

NHSX



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NHSX

A new joint team focussed on accelerating the digitisation of health and care

Missions

- To make sure citizens and staff have the digital technology they need
- Speed up the delivery and adoption of new tech
- Help people stay well and manage their health and care needs
- Give health and care staff the tech they need to do their jobs
- Focus forensically on user needs
- Create an environment that supports and encourages innovation



We work to...

...empower people to manage their health and care

- improving health and care **outcomes** and **experience**
- supporting system **efficiencies**, **reducing pressures** and making good use of taxpayers money



Why do we need to transform primary care?



- Many **patients are living with one or more long term condition**, which are increasingly complex to diagnose and treat. As a result we need services that can keep up with these health changes.



- **People are living longer**, so we need to be able to provide care which is appropriate for all patients at every stage of their life.



- The **NHS is struggling to retain staff due to high stress and increased workloads**. We need to change how we work in order to make the working life of staff in the NHS more enjoyable.



- The **demand for GP appointments** is increasing all the time and the current system can't deal with sudden change. We need new, smarter ways of working to help GPs and practice staff manage these pressures.

Everyone is transforming

- All these services offer their users/customers an online option in order to make it easier and more convenient for them to engage with the service
- Why not give an online option for healthcare?



Online
banking



Online
travel



Online
shopping



Online
tax returns

General Practice is a high volume transaction service
based on personal relationships between patients and staff



42,500 GPs



177,000 staff



6483 GP practices
1259 Primary Care
Networks

In one year



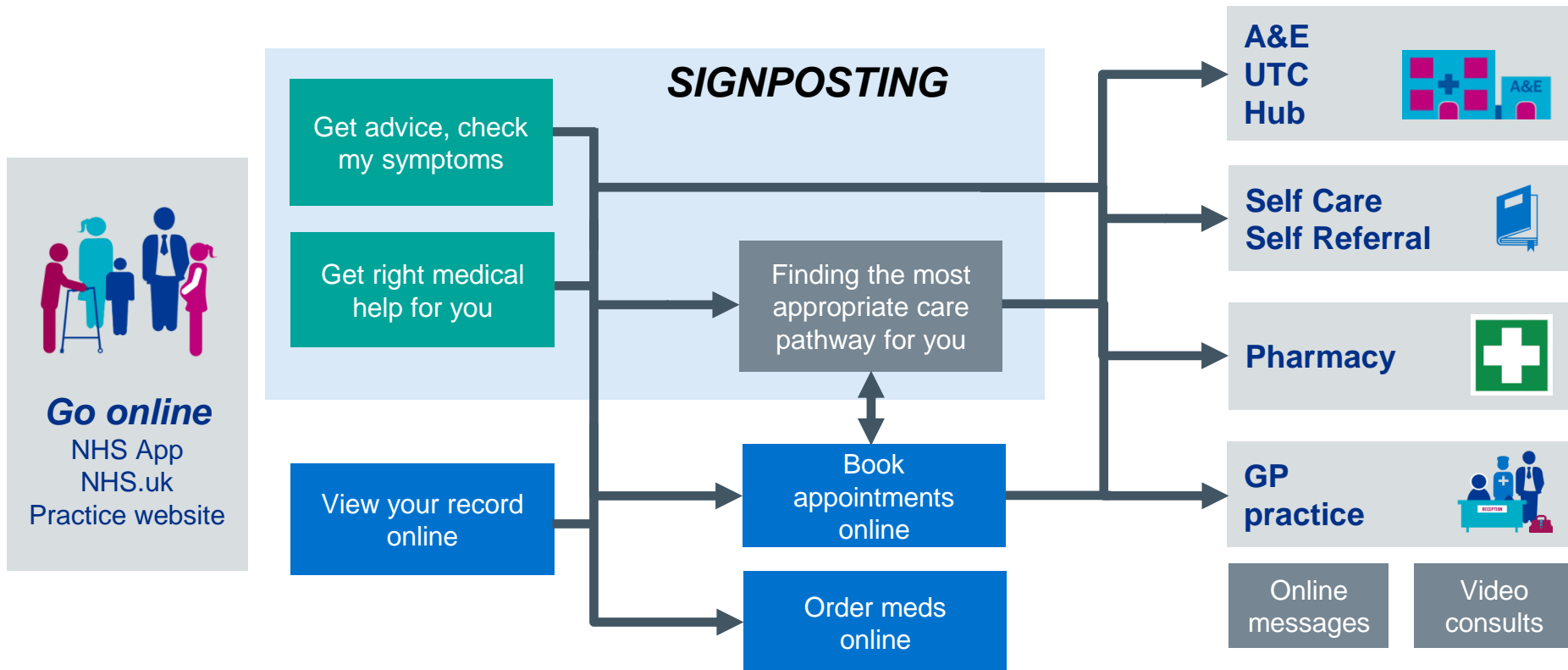
- 306m f2f appointments
- 4m home visits
- 50m telephone consults
- 2m video
- 170m with GPs

