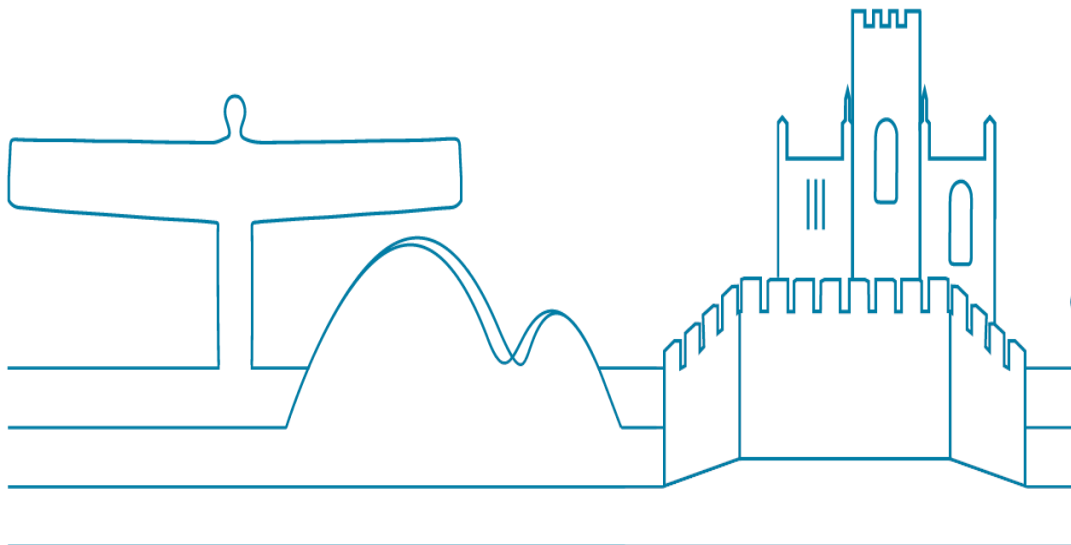




North East & North Cumbria ICS

Digital Strategy 2020 - 2024



Version:

v1

Approved by:

NENC ICS Management Group

Date:

18/12/2020

Digital technology has changed our lives beyond recognition in the last twenty years or so, yet, whilst we frequently manage our financial affairs, retail and leisure time online, we have yet to fully exploit the benefits digital technology can bring to the health and care system.

Digital technology has the potential to not only address many of the issues in the health and care system for the North East and North Cumbria, but it can also be used to help prevent ill health in the first place and potentially help to identify at risk people/patients, before they become unwell.

We recognise the tremendous benefits digital technology can bring when implemented well. Often the barriers to good implementation are around processes which do not work for the people involved. Therefore, we must balance processes, people and the technology for the best possible outcomes for the people of our region.

As a region, we have an ethos of continuous improvement; through our strong collaborative approaches, we reflect upon, and share successes, as well as learning from failure in order to move forward together. We will develop digital enabled health and care services around the needs of our patients, public and our health and care practitioners. This approach will enable seamless interactions with the health and care system across the North East and North Cumbria.

Over recent years we have been laying down the solid foundations on which to build these digital services – to help us meet both the technical challenge of linking complex systems together, putting in the right infrastructure, standards and security measures.

With the emergence of new digital systems and services, such as; Cloud, standards based interoperability, Robotic Process Automation, Machine Learning and Artificial Intelligence (including security by design), we will support and equip our workforce to be ready to embrace these digital opportunities.

We have a long history of working together and developing, or re-purposing a range of digital solutions, we have fast tracked how we communicate with staff and patients - which has been vital as we have responded to the COVID-19 pandemic, on that point, we would like to thank our digital programme manager – Maria Williams, who coordinated the production of this new digital strategy during the peak of the first wave, the production and collaboration being virtual and digitally enabled, a great example of; *People, Process and Technology* working together across the North East and North Cumbria.

Our region is working collaboratively; sharing lessons and best practices while seeking citizen and patient input – to deliver seamless and cost-effective care to achieve the best health outcomes for the 3.2million people of the North East and North Cumbria.



Alan Foster MBE
NENC ICS Lead Executive Officer



Dr Mark Dornan
NENC ICS Digital Care Programme SRO



Prof Graham Evans
NENC ICS Chief Digital Officer



Fiona Brown
Regional Chair, North East ADASS

Our Vision

Leaders and professionals from around the region have collaborated to describe the shared vision for the North East and North Cumbria ICS Digital Care Programme, to create a connected health and care system:

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future



This strategy for digital care sits within the wider developing ambition of the North East and North Cumbria ICS, and its vision, aims, objectives and operating principles.

Our digital strategy is fundamentally about delivery and transformation, and as such, this requires all parts of our health and care system to be fully aligned and in agreement. In order to make this happen, it requires senior leadership from all parts of the health and care system to support the vision, aims and objectives, and make the vision a reality.

Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world.
- Joel Barker













A digital animation will be available to provide an overview of this Strategy and will be published on the North East and North Cumbria ICS Website.

<https://nhsjoinourjourney.org.uk/>



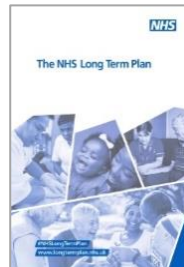
Context

National context

-  Foreword
-  Our Vision
-  Context
-  Our Themes
-  The Essentials
-  Improving
-  Connecting
-  Empowering
-  Learning
-  What this means
-  Governance & Accountability
-  Our Roadmap & The Future

In January 2019, NHS England published the NHS Long Term Plan that sets out how the NHS should invest to deliver the best results for patients and citizens. The NHS in England was asked to:

- Develop a new service model for the 21st Century that boosts ‘out-of-hospital’ care. It will provide a new health and care offer of urgent community response and recovery support whilst establishing primary care networks of local GP practices, social care provision and community teams. It will guarantee support to people living in care homes and also support people to age well.
- Reduce pressure on emergency hospital services by improving pre-hospital urgent care, reforming hospital emergency care and cutting delays in patients being able to go home.
- Enable people to have more control over their own health and more personalised care when they need it.
- Develop digitally-enabled primary and outpatient care, which will become mainstream across the NHS.
- Ensure that NHS organisations will increasingly focus on population health – moving to Integrated Care Systems everywhere.



