

Integration Joint Board

Agenda item:

Date of Meeting: 31 May 2023

Title of Report: HSCP Digital Health and Care Modernisation Strategy 2022-2025

Presented by: Stephen Whiston - Head of Strategic Planning, Performance & Technology

The Board is asked to:

- Support and endorse the strategy which has been presented and approved at the HSCP Digital Modernisation programme Board
- Note that the HSCP Digital Health and Care strategy will continue to be iterated and developed and is being used to inform the strategies and digital/IT/ICT priorities of NHS Highland and Argyll and Bute council.

1. EXECUTIVE SUMMARY

This Digital modernisation strategy has been developed to direct the operation, investment plans and future use of Information Technology (IT) and digital services in Argyll and Bute Health and Social Care Partnership (HSCP).

The prime focus of this strategy is to ensure the design of IT and Digital services and structures deliver positive outcomes for staff, patients, service users and other stakeholders.

1.2 Background

In January 2020, the Strategic Leadership Team received an update on the HSCP digital and IT plans and priorities which had been developed in 2019 prior to the Covid19 pandemic.

This was informed from the HSCPs Strategic plan and direction from the IJB which meant our focus and priority over the last few years has:

- keeping services safe and secure – cyber security
- providing resilience in availability and ensuring infrastructure
- progressing integrating systems to reduce burden of work on staff
- increasing the uptake and use of Technology Enabled Care (TEC)
- progress primary care IT replacement

At that time feedback from our users and stakeholders indicates that NHS and social work IT systems operating within hospitals, GP surgeries, care homes, Social Work, pharmacies and community care still did not:

- Easily “talk” to each other to share essential patient/client information
- Present the necessary information in the right form at the right time,

- Support mobile and flexible working of our staff
- Occasionally fail and take too long to fix
- Provide assurance regarding all modern cyber security practices with the correct generation of software etc. installed on systems.

This can impact on the effectiveness of communication and service for those receiving care and integrated staff are frustrated and hindered in their work. The HSCP is also missing efficiency opportunities and service productivity gains that could release staff time to improve front line care and reduce burden of work on our staff.

This indicated a need for a specific Argyll and Bute HSCP health and care digital strategy. This was further reinforced by an Argyll & Bute Integration Joint Board Internal Audit Report IT Strategy and Governance December 2020 which concluded:

*During the course of our review, we identified that there are currently no IT objectives or outcomes contained within the strategic plan.
There are no established processes through which the Argyll & Bute IJB directly contributes to and influences technology-enabled care strategies of Argyll & Bute Council and NHS Highland.
It will be important for the IJB to set out its own objectives / principles for technology-enabled care as well as formal governance arrangements through which the IJB has formal input to and oversight of relevant aspects of technology-enabled care strategies of Argyll & Bute Council and NHS Highland.*

**Internal Audit Report 2020/21 IT Strategy and Governance
December 2020**

This led to the establishment of a HSCP Digital Modernisation Programme Board which reported to the SLT and have a governance accountability to the Finance and Policy Committee.

The HSCP Digital modernisation strategy meets this requirement as well as provides the **practical** road map which details the HSCP digital service goals/outcomes, lists the priorities for investment (system and staff) and the associated resource requirement (capacity, capability and funding). All supported by a project/business case process for delivery.

2. DETAIL OF REPORT

The HSCP recognises it is critically important to embed technology in order to sustain high quality, efficient and effective health and care service. The HSCP digital strategy has been developed to take account of the new refreshed Scotland Digital Health and Care Strategy “Enabling, Connecting and Empowering: **Care in the Digital Age**” **October 2021**, detailing the digital modernisation roadmap of the HSCP.

“Enabling, Connecting and Empowering: Care in the Digital Age Its 3 aims describes how digital health and care will be delivered:

Aim 1: Citizens have access to, and greater control over, their own health and care data – as well as access to the digital information, tools and services they need to help maintain and improve their health and wellbeing.

Aim 2: Health and care services are built on people-centred, safe, secure and ethical digital foundations which allow staff to record, access and share relevant information across the health and care system, and feel confident in their use of digital technology, in order to

improve the delivery of care.

Aim 3: Health and care planners, researchers and innovators have secure access to the data they need in order to increase the efficiency of our health and care systems, and develop new and improved ways of working.

To achieve these aims health and care must focus on 6 priority areas:



Digital access

- People have flexible digital access to information, their own data and services which support their health and wellbeing, wherever they are.

Digital services

- Digital options are increasingly available as a choice for people accessing services and staff delivering them.

Digital foundations

- The infrastructure, systems, regulation, standards, and governance are in place to ensure robust and secure delivery.

Digital skills and leadership

- Digital skills are seen as core skills for the workforce across the health and care sector.

Digital futures

- Our wellbeing and economy benefits as Scotland remains at the heart of digital innovation and development.

Data-driven services and insight

- Data is harnessed to the benefit of citizens, services and innovation.

The HSCP digital health and care modernisation strategy has been developed to progress meeting these aims over this period.

The HSCP IT & E-Health priorities have been developed and aligned with NHS Highland and Argyll and Bute council respective strategies approved priorities and developing plans as they are the “hosts/owners” of our IT/ICT infrastructure strategy. These are detailed within the HSCP strategy.

This strategy has been presented at both the NHS Highland Digital Health and Care Group and in the development session of the Integration Joint Board for review in April 2023.

3. CONTRIBUTION TO STRATEGIC PRIORITIES

The Digital Health and Care Strategy is shaped and informed by the HSCP key strategic priorities and is included in the HSCP new strategic plan.

4. GOVERNANCE IMPLICATIONS

4.1 Financial Impact

The resource implications within the strategy have been approved within the funding envelope agreed by the HSCP, Council and NHS Highland and is as detailed in the HSCP digital strategy. New developments will be brought forward via a business case process.

4.2 Staff Governance

The development of the strategy and development, procurement and implementation of Digital services and systems requires the involvement and engagement of staff and staff partnership. All current HSCP projects and programmes have staff and trade union representation on the all project groups.

4.3 Clinical Governance

Clinical Governance and patient safety remains at the core of the HSCP prioritised digital service development and implementation.

5 EQUALITY & DIVERSITY IMPLICATIONS

EQIA not required for the strategy as it is aligned with the HSCP strategic plan.

6 GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE

Compliance with data use and sharing within this report is addressed within the Argyll and Bute council and NHS Highland Data Sharing Agreement

7 RISK ASSESSMENT

Risks and mitigations associated with E-Health and digital service delivery and project processes are managed and identified within the E-Health risk register and work plan. There is general risk that year on year investment may change and the funding will not be available.

8 PUBLIC & USER INVOLVEMENT & ENGAGEMENT

Not directly required for this strategy, but has been informed from the strategic plan consultation and ongoing public and user feedback.

9 RECCOMENDATION

The IJB is asked to support and endorse the strategy which has been presented for implementation by the HSCP Digital Modernisation programme Board. Also to note that the HSCP Digital Health and Care strategy will continue to be iterated and developed and is being used to inform the strategies and digital/IT/ICT priorities of NHS Highland and Argyll and Bute council.

10. DIRECTIONS

Directions required to Council, NHS Board or both.	Directions to:	tick
	No Directions required	x
	Argyll & Bute Council	
	NHS Highland Health Board	
	Argyll & Bute Council and NHS Highland Health Board	

REPORT AUTHOR AND CONTACT

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