- 5c Digital Agenda

- Executive Lead – Huw Thomas, Director of Finance

- Reporting Officer – Anthony Tracey, Digital Director

- April – October 2023

What is the aim of the Planning Objective?

Lead the digital enablement for Hywel Dda University Health Board, supporting the agreed outcomes of the transformational programme. Will ensure further support engagement across the wider region to ensure key stakeholders are appropriately connected, ambitions are aligned, resources allocated, and financial investment and outcomes are agreed. The emerging plan will command the support of Welsh Government and the Board; and will be procured to ensure that transformation activities can commence by October 2023 with an agreed commercial partner.

This programme will invest in improving NHS digital systems and in developing modern technology to provide us with data and insights to improve our decision making and deliver better outcomes. We will make sure our colleagues have the technology and data they need to do their jobs and spend more time delivering care and enable our systems to talk to each other to share vital information that supports enhanced delivery of care, promoting digital inclusion, equity, and literacy for our governance, colleagues, and patients.

Through the Digital Enablement Plan, we will look to;

- Provide digital services and tools to give people more control over their own health and the care they receive from the NHS.
- Extend to everyone the NHS Wales App as a new digital 'front door' to give people secure digital access to their own medical records; find trusted information about their health online; allow patients to conveniently book appointments and view test results online. In time it will also provide medical advice and consultations securely
- Give health and care staff the technology they need to help them complete administrative tasks more quickly, freeing up time to spend with patients.
- Set standards that keep information secure and make sure systems talk to each other to provide health and care staff with complete access to joined up patient records.

What have been the key achievements so far?

A programme of work was completed to help assess readiness for whole system thinking. Health Board, Local Authorities and Digital Health and Care Wales (DHCW) strategic leaders participated in dedicated sixty minute one to one semi-structured interview session, which gave rise to 34 Strategic Business Imperatives, included within the programme business case. Following the development of the imperatives this provided the overarching strategic direction for the transformation programme to enable focus in the areas that will have the most impact. To enable improved citizen, patient and employee experience and unlock value, we have identified 34 strategic business imperatives, 4 core digital pillars, 4 Delivery Workstreams, and 10 Delivery Projects. These will be the key inputs to transformation and provide the structure and direction.
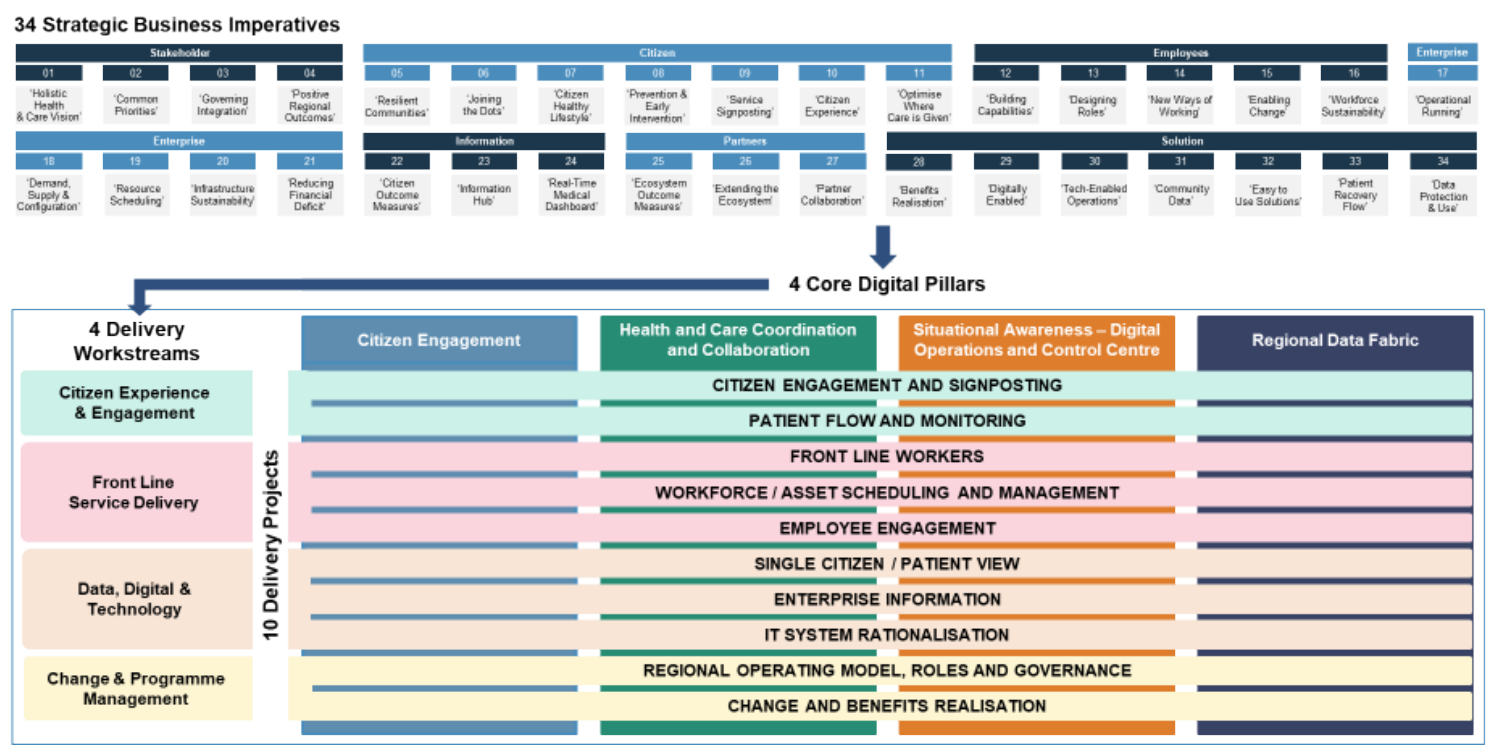
34 Strategic Business Imperatives