We are the NHS: People Plan 2020/21 – action for us all, along with Our People Promise, sets out what NHS people can expect from their leaders and from each other.



It includes specific commitments around:

- **Looking after our people** – with quality health and wellbeing support for everyone
- **Belonging in the NHS** – with a particular focus on tackling the discrimination that some staff face
- **New ways of working and delivering care** – making effective use of the full range of our people’s skills and experience
- **Growing for the future** – how we recruit and keep our people, and welcome back colleagues who want to return.

The Integrating Care – “Next steps to building strong and effective integrated care systems across England”, document sets out a range of data and digital aspirations, this digital strategy addresses a significant proportion of these ambitions, a summary of our approach can be seen on [page 23](#) of this strategy.

NHSX is helping to shape the strategic thinking related to digital systems and services, aiming to create the most advanced health and care service in the world to diagnose diseases earlier, free up staff time and empower patients to take greater control of their own healthcare. Previously responsibility for digital, data and tech was split across multiple agencies, teams and organisations. NHSX is changing this by bringing together all the levers of policy, implementation and change for the first time.



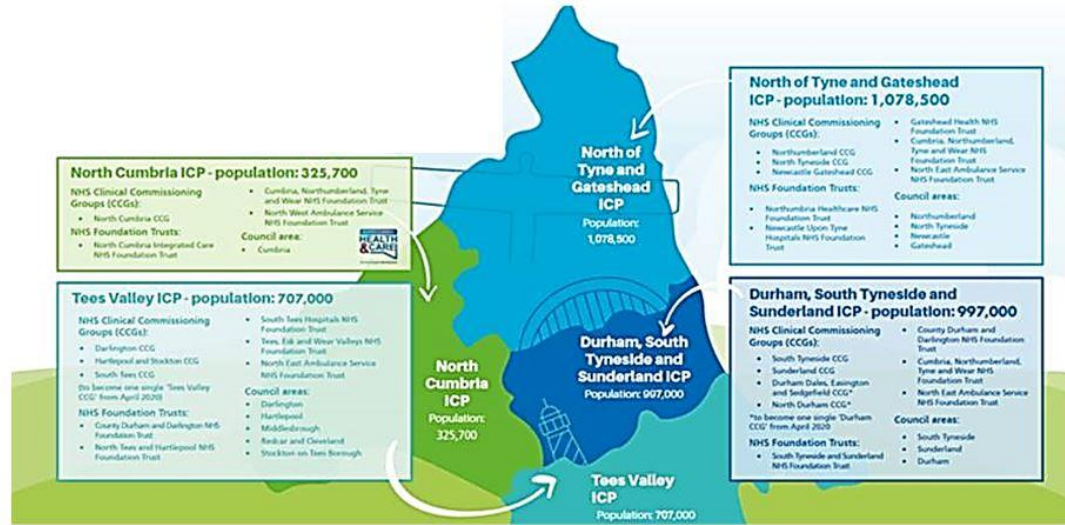
Context

Regional context

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future

One of the central ambitions of the NHS Long Term Plan is to introduce “a pragmatic and practical way of delivering the ‘triple integration’ of primary and specialist care, physical and mental health services, and health with social care” through the establishment of Integrated Care Systems (ICS). The aim of an ICS is to bring together local organisations to redesign care and improve population health, creating shared leadership and action.

The North East and North Cumbria Integrated Care System is the largest ICS in England, serving a population of around 3.2 million citizens. Our ICS is made up of four sub-regional footprints, known as Integrated Care Partnerships (ICPs).



By sharing resources, developing our workforce and making better use of technology, our ambition is to significantly improve the health and wellbeing of people in all of our communities, through the provision of safe and sustainable services and the prevention of ill health.

We are designing services that meet the needs of individuals, helping people to stay well and avoid unnecessary stays in hospital. We will achieve this by working alongside our communities and through our staff, and by collaborating across organisations. As an integrated care system, we need to transform population health and deal much more effectively with the operational challenges we face on a day to day basis.

Whilst this digital strategy outlines our broad direction of travel and key priorities, we need to acknowledge that the health and care landscape is continually changing, and as such, we will need to reflect and iterate the strategy and associated delivery plans as time progresses.

