

## Report to the NHS Somerset Clinical Commissioning Group on 30 June 2022

<b>Title:</b> Annual Digital Report 2022	<b>Enclosure F5</b>
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Version Number / Status:	[1.0]
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### Summary and Purpose of Paper –

This annual report summarises the extensive breadth, depth and scope of work undertaken by the Digital Team during 2021-22. Topics include digital transformation, digital core, digitising Social Care, digital inclusion and digital first, digital connectivity, data security and protection, data analytics and population health, covid response and recovery, digital workforce as well as investment opportunities, Team highlights and system wide collaborative working.

### Recommendations and next steps

To note.

### Impact Assessments – key issues identified

<b>Equality</b>	Digital inclusion is a key part of the digital strategy and therefore the aim is to have equal and appropriate access for all patients and workforce teams.
<b>Quality</b>	Digital aims to improve the quality of health and care services through improved information sharing, and opportunities for improved application of technology.
<b>Safeguarding</b>	Core aim of Digital portfolio is to improve sharing of information at point of care across Somerset & neighbouring services. This includes all adults, children and identifies specific cohorts of people where particular focus is required. During 2021-22 this has included SEND & early work in preparation for Core20Plus5 to address inequalities. We continue to work with safeguarding team members.
<b>Privacy</b>	Appropriate information sharing agreements and privacy notices are in place where necessary.
<b>Engagement</b>	The Digital Team frequently attend a number of public forums (PPG Chairs and SEAG), plus host a quarterly public Digital People's Champions Group. Social media resources are utilised for key messages and to spread public awareness of transformation work underway. Local newspaper and bulletin articles are frequently prepared to brief local people. We are seeking a small

	cohort to be involved in more detailed project aspects particularly around Shared Care Record, Apps use and Population Health Management.			
<b>Financial / Resource</b>	Core finance & resource planned within allocated budgets from NHS England with additional funding secured for transformation initiatives.			
<b>Governance or Legal</b>	Appropriate information governance measures are in place for all projects and programmes.			
<b>Sustainability</b>	Sustainability considered during procurement of equipment, supporting a remote and mobile workforce and attending sustainability events to learn good practice around digital productivity.			
<b>Risk Description</b>	NA			
<b>Risk Rating</b>	Consequence	Likelihood	RAG Rating	GBAF Ref



# **Digital Team Annual Report 2021 – 2022**

**Allison Nation  
Associate Director Digital Strategy  
NHS Somerset CCG Digital Team**

## **CELEBRATING THE PROGRESS**

The Digital Portfolio has continued to evolve building on the early foundations of core infrastructure and digital transformation for shared care records. More recently, there has been an expanding network and collaborative working opportunities across Somerset, to understand and address the wider determinants of health through our digital, data and intelligence approach.

During the last 3 years, the scale, pace and engagement in a digital first approach has led the focus into a period of digital acceleration. We have needed to consider motivation, capability and opportunity and be mindful of differences in local people and workforce in their curiosity and confidence in the use of digital tools and services.

The NHS Somerset CCG Digital Team has continued to proudly work on an increased range of programmes and projects during 2021/22, further extending working with local groups and organisations in Somerset on digital inclusion, as well as linking with neighbouring communities across the South West. We have continued with a #OneTeam approach of matrix working as both a core behaviour and a core value, always seeking to further develop and engage with clinical, executive, operational and patient groups. Our ethos of 'Clinically Led, Digitally Enabled' has guided us through priority work, whilst maintaining strategic direction.

The Somerset Digital footprint includes the following core organisations:

- NHS Somerset CCG
- Somerset GP Practices
- Somerset County Council
- Yeovil District Hospital NHS Foundation Trust
- Somerset NHS Foundation Trust
- St Margaret's Hospice
- Devon Doctors Out Of Hours

Other organisations engaged that are vital to delivery of effective care are:

- Somerset Care Homes
- SPARK Somerset
- Dorothy House Hospice
- Weston Hospice care
- Marie Curie
- Children's Hospice South West
- Practice Plus Group
- Bristol Connecting Care
- Royal United Hospitals Bath
- University Hospitals Bristol and Weston NHS Foundation Trust
- Governing Bodies including Somerset Local Medical Committee (LMC), Local Optical Committee (LOC) and Local Pharmacy Committee (LPC)

