 54% of those in need of non-urgent medical advice said they would now go online before consulting their GP, to look at sites such as NHS Choices
- 21% made fewer calls or visits to their GP, with 54% of those saving at least three calls in the three months before being surveyed and 40% saving at least three visits over this period.
- 10% made fewer calls to NHS 111, with 42% of those saving at least three calls in the three months before being surveyed.
- 6% made fewer visits to A&E, with 30% of these saving a minimum of three visits in the three months before being surveyed.
- 29% went online to find health services, such as looking for a new GP.
- 22% progressed to booking GP appointments online and 20% have ordered repeat prescriptions online.

³ <https://gweddill.gov.wales/docs/dhss/publications/180608healthier-wales-mainen.pdf>

⁴ <https://www.goodthingsfoundation.org/> [Tinder Foundation]

- 17% went online to rate or review their GP or another health service they have used.

This evaluation estimates a return on investment of £6.40 for every £1.00 spent by the NHS on digital inclusion support.

5. FINANCIAL IMPLICATIONS

The recruitment of a Digital Inclusion Manager will have a financial implications, it is expected that the post would be graded at a band 7. Funding for the post will be included as part of the Digital Workforce and Investment planning process that will be completed during quarter two of 2019.

6. RECOMMENDATION

Members are asked to:

- **NOTE** the progress being made in the support and promotion of digital inclusion for our staff and citizens.
- **NOTE** the intention to recruit a Digital Inclusion Manager to scale up, evaluate and advocate Digital Inclusion initiatives and programmes across the Health Board

Governance and Assurance		
Link to Enabling Objectives (please choose)	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input checked="" type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input checked="" type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
(please choose)	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input type="checkbox"/>
	Dignified Care	<input type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
Implementation of digital systems in healthcare can have a significant positive impact on quality, safety and patient experience. Critical to success is the wide scale adoption of an effective business change model.		
Financial Implications		
The funding model for the new post is currently being considered.		
Legal Implications (including equality and diversity assessment)		
No known legal considerations. The implementation does ensure the Health Boards complies with Welsh Government digital inclusion strategic framework and the recommendations of 'Digital Inclusion in Health and Social Care		
Staffing Implications		
A new post to be created. Improved digital skills for existing workforce following the implementation of the digital inclusion programme.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
Digital transformation and digital inclusion is fully congruent with the aspirations of the future generations act		
Report History	1 st report of digital inclusion presented in July 2018.	
Appendices		