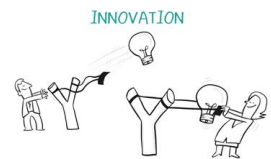
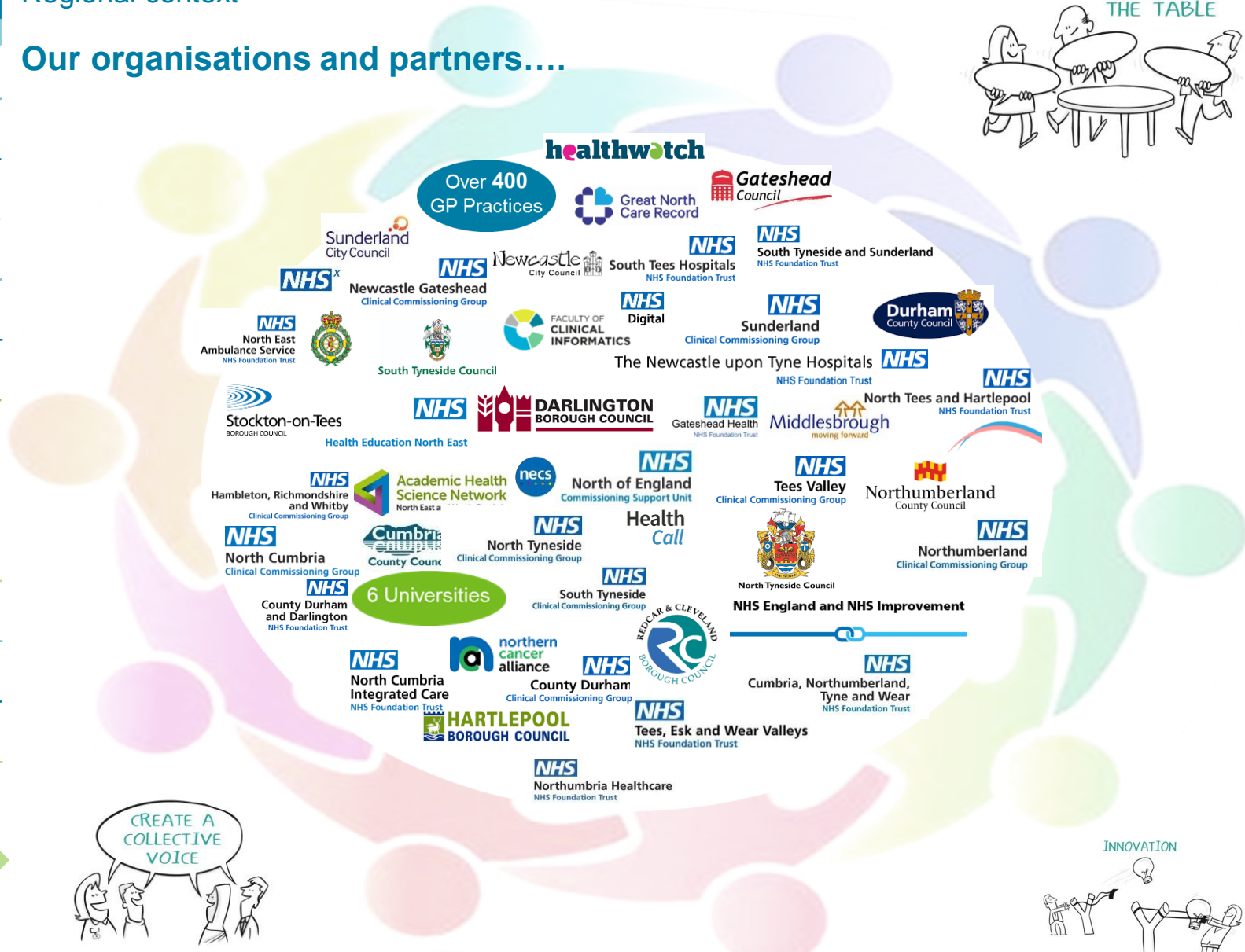
Context

Regional context

Our organisations and partners....



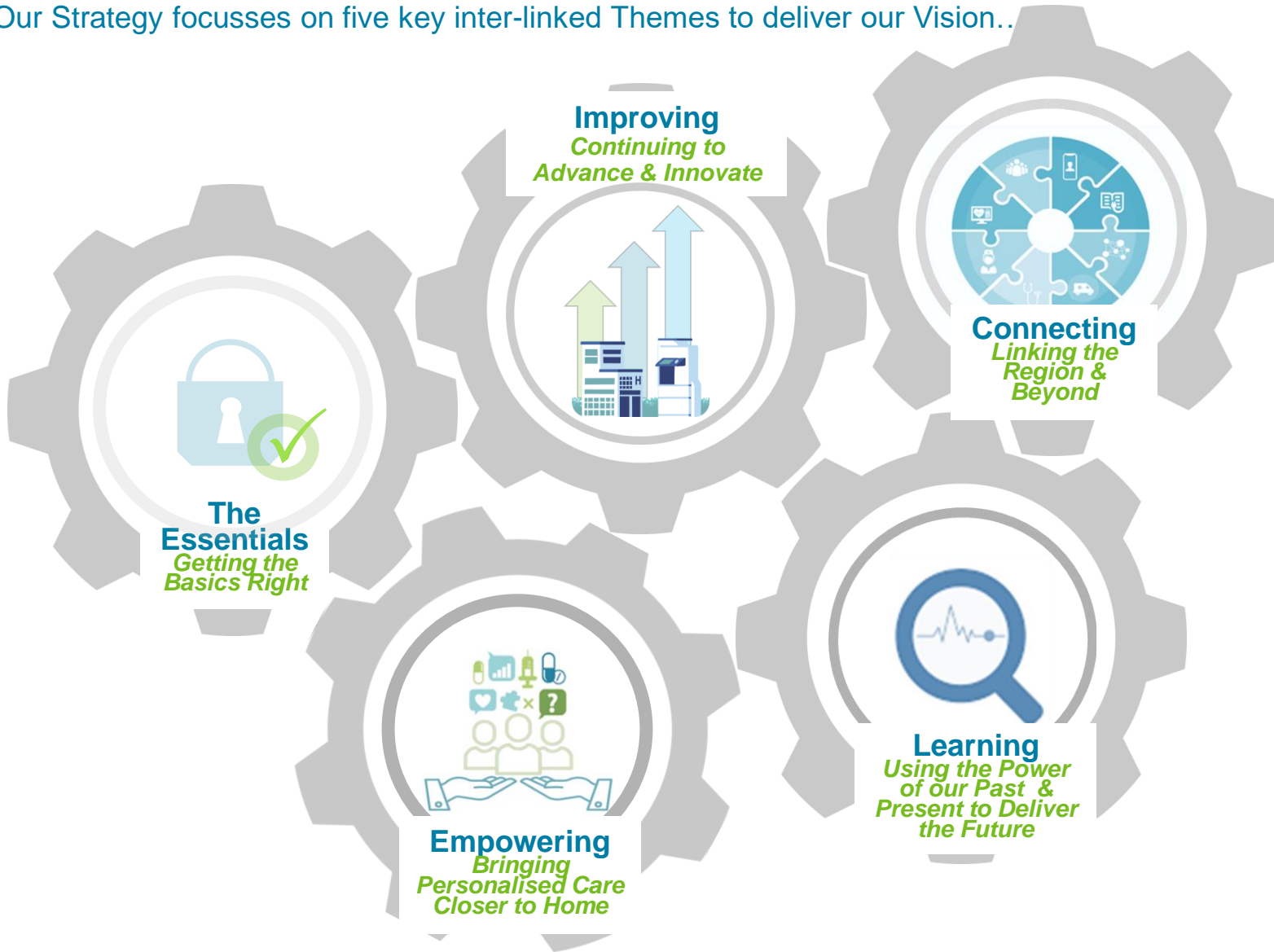
- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future