NHS Clinical
Commissioners
The independent collective voice
of clinical commissioning groups



195 CCGs

Building resilience: digital patient journeys



Empower the Person programmes



The NHS App is a new simple, secure way for people to access a range of NHS services

NHS Login makes it easier and quicker for people to access digital tools and services

Widening digital participation helps the millions of people who lack the skills and means to use digital health services

111 online allows people to get urgent healthcare online, using their laptop, smartphone or other device

The NHS Apps Library is a public facing service providing people with access to trusted digital tools,

The NHS website is a trusted health website providing trusted information to 1.3 million visitors daily, **40m+ every month**

Digital maternity delivers a digital pathway of care from conception to post-natal improving the experience of women accessing care

Digital child health ensures key health information can be shared appropriately with all those involved in the care of a child

Personal health records offer online, secure ways for patients to manage their health and care

WiFi providing free public WiFi across the NHS Estate – 54m people **ministerial commitment achieved**



EtP Implementation team



National Head of
Implementation
Lynn Smith



Business Support Officer
Maureen Wragg

North and North East

Midlands and East

London

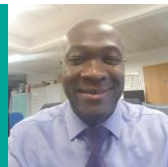
South East and South West

Implementation Lead
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Implementation
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Tristan Stanton



Implementation
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Patrick Johnson

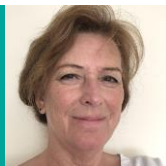


Implementation
Lead
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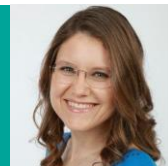


Implementation Lead
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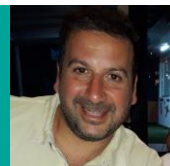
Implementation
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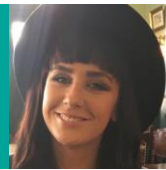
Implementation
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Implementation
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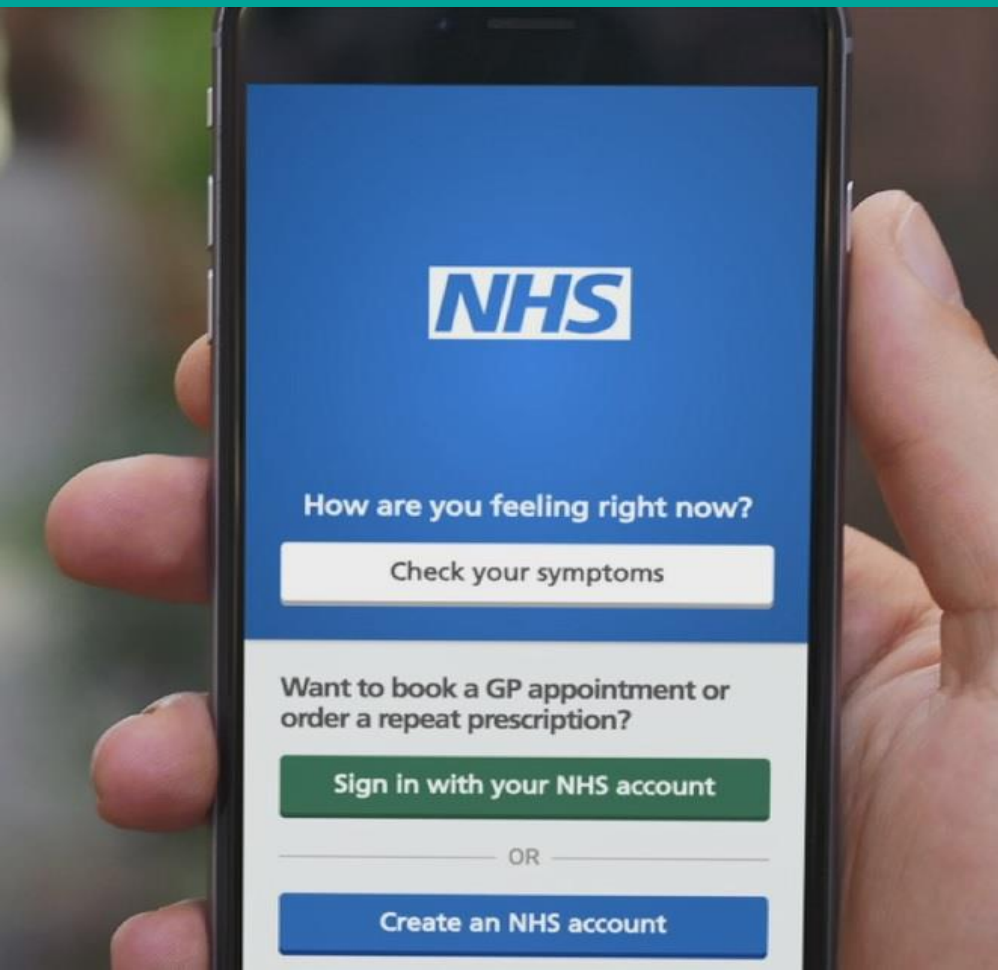


