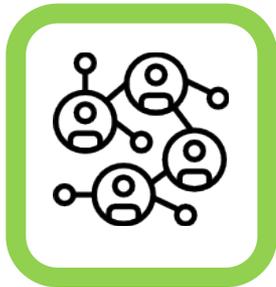




# Bassetlaw Integrated Care Partnership: Digital and IT Strategy 2019-2021



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# 1. Introduction and Context

The Integrated Care Partnership (ICP) in Bassetlaw is a partnership of chief executives and senior leaders from BCVS, Bassetlaw District Council, Bassetlaw NHS CCG, Doncaster and Bassetlaw Hospitals NHS Trust, Healthwatch, Nottinghamshire County Council, Nottinghamshire Healthcare NHS Foundation Trust and three Primary Care Networks. The Bassetlaw Place Plan is the document which sets out the vision for the Bassetlaw Integrated Care Partnership. **The ICP will deliver improvement in experiences, health and wellbeing for Bassetlaw citizens by 2021, through simpler, integrated, responsive and well understood services which ensure people get the right support at the right time.** This will support local people to stay well in their own homes and communities.

The Place Plan identifies securing sustainable and effective services as one of Bassetlaw's health and wellbeing priorities, with digital and IT a key enabler. As such, the Bassetlaw ICP's digital and IT work stream group – a partnership of motivated and committed technical, operational, clinical and senior leadership professionals from across the NHS, local government and third sector – has identified its priorities for collective action over the next 2 years which are set out in this document.

We know that Bassetlaw shares many of the challenges faced across the country – sharing information safely and effectively; access to shared systems and WiFi; using information to inform clinical decision making; and linking differently and better with the public and users of services to support their decision making and self-management of health. Much has already been achieved by working together. A social care viewer for clinicians (live at Bassetlaw Hospital since January 2019), a locator service for social care clients and a HomeFirst portal to support hospital discharge are all now supporting people to return home in a timely way.

Ensuring Mosaic records hold verified NHS numbers, building on the success of GPRCC to ensure that health and social care data is available for a broader category of age groups and refining predictive analytics is helping partners to better understand of social care risk factors (project started August 2018).

The ongoing development of Bassetlaw's three primary care networks provides further opportunity for clinical engagement and co-operation across services and with patients, using digital and IT solutions as an enabler of better outcomes and experience.

Through the ICP's engagement with local communities, we know that many Bassetlaw people are keen to embrace the opportunities presented by technology – this may reduce travel time, costs and inconvenience for patients, and increase efficiency for services. Our priorities, as set out in this strategy, are:

- Supporting wellbeing and self-management through digital;
- Using information to provide the right care at the right time
- More integrated and effective joint IT infrastructure and strategy.

## Steve Jennings-Hough

Transformation Manager at Nottinghamshire County Council, and Chair of the Digital and IT work stream



## 2.1 Digital and IT priorities: for England

The NHS Long Term Plan highlights key, practical priorities that will drive NHS digital transformation, including the following:

- Create straightforward digital access to NHS services, and help patients and their carers manage their health.
- Ensure that clinicians can access and interact with patient records and care plans wherever they are.
- Use decision support and artificial intelligence (AI) to help clinicians in applying best practice, eliminate unwarranted variation across the whole pathway of care, and support patients in managing their health and condition.
- Use predictive techniques to support local health systems to plan care for populations.
- Use intuitive tools to capture data as a by-product of care in ways that empower clinicians and reduce the administrative burden.
- Protect patients' privacy and give them control over their medical record.
- Link clinical, genomic and other data to support the development of new treatments to improve the NHS, making data captured for care available for clinical research, and publish, as open data, aggregate metrics about NHS performance and services.
- Ensure NHS systems and NHS data are secure through implementation of security, monitoring systems and staff education.
- Mandate and rigorously enforce technology standards (as described in The Future of Healthcare) to ensure data is interoperable and accessible.
- Encourage a world leading health IT industry in England with a supportive environment for software developers and innovators.