Our Themes

Our Strategy focusses on five key inter-linked Themes to deliver our Vision..

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future





The Essentials

Getting the Basics Right

By getting the basics right and working together using shared approaches, we can safely move forward on our digital journey.

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future

We Will.....

Adhere to and implement national standards, government best practice and guidance.

Provide assurances to our citizens and each other that our infrastructures are safe, strong and secure; through working together to develop and agree a set of regional standards.

Collectively design our infrastructures and systems to improve flexibility, cross-system working and movement of staff. Upskilling our workforce in parallel along our journey.

Continually achieve at least minimum national cyber security standards and work together as a region to identify and combat potential cyber-attacks.

Reduce complexity, duplication and costs; using our collective purchasing power to get the best value for money.

Standardise and join our digital systems to release more time to deliver care and improve safety.



Our citizens know their health and care information is held securely and managed appropriately.



Health and care professionals will have safe, secure and reliable technology, and this skills to use these digital tools.



Our organisations will take all necessary steps and precautions to protect not only their own organisational data and infrastructure, but also those of the broader ICS.



Our ICS will benefit from system-wide safe, reliable, flexible digital infrastructures.





The Essentials

Getting the Basics Right

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future

What we've already done...

We have learned lessons from the WannaCry cyber-attack in May 2017. There have been several NHS initiatives which have all increased our ability to withstand future attacks. We have deployed new security arrangements across the whole regional health and care digital estate and are continually assessing our digital security.

Our individual organisations are collaborating, considering others and working as a joined up system to strengthen our capabilities to interact over secure digital infrastructures.

We've worked together to implement a regional Cyber Response Approach,

ensuring all organisations follow an appropriate methodology that focusses equally upon;



People, Process and Technology.

Because we had the basics right, we were able to respond at pace to the COVID-19 Pandemic.



We worked together to solve new problems; delivering digital solutions to our region.

Local authorities and health working in information security have been sharing alerts and experiences since 2013.

Information Security for the North East - the North East's public sector WARP (Warning, Advice and Reporting Point)- currently brings together all 12 north east councils with colleagues from local NHS organisations, Foundation Trusts, NHS Counter Fraud Authority and NHS Blood and Transplant.

Free public WiFi

We're providing free WiFi in our public buildings, to help our citizens to stay connected....





Improving

Continuing to Advance & Innovate

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future



Our citizens will have access to the latest digital health and care options, that will ultimately support our long-term “*prevention*” ambitions.



We’re enhancing digital abilities for our ICS, our people, our citizens and our health and care organisations; through having access to the latest digital technology options available.



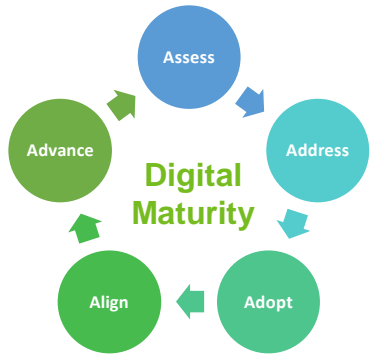
Our workforce will learn new skills, achieving individual personal growth while allowing us to flex and respond as a region.

An integrated health and care system needs digitally mature organisations and a digitally capable workforce.

We Will.....

- > Take the necessary steps to ensure that all parts of the system reach the required level of maturity so we can create a truly integrated system.
- > Work with colleagues from across our region and agencies such as Health Education England, to create a workforce that have the skills and confidence to use new technologies and to digitally enable patients on supported self-management tools.
- > Enable a digitally flexible system, that maximises and exploits economies of scale; to transform health and care services; creating value for money through collaboration and convergence.
- > Continually measure and raise the digital maturity bar to transform as, in system terms, “***we will only be as good as the weakest link***”.
- > Facilitate staff agile working and seamless movement across our region.

We will work to improve the systems we have in place to make services more useable, useful and used.





Improving

Continuing to Advance & Innovate

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future



What we've already done...

We've implemented new ways of working that can be summarised as ***“not doing the same things better, but perhaps doing better things”***.

We have rapidly delivered and adopted a range of digital technologies and capabilities that will enable our workforce to function in more mobile and agile ways.

We have successfully secured and channelled funding to organisations within our region, to improve their digital maturity.

In the future, there needs to be a further acknowledgement and recognition of how the system can help and support those organisations that are less digitally mature than others in order to help raise their digital maturity levels as quickly and efficiently as possible.

Our workforce design principles centre around:

- Recognising that an emerging part of the workforce will be:
 - Members of the public choosing self-management of their care needs.
 - Care home and third sector staff.
 - First responders such as fire and police and risk assessors in the community
- Designing and delivering models that are not based on organisational boundaries or only around health and care sector digital networks.
- Building upon the foundations of delivering care closer to home using digital technology and infrastructure to enable a true 'shift of the point of care delivery'.
- Actively facilitating and promote learning between clinicians, care professionals and back-office staff.
- Establishing learning and education; systems, services and networks and promoting engagement and uptake.
- Enhancing recruitment through the development of innovative working practices, new roles and relationships.
- Recognising that digital health and care services require a significant mind-set change and the right skills to enable health and care professionals to support personalised self-care.