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NHS App – at launch



Symptom Checking & Triage

Booking Appointments

Repeat Prescriptions

Access to medical records

National Data Opt-Out preferences

Organ Donation Preferences

How will digital transformation benefit the patient?



General Benefits:

- 24-hour access to information, appointment booking and repeat prescription ordering gives patients more flexibility and easier access.
- Gives you the ability to share your information with others in different care settings and other NHS organisations.



Online appointment booking

- Appointments can be cancelled quick and easy to avoid 'Did Not Attends'
- Patients can input information about the appointment to avoid unwanted questions at reception.

Online repeat prescription ordering

- Patients can select a pharmacy convenient for prescriptions collection
- Patients can review and ensure only what is needed is ordered.

Online viewing of GP record

- Patients can check test results, allergies and medication etc.
- Patients feel more prepared before attending their appointment.
- Patients feel empowered and involved in their own care.

NHS App Emerging Benefits



229,611 (up to 15th Jan)
registered NHS App users



Patients are using the app to book and cancel appointments successfully



The NHS App is increasing traffic to Organ Donation, increasing the amount of patients on the register



Patients really like the repeat prescription process on the app – it is saving them time



Increase in the number of patients signing up for online services without any practice involvement



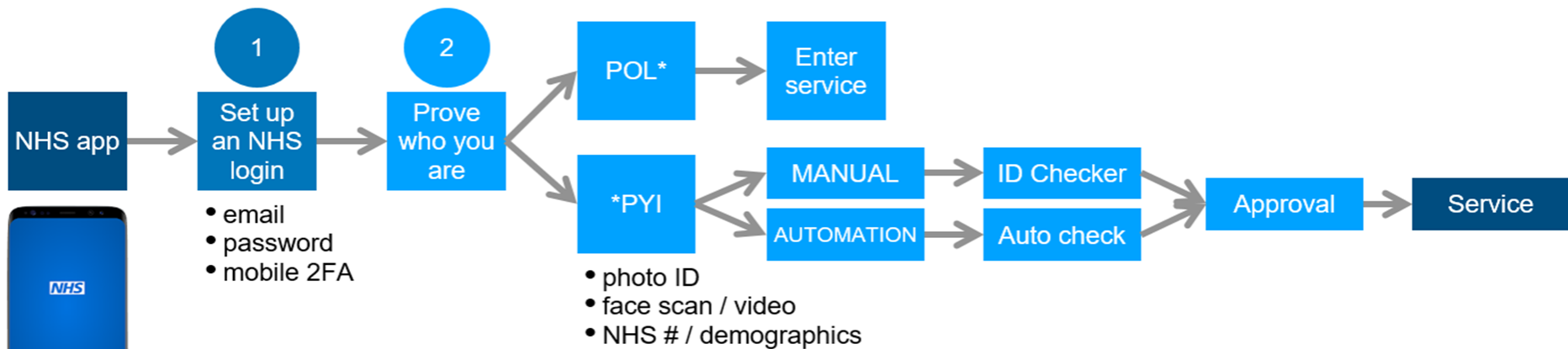
Patients have said the NHS App is better than or similar to other health apps they use