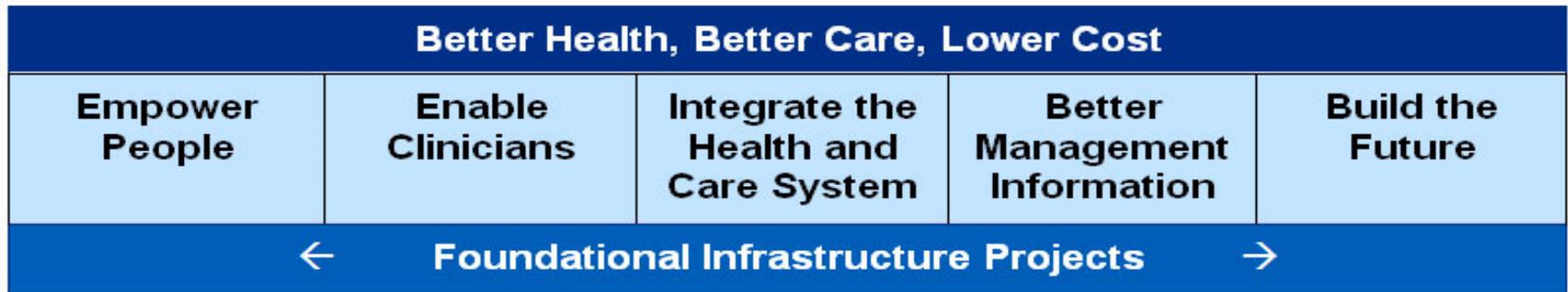
Better Health, Better Care, Lower Cost				
Empower People	Enable Clinicians	Integrate the Health and Care System	Better Management Information	Build the Future
NHS.UK	Global Digital Exemplars and Fast Followers	Regional Interoperability Hubs	Single Source of Truth	Life Sciences and Research Platform
Apps Library	Digital Academy and Workforce Education	Urgent and Emergency Care	Frictionless Performance Management	Genomics and Precision Medicine
Developers' Ecosystem	GPSoC refresh	Elective Care	Population Health Dashboard	Machine Learning and AI
WiFi and Home Page	Extended Summary Care Record	Mental Health	Analytics Capability	Bioinformatics Institute
NHS Online	e-Prescribing	Women and Children	SUS for Transactions	
	Decision Support	Chronic/Co-morbid disease		
	Integrated Care Plans	Social Care		
← Foundational Infrastructure Projects →				
Patient Identity				
Information Governance and Transparency				
Interoperability and Enterprise Architecture				
Personal Health Record and APIs for Apps				
APIs / Standards				

*The NHS IT Strategy (NHS England)*

The NHS Digital strategy for 2015-20, which can be found here <https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/our-strategy>, sets out five objectives for the next five years, looking beyond the boundaries of the health and social care system to include the voluntary and independent sectors, service users and carers.

There is also a requirement for the NHS to think “internet first” with regard to its new digital services and the Data Security and Protection Toolkit (DSPT) is an online self-assessment tool that all organisations must use if they have access to NHS patient data and systems.

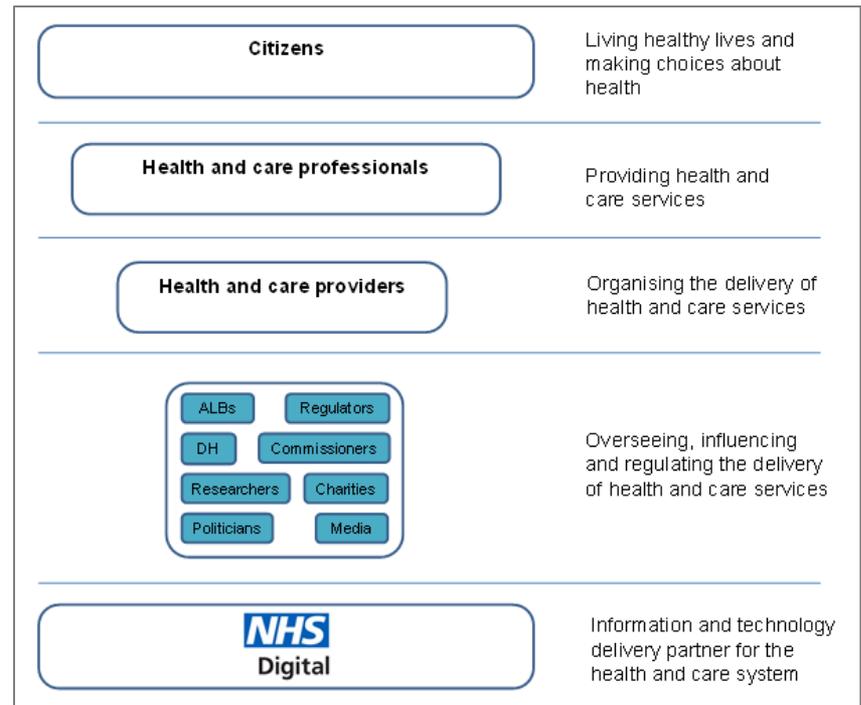
## 2.2 Digital and IT priorities: for the Bassetlaw Place