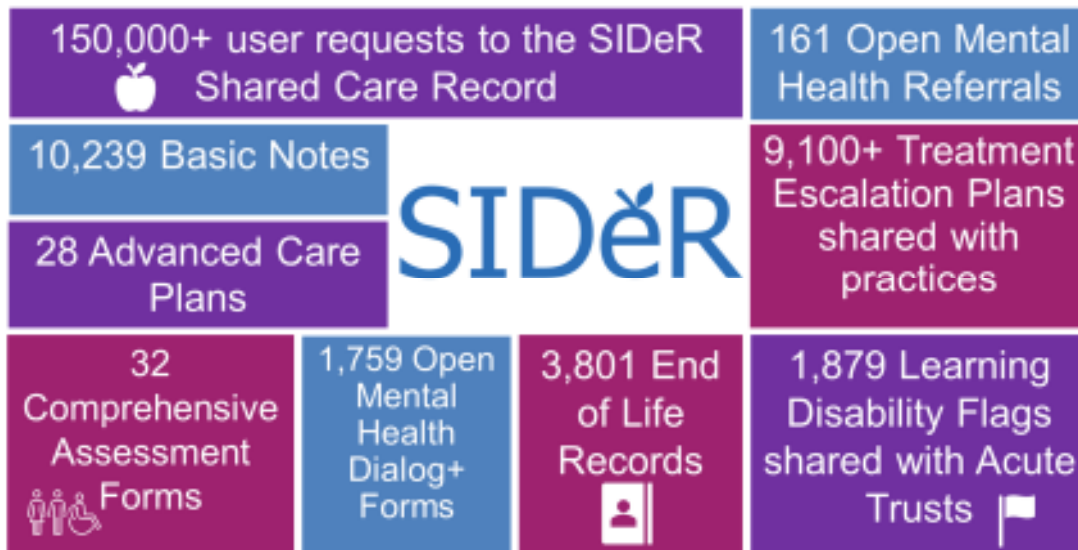
Further links have been fostered with local colleges and young people groups to explore how we might encourage a new generation of local digitally minded people, both as local people accessing care and health information, tools and services, and as potential workforce to support pace of digital acceleration across our health and care system.

## DIGITAL TRANSFORMATION

We continue to deliver the Somerset Integrated Digital Electronic Record (SIDeR) Programme, alongside our Technology Partner, Black Pear Software Limited, to enrich the established shared care record and shared forms, supporting stakeholder organisations with improvements, refinements and modifications, as well as extending access to other care providers.

SIDeR achievements include:

- The SIDeR Shared Care Record (SSCR) is currently live, connecting data provided by Somerset Foundation Trust, Yeovil District Hospital, Somerset County Council Adult Social Care, St Margaret's Hospice and 62/64 GP Practices. SSCR has been used over 150,000 to date
- Contextual launch from native clinical systems to SIDeR is available at Yeovil Hospital, Somerset FT Community and Mental Health settings, Adult Social Care and St Margaret's Hospice. We hope that GP Practices and Somerset FT Acute settings will be able to access SIDeR in this way soon
- In excess of 3,800 End of Life Care Plans have been completed on SIDeR by primary, secondary and hospice care staff
- Over 10,000 special patient notes have been created in Primary Care and shared through Black Pear integration of EMIS with the Out of Hours service
- 1,900 acute records have been updated to flag people with a learning disability (LD) and / or autism following formal assessment, to better support them as and when they next present for treatment in a hospital setting
- More than 10,000 Treatment Escalation Plans have been digitally shared with GP Practices
- The Advanced Care Plan primarily created by Marie Curie is now live with nearly 50 plans created
- The Somerset Foundation Trust Open Mental Health Service have three live forms on SIDeR, with over 160 First Contact (referral) forms, 1,750 Dialogue+ (assessment) forms and there is now an Update (outcome) form live too
- User Acceptance Testing for community pharmacy access to the GP record via SIDeR continues, with rollout planned for summer 2022
- Work has begun to enable access to EMIS free text and documents via SIDeR
- There is evaluation of a Patient Information Portal (PIP) model offered by Black Pear, that could enable cross population of shared forms and empower patient access to their forms via NHS login
- Children's education and social care data will be added in Summer 2022, thanks to support and funding secured from NHS X
- NHS X have also funded development of a Personalised Care and Support Plan (PCSP) and 'About Me' first person forms, aligned to PRSB standards
- A pilot has started, to support MDT working, to enable a number of Somerset Care Homes to access a Comprehensive Assessment Form via SIDeR
- Activity has started to create links to other shared care records and out of area GP records, recognising bi-directional patient flow across the Somerset borders
- Somerset FT are working with Black Pear to enable more effective prescribing and medicines reconciliation through the use of QuickFHIR interoperability services, this will allow medication data to pass between different systems and care settings
- Completion of the digital Somerset Treatment Escalation Plan (STEP). This is ready pending clinical adoption into local care pathways and processes