4 Core Digital Pillars

A digitally enabled Mid and West Wales will underpin every aspect of health and care. Therefore, everyone will require to have access to the digital information, tools and services needed to help maintain and improve their own health and well-being. Health and social care information will need to be captured electronically, integrated, and shared securely. Digital technology and data to be used appropriately and innovatively to help plan and improve services and ultimately improve outcomes for all.

What needs to be done next?

Next Steps

The following is the proposed approach:

- A revised Programme Business Case (PBC) detailing the Strategic and Management Case will be presented to the Board at the November 2023 meeting that sets out the digital proposition to realise the vision articulated in the Health and Care Strategy "A Healthier Mid and West Wales: Our Future Generations Living Well" and create an integrated, patient centric, community based and social model of care.

- Following the release of the Prior Information Notice (PIN) in May 2023, 60 companies have registered an interest in working with the Health Board. A finalised specification has been completed ready to be released to the market following approval by the Board.

- The Outline Business Case (OBC) will be considered by the Digital Oversight Group in December 2023, with recommendations to be provided to the Sustainable Resources Committee.

- The Full Business Case will be presented to the Board in January 2024, with a recommendation of the preferred approach to deliver the Digital Enablement Plan.

What are your take home messages for the Committee?

A digitally enabled Mid and West Wales will underpin every aspect of health and care. Therefore, everyone will require to have access to the digital information, tools and services needed to help maintain and improve their own health and well-being. Health and social care information will need to be captured electronically, integrated, and shared securely. Digital technology and data to be used appropriately and innovatively to help plan and improve services and ultimately improve outcomes for all.

Through the digital ambition set out in the health and care strategy the strategic benefits illustrated in the following table will be enabled.

Whilst significant progress has been made to introduce digital systems, the NHS in Wales remains a long way from reaching its full potential and ensuring equal service provision across the country. Patients are currently experiencing the longest wait times for treatments seen in decades and releasing capacity to treat patients and protect beds for non-acute care. A move to digital working during the COVID-19 pandemic has set a unique starting point with strong clinical support on the ground. The user research conducted as part of this work shows unilateral clinical buy-in.

Hywel Dda Strategic Benefits	Examples of types of outcomes and benefits
Patient safety increased	Increased timeliness and availability of relevant clinical information decreased transcription errors and decreases risk to patients' safety
Positive patient outcomes increased	Easy access increases speed and of diagnosis, care, treatment plan and onward referral
Patient confidence increased	The availability and targeting of accurate and relevant information at the point of contact
Legal compliance maintained	Requirement to comply with policy, legislation, and standards
Healthcare system efficiency increased	Processes are faster, or wasteful processes can be decreased or eliminated
Overall healthcare system costs decreased	Information management and technology improvements eliminate wasteful processes and reduce expenditure
Digital Inclusion	Identifying digitally excluded patients / citizens and providing access to devices and digital skills to enable all across Hywel Dda to safely participate in the digital world

What are your take home messages for the Committee?

The Next Steps

The following is the proposed approach: -

- A revised Programme Business Case (PBC) detailing the Strategic and Management Case will be presented to the Board at the November 2023 meeting.

- The Business Outline Case (OBC) will be considered by the Digital Oversight Group in December 2023, with the recommendations to be provided to the Sustainable Resources Committee.

- The Full Business Case will be presented to the Board in January 2024, with a recommendation of the preferred approach to deliver the Digital Enablement Plan.

Recommendation

The Committee is requested to:

- **NOTE** the contents of the Deep Dive into Planning Objective 5C