For the Bassetlaw place, the priorities for the IT and digital work stream of the ICP have been identified as those which, by working across the NHS, local government and third sector, will deliver the greatest possible benefits for patient experience, service efficiency and in enabling key service developments. Some priorities are no cost, quick wins. Others are longer term, more ambitious and may incur some cost implications which the group and its constituent partners will explore.

The priorities will focus on:

- The interface between the health and care system and local citizens and service users;
- How health and care services work together, by sharing information and processes, to improve patient services and reduce duplication;
- How information held by partners is collated to form joint intelligence that can influence how the health of the local population is improved.



## 2.3 Digital and IT priorities: for Bassetlaw partners

Each organisation has their own organisational priorities.

The CCG's priorities include the implementation of the Connected Nottinghamshire project called the General Practice Repository for Clinical Care (GPRCC) programme; achieving the full roll-out of e-consultation in 2018/19 and 2019/20; introducing a Medical Inter-operability Gateway (MIG) as a limited viewing platform that allows real time sharing of information between services across the health and care system; and continuing to develop the Enhanced Data Sharing Mechanism (EDSM) to allow effective sharing between SystmOne units (which serve most of Bassetlaw's GP and Community Services).

Nottinghamshire County Council's plans include the delivery of automated work flows between acute hospitals and social care for assessments, discharges and change of circumstances; a Live Hospital Case Management Tracker to deliver real-time overview of the hospital discharge work in process for management and health colleagues; GPRCC and Predictive Analytics (looking at Crisis Point prevention and Falls prevention); the Care Centric Portal, building on the pilot work with roll out to 900 frontline ASCH staff countywide, incorporating GP data by March 2019 (anticipated), whilst building in a data feed from Mosaic into the Portal and NHS Numbers, building in real time look-ups from within Mosaic linked to the NHS spine.

Priorities for the voluntary sector include improving access to RIOviewer to enable mental health professionals to access real time data, in partnership with Nottinghamshire Healthcare Foundation Trust, without patients having to repeat the same processes; improving access to digital support services; spreading awareness of helpful apps to those most in need; and further developing, in partnership with Nottinghamshire County Council, assistive technology.

Doncaster and Bassetlaw Teaching Hospitals Foundation Trust's (DBTH) Digital and IT projects include working to establish departments that need support in order to Axe the Fax, delivering better bed management systems and developing and delivering a new E-Observation module and digital noting.

Priorities for the Integrated Care Partnership include further refining the [www.betterinbassetlaw.co.uk](http://www.betterinbassetlaw.co.uk) website and information available through it, as well as working with partner organisations to effectively spread the digital message and the available tools for the Bassetlaw population to access.

Bassetlaw District Council are committed to continuing to expand the provision of broadband across the district, improving connectivity, particularly for more rural areas and interfacing with IT and digital plans being rolled out by the County Council.

Nottinghamshire Healthcare Foundation Trust are focused on enabling work; implementing the Retford Hospital and Retford Primary care Centres H&SCN infrastructure, as well as General Observation Apps for inpatient areas which will include B1&B2 at Bassetlaw hospital and the Trust are also looking at electronic data sharing of relevant information with DBTH.