Other Digital Transformation work includes:

- Significant reduction of paper correspondence flowing out of secondary care services into primary care. An example is migration of Talking Therapies correspondence to digital format
- Continued engagement with the Digital People's Champion's Group
- Improving social media platforms and continued communications to the public (in particular, via "Your Somerset" SCC newsletter, Facebook, Twitter and Instagram)
- Assisting with national transfer of care pilot with Dorset County Hospital
- Evaluating and scoping implementation of Transfer of Care using new FHIR standards across Somerset organisations
- Working with LPC to embed community pharmacists who will support digital progression between PCNs and other providers
- Yeovil District Hospital live with the Discharge Medicines Service linked to community pharmacy and Somerset FT to go live imminently
- Rolling out the GP Community Pharmacy Consultation Service (CPCS). There were approximately 600 referrals in the last month

Other initiatives include reduction of paper flow across care settings to support service improvement and efficiency, fostering a mind-set of challenging convention and improving digital maturity in every care setting.

During the next year we need to re-procure the SIDeR contract as the existing contract with Black Pear comes to a natural end in 2023. This important work will run in parallel with the active SIDeR programme. It is imperative that all SIDeR stakeholder organisations actively support and contribute to both aspects of work, to continue to support the Somerset Integrated Care System.

## OUR DIGITAL CORE

The core foundations of our Digital Portfolio have seen a range of new and continued initiatives, including work on:

- Rollout of MS Teams to the CCG and 64 General Practice estate, continuing our developmental work with Microsoft on new ways of working, and tools required to support virtual team working
- Technical development and promotion of the Somerset Think 111 service
- A Digital Forum comprising of operational leads across partners to share learning and promote good practice
- Supporting practices through regular liaison with EMIS, to ensure they continue to improve their service desk as well as improve the quality of service to primary care

- Responding to network incidents and seeking supplier service improvements
- Supporting GP practices with technology and developments
- Investigating re-procurement of the HSCN service
- Business As Usual GP IT upgrades and refresh of GP IT kit to maintain and improve our core infrastructure
- Building on our links with PCNs to determine digital requirements
- Scoping building work / development requests with Primary care and practices
- Re-fitting and reconfiguration of Wynford to support hybrid working
- GP in the Cloud set-up, with one practice agreed to trial this
- Supporting Primary Care with GP Flexible pool with regard to the technical aspects
- Pro-active management of hardware and software asset management of the estate

## **DATA SECURITY AND PROTECTION**

A key element for digital transformation is to ensure good information governance and safe, secure digital systems are established. The Digital Team continue to work closely with the Information Governance Team, including the following during 2021/22:

- Establishing DocuSign as the core system for all electronic data and information sharing agreements where CCG and General Practices involved. This work was completed and is now managed and maintained by Corporate Team
- Ongoing promotion of the Data Security and Protection (DSP) toolkit across core and new organisations to support information flow, including new suppliers
- An established focus on cyber security and improvements through the Cyber Security Action Plan, with CCG Governing Body engagement
- Cyber Security Workshops, internal communications and creation of the Cyber Champions MS Teams group to improve cyber awareness across the CCG. Going forward the aim is to go out to GP practices with cyber awareness materials
- Projects facilitated by the South, Central & West Commissioning Support Unit to support cyber security risk management
- Endpoint Protector software has gone live with all users across CCG and GP estate. This helps to protect the network from unapproved and unencrypted removable media devices
- Privileged Access Management (PAM) software project to restrict admin rights is in progress within the GP estate as well as the corporate estate
- Reviewing starter and leaver process to ensure technology is used correctly
- Reviewing acceptable user policy and working with the Information Governance and Corporate Business teams to update both the acceptable use policy & form for users to regularly review

## **DIGITAL CONNECTIVITY**

One of the key building blocks for successful transformation of services is the provision of reliable and secure technology. During 2021/22, this has remained a core programme, with following highlights as part of GP IT and CCG Corporate IT service delivery, supported by our SCW CSU colleagues:

- Improved digital maturity and connectivity of provider systems across health and care community
- N365 has been rolled out across CCG and GP estate and new apps and ways of working have been assessed. There is a pilot underway within the CCG with 20 people trialing 2 apps each. This will be reported on in June to the Digital First Team
- Continue to encourage new ways of working and supporting High Performing Organisation (HPO) team to realise the benefits and advantages N365 offers
- Axe the Fax work is completed but continues to be checked with all partner organisations