Connecting

Linking the Region & Beyond

Through continuing to connect the region's health and care digital systems and through secure sharing of information, we are improving the quality and safety of care.

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future



We Will.....

- > Continue to connect the region's health and care digital systems together, using the latest technologies, while building in 'privacy by design'.
- > Expand the Great North Care Record, making more information more widely available and accessible across our health and care system; to support frontline care, individual self-management, planning and research.
- > Explore opportunities to allow information sharing beyond our regional boundaries.
- > Deliver digitally enabled diagnostic services (i.e. Pathology and Radiology) to improve our region's diagnostic services; providing a platform and capability for securely sharing diagnostic images and reports; transforming the speed of delivery as well as the quality of care provided.
- > Digitally empower individuals to access and add to their information; helping manage their own care using the Great North Care Record through the NHS App. - Working closely with self-management tools, including those created by HealthCall, patients with certain healthcare conditions will be able to input their own readings and information is hosted in one place, longer term, this empowerment will aim to support increased prevention of illness.
- > Create 'Digital health and care teams' with skills and competence to use the latest platforms and technologies to make it happen.
- > Work with Maternity Services to digitise maternity records.



Our citizens' experiences of health and care are being improved through the safe sharing of information with the professionals involved in their care.

Health and care professionals have access to information about the people they treat. As well as skills and competence to use digital tools and services appropriately.





Connecting

Linking the Region & Beyond

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future

We have...

...a fantastic track record in the North East and North Cumbria for digital innovation in health and social care. We are used to working collaboratively and we have already delivered a great many examples of digital solutions. Since the early 2000's we've built on our successes to continuously improve and learn.

...implemented information sharing at scale and pace across the region with the Great North Care Record; setting the social and cultural foundations required for sharing health and care information.



...worked through the information governance, legal and ethical issues around safe data sharing and access to care records; installing the building blocks needed to move to the next phase of the programme.

...engaged with over 200,000 patients using care pathway specific components of HealthCall.

...gathered extensive research and insight from our public, academics and digital leaders to shape our approach.

...created a regional network of dedicated professionals who are working together to make our vision real.

...given health and care professionals the tools to collaborate and connect online; creating more options for the region to '**work as one**'.



“As an active type 1 diabetic and a carer, I think that health and social care information is like a giant jigsaw puzzle. The trouble is nobody ever looks at the image on the box. As a patient I want to help to put all the pieces together.”
Bruce, a patient from Darlington

“Being able to access a patient's GP record means that I have more information to make an informed decision about the most appropriate care for the people I treat.”
Dr Phil Stamp, A&E Consultant, Northumbria Healthcare NHS Foundation Trust

“Being able to access medication information quickly and safely using the Great North Care Record is really useful. It means I don't have to ring their GP and I can find out exactly what my patients have been prescribed and what dosage.”
Karen Hertwick, Community Palliative Care Nurse specialist



Empowering

Bringing Personalised Care Closer to Home

By using digital technologies where appropriate, we will empower people to be partners in their own health and care needs.

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future

There are many cases of good practice relating to telehealth and telecare across our region predominantly within our local authorities.

Whilst many of these services started with basic monitoring and alarm functionality, the adoption of assistive technologies is now in widespread use and growing, including technologies such as; cloud-based intelligent personal assistants, smart home technologies and digital health services, such as the HealthCall platform.

HealthCall is a collaboration of hospital trusts across the region. HealthCall supports NHS organisations to design, develop and implement digital health services at speed; allowing patients to self-test and record their own health readings and help them to interact digitally with their care team.



Citizens will feel more involved in their care and will have a range of digital options to help manage their own conditions care needs, ultimately helping citizens with life-style decision support, and enabling illness prevention.

We Will.....

- ...develop a 'toolbox' of digital tools, making those tools as widely available as possible (where appropriate) and looking at how we can help people to develop the necessary skills to make best use of the digital tools/technologies available to them.
- ...explore further enhancement of the use of assistive technologies for Mental Health and Learning Disabilities.
- ...find new ways to reduce digital exclusion – through applying 'satellite services' principles for our citizens.
- ...look at how we can include Health and Justice colleagues.





Empowering

Bringing Personalised Care Closer to Home

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future

What we've already done...

By working together with the HealthCall programme, regional hospital trusts have and are continuing to develop new digital solutions, to help manage specific conditions and pathways of care.

We've introduced assistive and monitoring technologies, that enable residents with health and social care conditions to better manage those conditions and remain living independently in the community for longer.

In responding to the COVID-19 pandemic, we very quickly enabled new ways for our citizens to interact and communicate with their health and care professionals through online and video consultation technologies.

We've supported our Care Homes through during the pandemic.



Cancer remote monitoring

The NHS Long-Term Plan outlines how people will be empowered by utilising digital solutions to access information and support to manage their diseases.

Low risk cancer patients who are stratified to self-managed pathways of care will be supported by such digital solutions.

The National Strategy specifies that Trusts should implement remote monitoring surveillance as part of a support package. The initial pathways of care to be implemented by 2021 are Breast, Colorectal and Prostate cancer pathways, with other cancer types where clinically appropriate by 2023.



Digital transformation is high on the Northern Cancer Alliance agenda. Digital improvement is to be integrated into all cancer projects from earlier and faster diagnostics, through to personalised care and remote monitoring for patients.



The Northern Cancer Alliance are working with HealthCall to introduce new ways for interaction in cancer pathways of care and are looking to the future, to create opportunities to test emerging technologies such as artificial intelligence, to support our shared aim to improve outcomes for patients.



Learning

Using the Power of our Past & Present to Deliver the Future

Through the use of reliable, up-to-date information, data and research we can proactively respond to the needs of our population.