* These are the emerging benefits based on a small sample size and a few weeks of live app use

"To deliver a **single process** for people and their nominated carers to **simply, securely, consistently** and **conveniently access** any approved digital health and social care service."

- All users are required to verify their identity in order to access the full range of NHS App functionality
- Most patients will be able register and verify their ID without the need to come in to practice
- ID is verified by NHS Digital and usually takes up to 2 hours

NHS Login journey



Service Level

Users that already have GP Online Services are provided with the level of access they currently have.

Users that do not have access to GP Online Services are provided with access to online appointment booking, repeat prescription requests and summary information.

*POL - letter from GP (linkage key, ODS, Account ID)
PYI – Prove your identity

NHS website

The NHS website, formerly NHS Choices, is a successful trusted health website providing trusted information to its 1.3 million visitors every single day.

Key aims

- To provide information and content on conditions, medicines, services as well as tools to manage health and wellbeing
- To link to seamless journeys
- To host elements of the digital ecosystem

Who is it for?



Patients
&
people



Health &
care
professionals

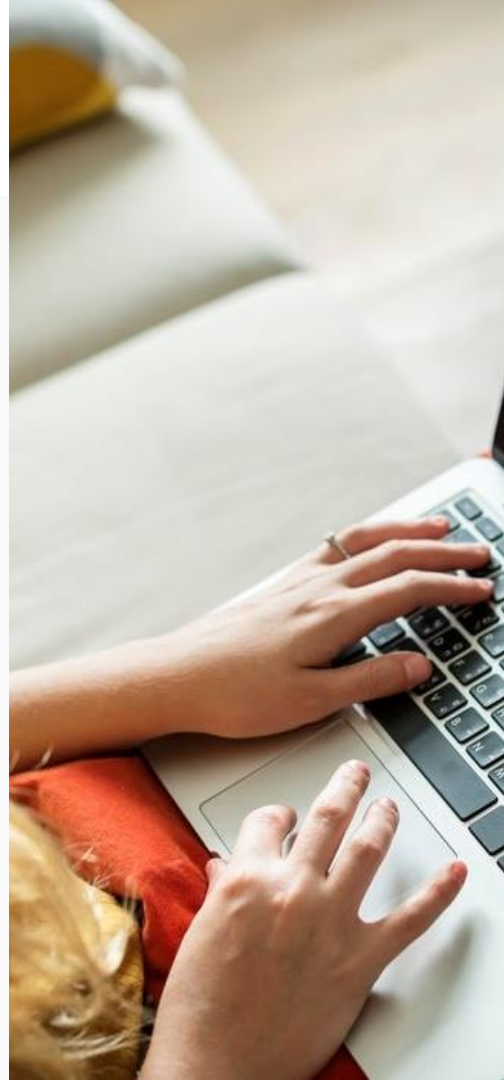


Developers
& partners

Progress to date

- Recently concluded a review of content and approach with Accenture
- We now have a clearer idea of the steps we need to take to ensure our content and content platform strategy are fit for purpose.
 - Manifesto and channel strategy
 - Audience framework
 - Content strategy
 - Ecosystem and condition maps
 - IA discovery

• Find a Service deep dive and discovery



NHS Apps Library

The NHS Apps Library is the public facing web page providing patients and citizens with access to trusted digital tools to improve health and wellbeing.

Key aims

- Improve user journeys by signposting to the apps library from pages on NHS.UK and global search.
- Improve usability of the apps library through the introduction of search and filter functionality
- Increase the use of assessed apps by syndicating to third parties

Who is it for?