- Continuing to route electronic messages via MESH (National data standard). Linking with the contracts team to support them in ensuring providers are meeting their NHS contractual requirements
- Community and Mental Health inpatient settings are now paper light across the Somerset system
- Contributing to regional discussions for 'One South West' Local Health and Care Record Programme
- Enabled development of digital skills / capabilities in the workforce through range of projects and training

## **DIGITISING SOCIAL CARE**

During 2021/22, there has been considerable growth in work required to support a system wide approach to care provision, with a key requirement for connectivity and information sharing across health and social care, and the more direct provision of care to people in their own homes. This has seen the emergence of a Digital Social Care Programme, incorporating care homes initially with expansion to micro-providers and suppliers involved in technology and tools in Somerset. Alongside there is the growth in provision for Digital Care at Home, enabling people to stay in their own homes, be supported in access and use of digital tools, that enable remote monitoring and self-managing of health conditions.

As part of the Digital Team development and actively working with teams in primary care, we have embedded our 'joining the DOTs' approach, and extended the team. The original DOTs model worked with either PCNs or care homes but now encompass a collaborative approach, recognising the impacts and a shared approach supporting each team, particularly around proxy access, data protection and use of NHS Mail. All promote and support digital skills, access and integration. We are liaising with Healthwatch Somerset around research into access to GP practice websites and are connecting our DOTs with their findings, to support practices in improving accessibility to online tools to support patients. A website outreach worker support role is being developed.

Our Digital Care at Home Programme covers a range of specific initiatives in collaboration with Somerset County Council, including:

- Significant progress rolling out proxy access to care homes, providing hands on support to get systems in place for homes. In one Primary Care Network, Tone Valley, we have supported 24 of the 27 homes
- Implementation of a digital tool to support people with a learning disability to better manage their wellbeing outcomes and improve the quality of the LD annual health check
- Implementation of home monitoring via MiiCare for patients living with symptoms of mild dementia to enable them to stay in their own homes and provide proactive care before clinical problems or adverse events occur, particularly supporting discharge to assess services. Thirty systems are in place in the homes of people, many of whom are being supported post-discharge to maintain their wellbeing and avoid readmission
- Improved digital support for people living with a learning disability, mental health condition or autism to manage their anxiety. Seventy people are being supported using Brain in Hand to manage anxiety and maintain their wellbeing this year
- Provision of digital inclusion support to people most at risk of digital exclusion via a coordinated group of inclusion champions which span Health Connections Mendip, SPARK Somerset and the VCSE and Yeovil PCN
- Implementation of Comprehensive Assessment Form to improve MDT working with care home residents
- Continued funding of Health Connections Mendip for employing Digital Connectors



- Employed three Digital Outreach Team Communicators to work countywide following the successful pilot project across the Taunton PCNs to promote digital tools to the public and educate practice staff on enabling and encouraging Digital First approach
- Enabled HSCN access to Somerset Care Homes piloting the Comprehensive Assessment Form

## **DIGITAL INCLUSION AND DIGITAL FIRST**

The COVID pandemic highlighted the impact of a divide between those able and willing to access support digitally and those digitally excluded. Big steps forward have been taken so it is important we continue to move forward with this impetus. With the increased opportunity for thinking 'digital first', we need to ensure a level of equality and equity in access to our health and care services, noting people need capability (access, digital literacy), opportunity and motivation to engage. With the need for a priority focus on digital inclusion requested by CCG Governing Body in September 2020, we have continued to build on inclusion work across the digital portfolio, with factors for inclusion considered and regular liaison with CCG Equality and Diversity Lead and CCG Engagement Lead to ensure links are made to relevant forums and community groups.

We have engaged in multiple new opportunities for Somerset and been involved with new initiatives in the South West and nationally. We launched the Somerset Apps Library at the end of January 2022 which has had over 11,500 page visits by members of the public in the first 4 months. Working alongside NHS England and the Organisation for the Review of Health and Care Apps (ORCHA) we are empowering the people of Somerset to live healthier lives by offering over 6,500 health and wellbeing apps assured as safe by clinicians and data security experts.

This programme has been funded for the first three years by NHSE. We have been linking with Social Prescribers, Pharmacists and the voluntary sector to educate the public around using digital tools to better manage their own health and wellbeing.

The NHS Directory of Services (DoS) have embedded the link on their system and the NHS 111 service has also engaged with us around this tool. Apps are a key focus including the NHS App and apps which support those who want to self-manage their conditions and health. Long Term Conditions and Mental Health are particularly important, and we are linking with health and care professionals as well as our CCG colleagues around this. We have recorded a podcast for the Somerset Emotional Wellbeing Service and launched a South West wide social media campaign with Dorset at end March 2022.