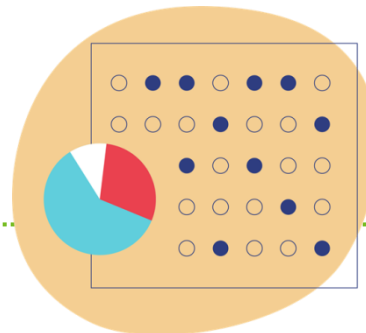
- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future

We Will.....

- > ...enable the NENC ICS to be as responsive and responsible as possible; enabling the system to best respond to the needs of the population in our area.
- > ...acknowledge the quality of data must be implicit and embed an ethos of **'get it right first time'**.
- > ...adopt an agile approach in the gathering of accurate, timely and appropriate levels of data for risk stratification, planning and prediction; to anticipate and inform better decision making.
- > ...drive forward with next generation technologies.
- > ...keep up-to-date and acknowledge rapidly evolving technologies. – We will look to developing a toolbox of capabilities including:
 - > **Artificial Intelligence**
 - > **Genomics**
 - > **Robotics**
 - > **Machine Learning**
 - > **Population Health Management**



Our ICS will have the latest data and information to predict, plan and respond to the health and care needs of our citizens.















SYSTEMATIC COLLABORATION





Learning

Using the Power of our Past & Present to Deliver the Future

-  Foreword
-  Our Vision
-  Context
-  Our Themes
-  The Essentials
-  Improving
-  Connecting
-  Empowering
-  Learning
-  What this means
-  Governance & Accountability
-  Our Roadmap & The Future

What we're doing...

We are building a Patient Engagement Platform (PEP), which is a component of, and will link to, the Great North Care Record.

The PEP will work with the NHS App and will give people living or receiving treatment in the North East and North Cumbria a way of digitally interacting with health and social care services.

The PEP will build on the capability within the NHS App and offer more functionality.

Initially citizens using services in our region will be able to:

- Receive and manage their hospital appointments
- Receive clinical correspondence electronically
- Set their correspondence and sharing preferences



Population Health Management (PHM)

A PHM approach uses all of the data available for a defined geographical area to understand the health and care needs of the population, and make data-driven decisions about services provided.

By unlocking the insight within the vast amount of data we have, we will continue to learn and improve our services to our populations.

We are further developing the PHM data store to include more joined up data securely stored within dedicated analytics environments which are strictly protected to ensure confidentiality. This data is then accessible to health and care organisations through the use of business intelligence tools.



Trusted Research Environment (TRE)

The TRE provides approved analysts from a range of sectors secure access to analytical tools and common healthcare data for defined projects, focussing on local healthcare needs.

A regional strategy will be produced describing how a TRE collaborative is developed utilising current regional assets, such as the PHM data store and PEP public preferences. The strategy will position the NENC for future collaboration with other regions and with industry.

The strength of the GNCR TRE will be the collaboration harnessing the range of skills and knowledge in our six universities and healthcare partners, focussing on NENC priorities for the benefit of our population.

What this means.....

...for our citizens



"My experience of health and care is improved as I don't have to keep repeating the same information. There are fewer appointments and delays to my care."

"I know my information is stored securely and only shared when and where it is needed."

"I feel more empowered and involved in my care."

"I have a choice to book online and video consultations when I need them."

"I can set my communication and sharing preferences."

"I can use assistive technology to manage my care."

"I can use my own device to manage my care.."

"I can book, cancel and manage my GP and hospital appointment online."

"I can manage my own conditions better because I have access to more information."

...for our organisations and staff



"Reduction in the duplication of work for staff."

"Digitally mature"

"Happier, more satisfied staff."

"More cost effective and efficient services."

"Improved patient experience and outcomes."

"Targeted interventions and care that meets people's health and care need."

"Less time wasted searching for information about patients."

"Through seeing more information sources to support decision making, I know I am making safe decisions.."

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future

For our places



"We can design services suited to our local population, based on insights from the data, and our experience of working in our community."

For our ICPs

(Integrated Care Partnerships)



"Working in a digitally connected health and care partnership, will enable staff to become more mobile and agile, and patients will receive more integrated and joined-up health and care services"

For our ICS

(Integrated Care System)



"Patients are not restricted to geographic boundaries for their health and care services, interoperable digitally enabled health and care services can be delivered where they are needed, allowing workforce and estate opportunities to be strategically managed and delivered, moving our system from **"isolation to integration"**"

A message from our Great North Care Record Ambassador; Steve Cram CBE

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future



“As ambassador for the Great North Care Record I’m delighted to see the progress over the last 18 months, especially in light of the COVID-19 pandemic.

“It’s encouraging to see that hospitals, GPs and mental health services are beginning to share more information.

“I experienced difficult times with both my parents towards the end of their lives as information between services wasn’t shared. It’s great to see how the region is working together and offering more ways for staff to access information, and so that patients have more choices in the future to interact digitally.”