Priorities for Connected Nottinghamshire, working across the county, include assistive technology, developing technology enabled care across five organisation types (such as Just Checking and Flo) looking at smart devices in the home along with a DTOC pilot in North Nottinghamshire and also Public Facing Digital Services (PFDS), using technology to engage and share with the local client base, linking in with the national NHS app and providing a single point of entry for Health and Social Care.

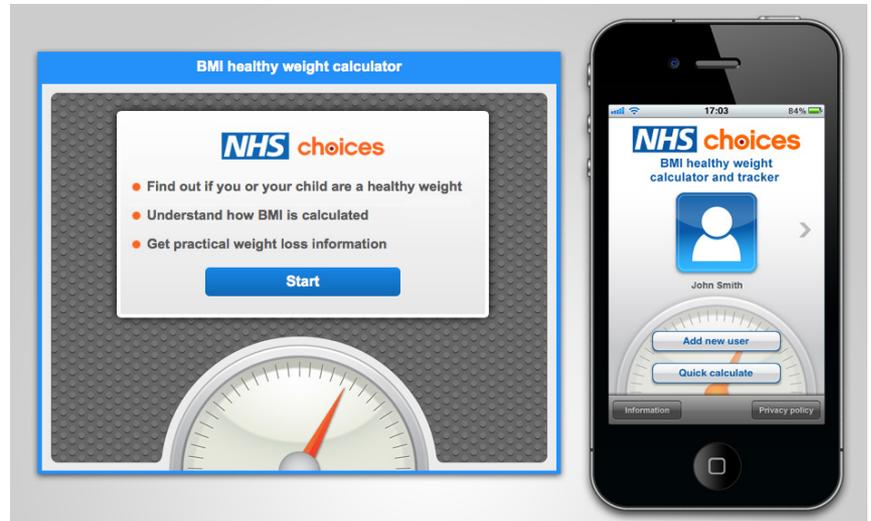
The work stream will enable opportunities for better joint working on priorities.

### 3. PRIORITY A: Supporting Wellbeing and Self-Management through Digital

The NHS Long Term Plan (2019) identifies better support for patients, carers and volunteers to enhance 'supported self-management', particularly of long-term health conditions, as key to improving upstream prevention of avoidable illness and its exacerbations. Similarly, the Better in Bassetlaw Place Plan 2019-2021 identifies integrated support for the wellbeing of Bassetlaw citizens, including community-based, person-centred approaches, encompassing welfare, housing, social activities, employment and health support, as a local priority. The Plan commits to use of digital solutions to improve access and engagement with prevention, early intervention and other health and care services, in particular for communities most likely to experience poor health through better self-care and patient activation.

To complement the national implementation, local Bassetlaw partners will collaborate (whilst learning lessons from other connecting apps such as HELM) to **develop additional local interoperability functions to support self-management via the NHS app**, in particular for long term conditions. Local people, particularly in some of Bassetlaw's many rural communities, identified that accessing health appointments and information by telephone or online would reduce travel time and costs, and be more convenient in many cases. As such, partners across the hospital trust, primary care networks, care homes, community services and beyond will **explore, and where possible implement, virtual clinics and consultations with patients**. Furthermore, **pilots such as 'DrDoctor' and 'Flo' will be evaluated to optimise the potential for digital transformation of outpatients, community and other services**.

Digital assistive technologies present some opportunities to support self-management and independence, such as by reducing falls and supporting assessments. Pilots such as Nottinghamshire's 'just checking' sensory checking technology scheme will provide useful learning.



As such, the group will actively **track evidence to support digital assistive technologies, to apply learning locally** where there is a business case for doing so.

Not all Bassetlaw people have access to good WiFi connections, or have the confidence and skills to use or appraise the reliability of online resources for health. Linking with the ICP's estates work stream, partners will **identify and promote places where there is strong WiFi which the public and partners can use**, across NHS, local government and other community settings. Partners will **provide and publish a list of approved health apps and other sources of digital support for the public**, so that local people access reliable and safe information, to support social prescribing and other community advice and support functions. Furthermore, the work stream will work proactively with community facing partners, including the third sector, to **support local people to have the knowledge and skills to use digital and online resources** in support of their health and wellbeing.