Frome PCN are part of a pilot to explore pro license use which allows a health care professional to recommend a specific app via text or email direct to a patient. We are also supporting social care and the Leaving Care Service who support young people and families are also about to commence a pilot and we will use the feedback gained from these users and their use of apps to inform the project moving forward. We are linking with Elective Care leads to explore where apps can support clinical care pathways and in areas such as pre-op assessment.

We have continued to link and work with South West Local Economic Partnership (SWLEP) with Department for Education and NHSX (Empower the Person Team). We have been working in a partnership approach with Healthwave Hub and SW Academic Health Science Network. Projects are sponsored and led by Allison Nation, Associate Director of Digital Strategy and are being promoted across all areas of the county, with a particular need to focus specifically to support the West Somerset community.

Through developing collaborative discussions across the Somerset system, we have been working hard on closing the gap for digital inclusion. This has involved working with the following community-based organisations and funding specific projects:

- SPARK Somerset
- Heart of the South West LEP
- COSMIC
- Bridgwater and Taunton College
- Strode College
- Healthwave Hub
- Health Connections Mendip
- Care Homes in Somerset
- Healthwatch Somerset

Much of these discussions recognise the need to support people, both local population and workforce, in improving digital skills and confidence. We have continued to work with Somerset Workforce leads, aware that digital is a core competency for working in health and care, and engaged with SWLEP and two training providers in developing our workforce (COSMIC and Bridgwater and Taunton College), to focus on:

- Giving people skills and confidence to be able to apply for jobs in the NHS and social care
- Upskilling the health and social care workforce
- Providing education to Digital T Level students on digital careers in the NHS. Team leads have delivered both virtual and face to face classroom lectures to students at our local colleges to inform them of our work and digital tools available to them
- Offering a placement for a T Level student in our Digital Team in academic year 22/23, as well as input to course modules on digital work in the ICS

Other initiatives underway include:

- Loan devices schemes and provision of data to the digitally excluded, linking particularly with SCC Library Loan Service and SPARK IT Somerset. These are set up to have links to digital tools like the Somerset Apps Library pre-loaded, recognising the social determinants of health
- Working with the voluntary sector around the Digital Unite platform to share digital tools for volunteers to access

In 2021, a SEND focused project 'Tell It Once' was undertaken, with two parts – firstly a data and process review of current information flow, and secondly working with Healthwave to undertake some lived experience research. Anonymous research was conducted around how people access Special Educational Needs and Disability services in Somerset, leading to the development of a video and report on their findings. These insights are being used to help improve services for parents, carers and young adults (18-25) with special educational needs / disabilities.

Early plans are now underway to focus on the lived experiences of other groups identified in the Core20PLUS5 approach, the aim being to inform strategies, application of data through a population health lense and shorter-term action through peer networks such as equality, diversity and inclusion. By listening and responding to experiences we will be able to identify what is working well and what could be improved from a digital perspective, helping to make sure people only need to share their information once when navigating support services.

## DATA ANALYTICS AND POPULATION INTELLIGENCE

This year has seen a significant step forward to progress with establishing a primary care data analytics programme, initial focus has been on General Practice (GP) Data, working with and supporting practices from the offset. The Digital Team has extended to appoint several new roles for Data Analysts, Data Facilitators and a Digital Data Administrator. We continue to work with Somerset Local Medical Council (LMC) and GP leads to explore and extend the use of EMIS Enterprise Search and Reports, to support and streamline analytics for required data returns.

A key application in the last six months has been for the COVID Vaccination Programme, developing and running searches from CCG on behalf of all practices to identify relevant cohorts of population to be invited for vaccination. This process continues to run with some automation established and new searches created in response to national and local plans.

To extend use of this functionality, there are plans underway to replace the historical use of MIQUEST for searches regarding Physical Healthchecks for People with Severe Mental Illness, which we hope to run centrally and reduce the burden of this task for practices. Further plans and priorities are also being scoped to address other requests over the coming year, working alongside colleagues in Primary Care, Business Intelligence, Safeguarding, the Women and Children's teams in the CCG and to support work around Armed Forces Veterans and their families.

Early discussions are also underway with Somerset Local Pharmacy Committee as part of our ongoing digital engagement work to include community pharmacies as part of the growing Primary Care Analytics programme. Reporting is being established through Community Pharmacy Consultation Service (CPCS) which will go toward being able to provide a further understanding of what activity is experienced in Primary Care.