INTEGRATED COMMUNITIES

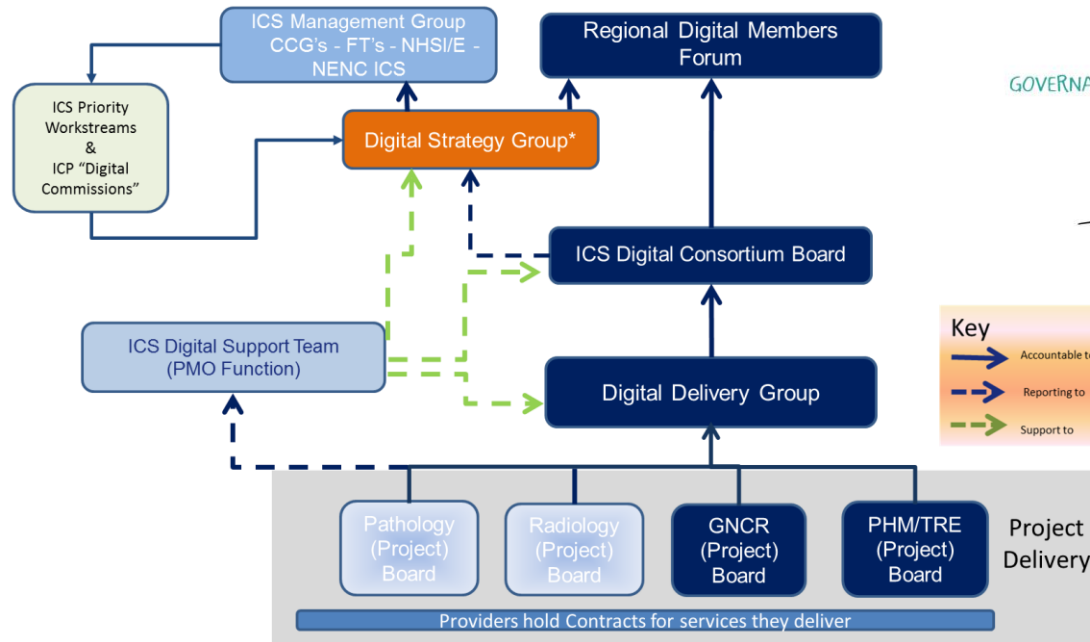


Governance & Accountability

Following an internal review with senior leaders from across the health and care system in the North East and North Cumbria – the way regional digital programmes are managed is changing.

New governance structures are maturing and will be expected to be fully operational by April 2021.

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future

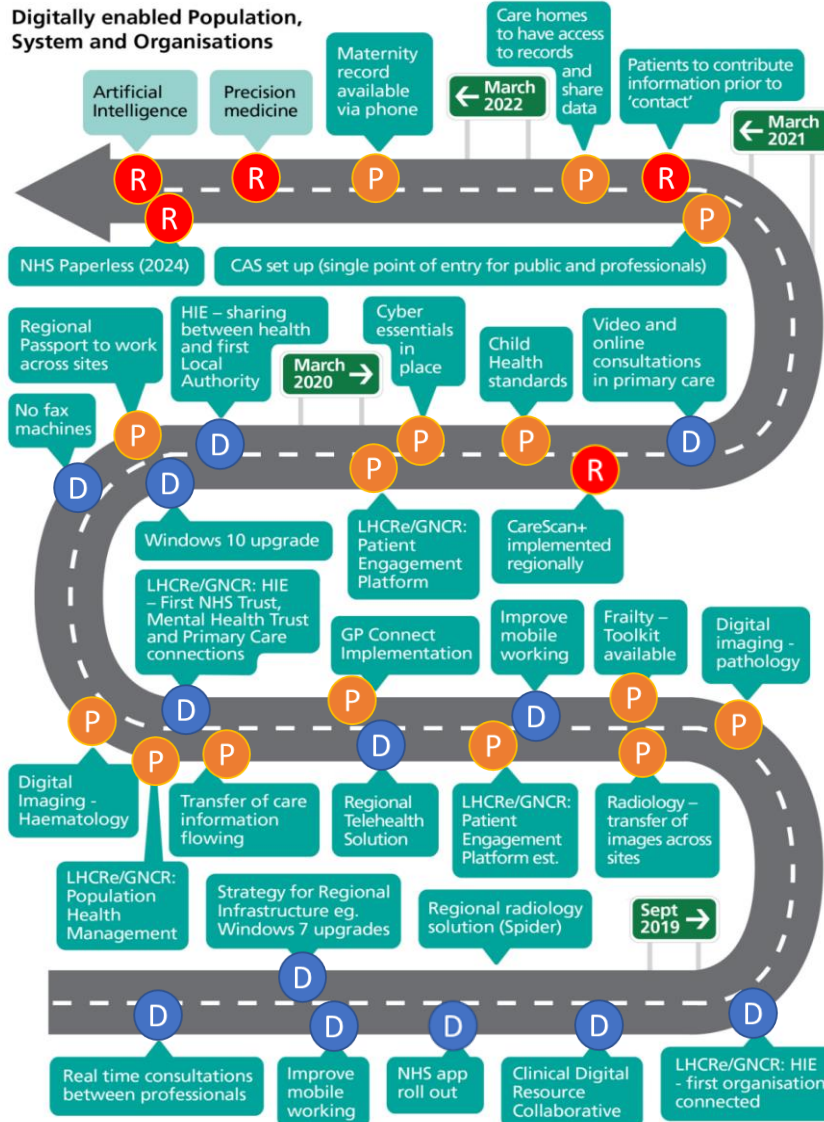


Changes in the way of working include the establishment of a Digital Consortium Board which will provide oversight of all the regional digital programmes. All of the organisations within the North East and North Cumbria Integrated Care System (NENC ICS) will be represented.

Further information including Terms of Reference documents can be found [here](#) on our North East and North Cumbria ICS website.

Our Roadmap

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future



Our digital roadmap

In June 2019, our initial digital strategy and roadmap was approved by the Health strategy Group, within our strategy we set out an ambitious plan to transform the health and care services for the people and population of North East and North Cumbria through digital systems and services.

Much has happened since June 2019, not least the impact of a global pandemic, however, our strategic aims and ambitions allowed us to move further and faster, and many of our digital deliverables have now been (or shortly will be) a reality. This revised roadmap illustration shows, what we have done, what we are doing and what remains.