Patients
& people



Commissioners



Health & care
professionals



Developers
& partners



Stakeholder, citizen and patient engagement

TASK:

1. Ensuring people and patients voices are at the heart of what we do
2. Develop a model for citizen and patient participation



Questions explored at the workshop...

How might we...

- Make patients aware they can get involved in design, development and delivery of digital, data and technology services
- Make teams aware of the patient's right to be involved
- Support teams reaching and including citizens in their work
- Make insights from citizen engagement visible to all the teams that should act on them
- Use digital tools and techniques to work collaboratively

What we heard from the day

6 themes for NHSX and NHS Digital to involve citizens well.

Theme 1

Our voice at **every stage**:

- in strategic **decision-making** - on your boards and committees
- in **designing** our services
- in **delivery**, implementation and communications




Theme 2

Our voices need to be valued at senior levels, and engagement resourced to happen consistently.

Theme 3

Value existing networks - engage us through national and local charities and patient representative groups to ensure diverse views and inputs.

Stakeholders KEY:

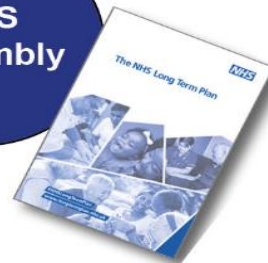
-  **Internal:** initiatives supported by the Public Participation Team
-  **Internal:** initiatives supported by other Teams
-  **External:** initiatives supported by other Orgs

Joint Boards of NHS England
and NHS Improvement

NHS England & NHS Improvement
Public Participation Team

NHS citizen
Advisory Group

NHS
Assembly



Directly connecting people's voice and experience to
policy, strategy, commissioning and improvement.

NHS Youth
Forum

Older
People's
Sounding
Board

Learning
Disability and
Autism Forum

Gender
Identity
Network

Citizens on
the margins

CCG
Lay Members
& NEDS
Network

Healthwatch
England and
Local H/W

Community
Readership
Panel

Personalised
Care - Strategic
Co-Production
Group

Commitment
to Carers
Programme

Families/
Parents
Forum

CQC
Experts by
Experience

PPV
Partners on
Groups, Forums
& Committees

Cancer
Alliances

Voluntary
Sector Health
& Wellbeing
Alliance

Maternity
Voice
Partnerships

Regional
Engagement
Leads

Theme 4

Engagement is most effective when you are **specific about the problem** or question you are trying to solve or answer.

Theme 5

When beginning a new digital service or programme of work, be clear about and **have a plan for how** you're going to **involve us from the start.**

Theme 6

Create templates for:

- what a **good citizen involvement plan** looks like
- how to identify and recruit citizens
- use of **digital engagement methods**
- **checklist** for running successful engagement workshops
- consistent expenses and fees policy

A close-up photograph of a person's hand holding a blue t-shirt against a solid blue background. The t-shirt has a white, handwritten-style message printed on it. The hand is positioned behind the text, with fingers spread, as if presenting the message.

The purpose of
technology is to
extend humanity,
not replace it.

Empower the Person Roadmap



	AVAILABLE NOW	RECENTLY DELIVERED	IN PROGRESS	WHAT'S NEXT
STANDARDS	<p>NHS digital, data and technology standards framework 100%</p> <p>Evidence standards framework for digital health technologies version 1 100%</p> <p>Digital assessment questionnaire 100%</p> <p>Code of Conduct for Data Driven Technologies 100%</p>	<p>Evidence standards framework for digital health technologies version 2 100%</p> <p>Code of conduct version 2 100%</p> <p>Developer portal for 3rd party apps and tools 100%</p>	<p>Review of standards 10%</p>	
GUIDANCE	<p>Digital inclusion guide 100%</p> <p>PHR adoption toolkit 100%</p> <p>Digital service manual (beta) 100%</p>	<p>NHS App implementation toolkit for GP practices 100%</p>	<p>Digital inclusion guide version 2 90%</p> <p>Content, experience and accessibility standards 80%</p>	
INFRASTRUCTURE	<p>NHS WiFi 98%</p> <p>GDE blueprints 100%</p>			

Our roadmap and community of interest available at:

nhs.uk/transformation

Thank you and questions.