During 2021/22, there has been a significant shift in recognition for the need for a Population Health Management (PHM) approach to be established as an ICS. The focus has been on Data and Information Governance Readiness for the Optum PHM Development Programme, which has taken time to develop our local delivery model. Action Learning Sets have been established for System, Place, PCN and Analytics to begin to investigate the findings from the Optum Development Programme analysis and identify actionable insights to be implemented.

The need for data and PHM approach is now established as a core requirement for Somerset, notably as part of the Operational Plan and ICS Development for Digital, Data and Intelligence. National and local models of delivery for Somerset continue to be explored, with clear involvement across all organisations in our ICS.

This work forms a significant strategic programme from 2022, such as the SIDeR Programme for shared care records for direct care that was developed and implemented over the last five years. This will build on the previous data strategy, noting key themes of people (analytics skills across workforce), place (whole system, community and cohorts), process (governance and access) and technology (tools and systems), with a collaborative approach to joining data sets, shared analytics and actionable insight.

To achieve the ambitions, it is anticipated an overarching Intelligence Function will enable a #OneTeam approach to engaging key leads in collaboration with a shared purpose. A new strategic plan and development of a Population Health Hub, with development of skills for both analysts and non-analysts to share in discussion and application of data, intelligence and insight across a range of projects and programmes for transformation.

Notable progress has been achieved during 2021/22 across these themes, with continued commitment to COVID-19 related demands and establishing new foundations for GP analytics and system wide PHM approach:

- Maintained analyst leads forum to explore strategic data discussions, priorities and share requests and learning as an ICS
- Extended use of artificial intelligence for predictive analytics to support multi-disciplinary team in 4 PCNs to improve direct care and care planning through BRAVE AI tool
- Growth in use of EMIS Search and Reports, notably for Mass Vaccination Programme and national reporting requirements
- Early discussions to identify usage, routine and regular reporting of uptake data across different initiatives, including SiDeR and ORCHA
- Early exploration of data warehouse options across ICS

## **COVID-19 RESPONSE AND RECOVERY**

The Digital Team have continued to support the ongoing need for remote working in both corporate and GP teams, with flexibility in service locations for the vaccination programme and COVID-19 response activities over the last year and this support is continuing.

As we moved into recovery wave planning, digital teams through the #OneTeam approach across the Somerset system, have provided support to shape further new services for people needing complex multi-disciplinary team support during their COVID-19 recovery.

In late autumn, an opportunity arose for digital funding through the Elective Care Recovery programme, and we are working to establish new shared opportunities for digital and data sharing improvements as an ICS. These projects will continue into implementation stages during 2022 and include collaborative discussions around Virtual Wards and Care @ Home.

Since the introduction in summer 2020 of the Care Homes (Directed Enhanced Service) DES, the team have continued to expand our links and work with care homes, as we continue to define the connectivity, access, tools and support required for a Digital Social Care programme, working alongside local PCNs and practices. The initial digital baseline continues to improve, and we are supporting good early progress in uptake of NHS Mail and completion of the Data, Security and Protection Toolkit. As of June 2022, we are pleased to note that 117 of our care homes (56%) have achieved the data protection toolkit. We have also continued to steadily increase the number of homes using secure email, which includes NHS Mail or other secure or accredited systems (currently up to 87% of our providers). Digital and Information Governance Team resources continue engagement to understand the need for information sharing in a virtual cross-organisational environment and establishing a virtual platform for multi-disciplinary teams to safely and securely exchange information to support delivery of care services.

COVID-19 and recovery activities have continued to incorporate digital aspects of transformation and this collaborative approach will continue to grow as we prepare for ICS development.

## **DIGITAL WORKFORCE**

Further Digital Team changes have been made to aid our response to the new awareness and growing need for digital transformation and support:

- Embedded the Digital Outreach Team (DOT) Communicators team by employing equivalent of three fulltime team members

- Employed a Digital Change Officer to support with technical and project management functions
- Employed two Digital Programme Officers to increase the communications across the Digital Portfolio and workstreams
- Employed a Cyber Security Assistant Officer
- Employed a Portfolio Assistant Officer to support the development of the Digital Portfolio, to capture the range of programmes and projects, ensuring highlight reporting, risks, issues and progress are shared as we transition into an ICS
- Established a new Digital Data workstream to support primary care data analytics and the wider strategic approach to Population Health Management
- We have appointed a further clinical role, a Digital Nurse to support primary care, to champion digital, maximise digital engagement opportunities around Digital First Primary Care and support our clinically led approach
- Three administrator roles, recognising the growth in the portfolio, need for operational planning and support, data and population health management programme and corporate and GP IT functions
- We have agreed to host a Digital T Level student in our team as part of Digital First/Digital Inclusion remit

In recognition of the role of digital in system transformation, and in support of digital workforce development, the CCG Digital Team are now members of the British Computer Society, The Chartered Institute of IT. This recognises the professional status, skills and experience in place, and supporting their development and potential in enabling transformed delivery of our health and care services.