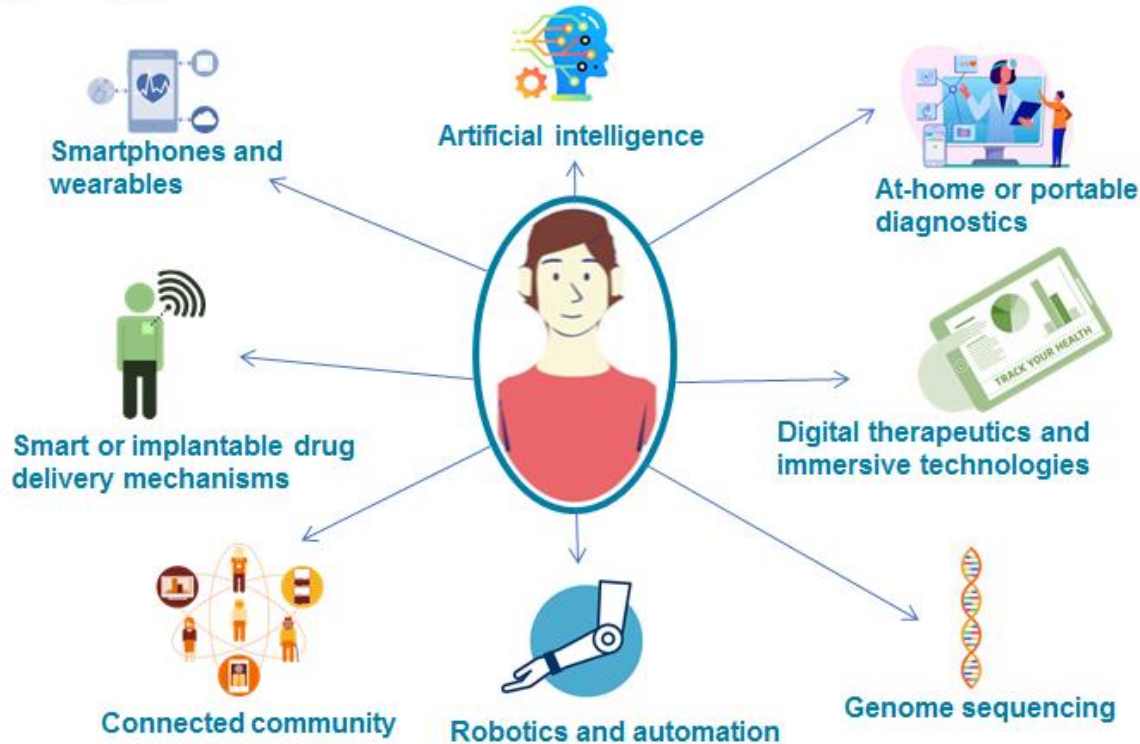
Key		
D	P	R
Delivered	Progressing (In-flight)	Remaining (not started)













Keeping our eyes on the Future

We are evaluating and delivering digital systems and services that are most likely to positively change health and care outcomes and experiences over the coming years. As a consequence of digital and technology 'miniaturisation', a number of such technologies are already in people's many pockets, on their wrists as well as, within local GP surgeries, hospitals, care homes and wider communities.

We will look at all opportunities to realise their full potential; to achieve better outcomes, more efficient care and improve our citizens' experiences.

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future



-  Foreword
-  Our Vision
-  Context
-  Our Themes
-  The Essentials
-  Improving
-  Connecting
-  Empowering
-  Learning
-  What this means
-  Governance & Accountability
-  Our Roadmap & The Future

Building Smart Digital and Data Foundations

- Our digital governance is clear and includes a senior responsible owner (SRO) - See page [20](#).
- We have a system-wide digital transformation plan - **our new strategy this document**.
- We are working closely with the NENC ICS workforce workstream, undertaking a system-wide Digital Maturity Assessment focussing on workforce requirements that will implement our digital strategy. - See pages [10 - 11](#).
- We have an ICS wide investment process that will deliver our digital ambitions and priorities and help our approach to system convergence and system-wide digital maturity “levelling up”.
- As well as the ‘infrastructure’ element of Population Health Management (PHM) reporting into the digital governance structure, PHM also reports into a NENC PHM Steering Group and up to the Prevention Board. - See page [17](#).

Connect health and care services

- Our work on the Great North care Record (GNCR) is progressing and increasing our broader health and care system “connections”. We will extend the connection into patient and citizen information access through our patient engagement platform (PEP). - See pages [12 -13](#).
- Our tools to allow collaboration are cutting edge and include a suite from healthcare, NECS and our radiology and pathology networks. - See pages [12-13](#).

Use digital and data to transform care

- The existing single-version-of-the-truth (SVoT) data warehouse provided by NECS is subject to tight IG which restricts access to a limited set of people. The SVoT is being developed to allow Analysts/Managers/Clinicians across the System to have access to a single data source, together with a number of business intelligence tools. The SVoT will include an increased number of data sets, building on and broadening actionable insights currently generated. - See pages [16 - 17](#).

Put the citizen at the centre of their care

- The Patient Engagement Platform is a key step to enable citizens to access their own data and services. - See pages [12 -13, 17](#).
- HealthCall is rolling out a range of patient/self management care pathway apps and services in addition to remote monitoring services such as Pulse Oximetry for COVID - See pages [14 -15](#).



Supporting and Related Strategies

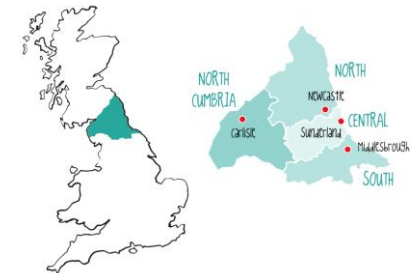
To deliver our regional vision and Digital Strategy, partners from across our region have developed supporting, complimentary and related Digital Strategies.

- Foreword
- Our Vision
- Context
- Our Themes
- The Essentials
- Improving
- Connecting
- Empowering
- Learning
- What this means
- Governance & Accountability
- Our Roadmap & The Future

Please see the links below:



- North Cumbria ICP
- North of Tyne and Gateshead ICP
- Durham, South Tyneside and Sunderland ICP
- Tees Valley ICP



North East and North Cumbria GPIT

Population Health Management