A series of 12 week 'bootcamps' have been ongoing since January 2021, providing digital skills learning (60 hours) to people in Somerset. These bootcamps have been offered to staff across the health and care system, including care home staff. The aim is to upskill our health and care workforce in order that attendees can either step into a job in the sector, or able to seek promotion / a digital champion role. There is also potential for engaging with attendees who are living with learning disability, mental health or physical long-term conditions to develop a new expert patient role as part of our digital transformation work. Recognising both the essential need for this initiative and the current COVID pressures on our system to release current staff to attend, we extended these schemes to run further bootcamps throughout 2022, linking with other large organisations in the South West.

We recognise that the workforce is our biggest asset and encourage health and care staff to utilise digital tools such as the Somerset Apps Library for their own wellbeing and resilience as well as for supporting their patients.

## **DIGITAL INVESTMENT**

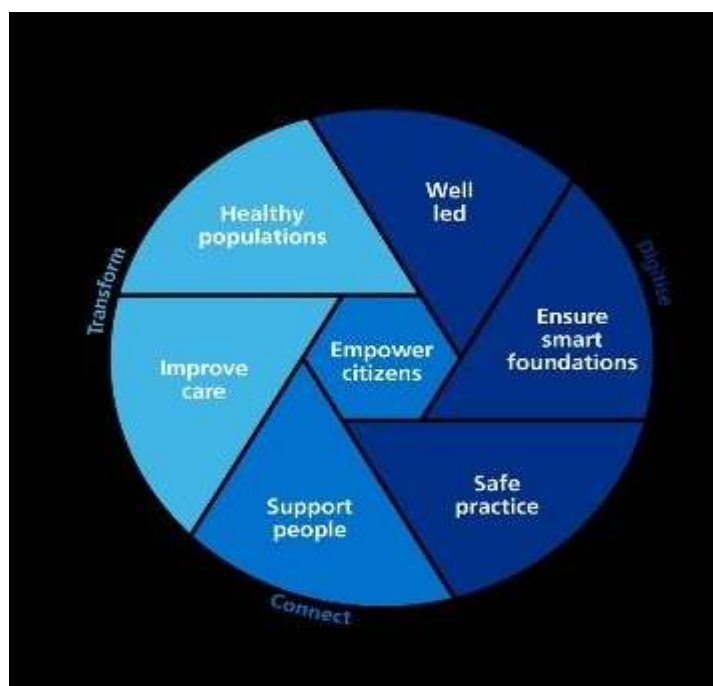
With good links to regional and national digital and data team colleagues across the combined NHS England teams, we have explored a range of funding routes, and with mixed success during the last year. We continue to engage to plan and craft new programmes to support digital acceleration with a whole system approach. New opportunities continue to emerge and being ready to develop detailed proposals remains a challenge, whilst in flight on such a broad range of programmes and projects.

As part of the Somerset ICS, significant collaborative work was undertaken to establish a first iteration of Digital Investment Funding for the next 5 years, including a focus on Diagnostics. Additional focus has also been required on Digitising Social Care funding working with local authority and social care providers, as well as NHS focus for Virtual Wards and Elective Care Recovery.

## OUR DIGITAL FUTURE

As we move forward and consider our new digital, data and technology strategy for Somerset, the themes of People, Place, Process and Technology give us new scope on how to engage across our community. This will align with the strategic direction of Somerset ICS, enabling further transformation and understanding opportunities in addressing challenges for new ways of working.

As part of the strategic approach, we are reviewing the national framework of What Good Looks Like, to understand seven areas of success linked to three aspects of Digitise – Connect – Transform, together with other associated guidance on funding.



Our digital environment was essential during the pandemic in keeping local people and workforce teams safe and connected. With the challenge for Net Zero and sustainability, we can further realise the role of data and technology to inform and predict new service design, with people as our core focus. Continuing to build, develop and create our future workforce, with culture, behaviour and skills for a digital first approach, will be a key step to maintain the momentum over the coming year. This will need to be aligned with keeping local people informed and included in design and uptake of digital first approach, with impact of making a real difference.

We look forward to leading and supporting further digital, data and technology enabled opportunities as the need continues to grow.

## DIGITAL TEAM – OVERVIEW

In summary, 2021/22 has been an amazing year for digital transformation, highlighted through these areas of note:

Ahead of recognition that 2022 is the Year of the Digital Profession, the Digital Team were already engaging with BCS to explore formal recognition of professional expertise and further development of our skills and experience.

We also participate in the '15s30min Joy in Work' campaign, acknowledging where small improvements of digital transformation can help to make a difference in delivering our health and care services, and celebrating the successful impact this leads to.

Significant progress has been made with our Shared Care Record work, and the emerging programmes for Population Health Management, Digital Care @ Home, Digital Social Care and Digital Inclusion, with relevant cross links, ensuring the Team are motivated and creatively contributing to digital transformation.

The Data Team, also known locally as #GeekSquad has grown significantly with the addition of our analysts and facilitators. This growth has enabled us to understand the details around some of the reporting nationally for Primary Care and start to address data accuracy and present the demands in activity. The team have worked hard individually to connect with colleagues across Somerset, whilst also building their team relationship. We have been able to effectively get involved with SDeR, ORCHA, BRAVE AI, GP Activity Data reporting and building relationships with the practices.

The data portfolio is ever increasing, especially with the impending use of EMIS for reporting. We have begun conversations with various teams in the CCG to understand data needs and how we can aim to close the gap in the reporting we have.

Population Health Management has been a major focus and thanks to the hard work and involvement from the team we have successfully navigated the Information Governance challenges. This has ensured that the practices involved have signed all relevant documentation for the development programme to go ahead on time. We are looking forward to the upcoming action learning sets and the information and direction that comes from them.

In establishing the Digital Social Care Programme, and after a lot of hard work to get falls prevention support into the homes of 30 local people, it was a privilege to be able to tell the story of 'Frank' (name changed for confidentiality) to our Digital People's Champions meeting in June 2022. The large group – made up of PPG Chairs, patient and public reps and others - was delighted to hear about how the use of this technology has helped keep Frank out of hospital by supporting him to stay hydrated and avoid falls and recurrent UTIs.

Frank's quality of life has improved, and his paid carers from Brunel Care are enjoying his new improved wellbeing too. Feedback from the carers has told us that: "Since MiiCare was deployed, the UTI related incidences decreased over time, due to regular temp checks during visits, and the introduction of the MiiCare Hydration Mug to encourage regular drinking. Brunel can also monitor locations and presence through door alert monitoring".

# Frank and Monica



Frank is 85 years old and has a diagnosis of frontal lobe dementia. He lives alone and has a history of falling and confusion as a result of UTI's. It limits his ability to live independently.



Frank's support worker Nella, thinks that a Micare device could help Frank. She suggested that Frank tries the Micare, also known as Monica. Monica can remind Frank to drink regularly using Smartmug which monitors his drinks throughout the day, plus other monitoring devices that can keep Nella up to date with how Frank is doing.



Since using the Smartmug and Monica, Frank hasn't had any further UTI's or falls for six months! He is able to remain living well in his own home. Nella is able to keep an eye on him and reassure herself he is doing well

Frank's support worker also has access to details of how often Frank is drinking as well as measuring his overall health, via a phone app or a web-based dashboard

If Frank didn't drink enough Nella would receive an alert from Monica and could check with Frank to see if he needs any support





From our core foundations and providing a robust and modern infrastructure, the digital highlights include the cyber security improvements including implementation of PAM, END Point Protection. With the new addition of cyber awareness workshops within the CCG, which shortly will roll out to GP estate.

For GP IT, supporting the PCN and Primary Care with increased demand for digital equipment in sourcing funding for purchase and maintenance has been a key challenge. Alongside this, successfully ensuring EMIS provide an improved support resource for practices has been essential and remains a challenge, working in liaison with regional and national GP IT teams.

More recently, sourcing technical solution, implementing and launching a virtual desktop environment to support business continuity and potentially locum working. For corporate digital provision, collaborating with the corporate team to create a new hot desking and hybrid environment at Wynford House has been a focus, ensuring this piece of work supports the Greener NHS and Sustainable work plans.

### **A FINAL NOTE –**

In summary for the Digital Portfolio and Team, 2022 is a time to reflect, understand the people, place and processes to determine the accelerated growth of the digital and data within both CCG and ICS developments. With the launch of our SiDeR Shared Care Record as a truly system wide tool to improve information sharing and beginning to establish our PHM and analytics programme, we start to see the transformational efforts for change being utilised in making a difference to care and self-care across Somerset.

**Allison Nation**  
**Associate Director – Digital Strategy**

**On behalf of NHS Somerset CCG Digital Team**