## 4. PRIORITY B: Using Information to Provide the Right Care at the Right Time

Better integration of physical and mental health information and interventions are an ambition of the NHS Long Term Plan, along with support for aging well through community-based multi-disciplinary teams working through primary care networks and connected to care homes. These developments will support local people to get the 'right care at the right time', as described in the Better in Bassetlaw Place Plan. The ICP's Digital and IT work stream group is committed to supporting the technical solutions that will enable these ambitions to be realised.

Partner approaches to using IT and digital will follow the patient journey, starting with those that are generally well, intervening early for those who become ill, and acting at pace for those who require urgent care. To identify those at high risk of admission either to hospital or care, **social care predictive analysis approaches will align with the General Practice Repository for Clinical Care (GPRCC)**. Furthermore, where other areas in the County are trialling shared portals, **such as the Care Centric Portal, learning will be used to implement similar schemes in Bassetlaw**. This will allow multi-disciplinary teams in primary care networks to appropriately intervene using evidence of risk to support patients to stay independent and well at home.

Demand in Bassetlaw's Emergency Department is increasing exponentially, and action to address it reflects the patient journey. This includes the development of a 'call for care' urgent care service. To support this, **community health and social care services will align systems using the social care information portal so that decisions on call for care home visits are holistically informed**. Furthermore, to ensure patients get the best and most efficient treatment if they do require transfer to hospital, **the hospital trust will enhance information exchanges with ambulance services**.



Existing interoperability on the Bassetlaw Hospital site will be further progressed, with **wider roll-out and promotion of access to social care information by the hospital workforce**. Access will also be expanded to include Nottinghamshire Healthcare teams.

## 5. PRIORITY C: IT infrastructure and Strategy

In addition to supporting better self-management and wellbeing for Bassetlaw people using digital technologies, and using integrated information systems and intelligence to ensure people get the right support at the right time, there are other ways IT and digital can support sustainable and effective local services.

The language of digital and IT can present a barrier to staff, partners and services users, and as such the ICP office **will produce a glossary of terms, which will be published online and via partners**. To ensure patients get better care through more informed clinical decision making, including for mental health service users whose records are stored on RIO, **better information sharing protocols to enable more appropriate sharing of care records** will be prioritised.

Strategic collaboration will be strengthened, with **ICT planning milestones shared across organisations via the Digital and IT work stream group**. Using the 'collaborative partnership model', **closer working between IT professionals and operational services will better capture requirements**. Furthermore, to enable more effective implementation, **workforce training and engagement on new systems and approaches will be at the forefront of project planning**.

Partners will also collaborate to eradicate fax machines from the NHS. To do this, DBTH will undertake **a frequency analysis, to identify high level fax users** within the Trust. The work stream group will enable **fax behaviours and approaches in partner organisations to be addressed, and shared protocols developed and rolled out across the system**.

Work will be undertaken **with care homes to support digital literacy**, such as access to NHS.net accounts and links to primary care networks.



Task	Owner	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/201	Q4 20/21
<b>PRIORITY A: Supporting Wellbeing and Self-Management through Digital</b>								
Develop additional local inter-operability functions to support self-management via the NHS app	Connected Notts team							
Report to Digital and IT work stream group on local progress on NHS app	Connected Notts team							
Explore and scope virtual clinics and consultations with patients	DBTH, PCN, Clinical Directors, NHFT							
Report to Digital and IT work stream group about findings and proposals re virtual clinics	DBTH, PCN, Clinical Directors, NHFT							
Where possible, implement virtual clinics	TBC							
Evaluate DrDoctor (following June/ July implementation) and report to Digital and IT work stream group	DBTH							
Explore potential for 'flo' in Bassetlaw services, and report to Digital and IT work stream group	ICP office							
Track and report findings from digital assistive technology pilots to Digital and IT work stream group	Connected Notts team							
Identify and promote places where there is strong WiFi which the public and partners can use	ICP office, linked to Estates group							
Provide and publish a list of approved health apps and other sources of digital support for the public	ICP office							

Task	Owner	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21
<b>PRIORITY A: Supporting Wellbeing and Self-Management through Digital (continued...)</b>								
Assistive Technology – County Council to measure impact on service users and report back to autumn meeting of the Digital and IT Work Stream group	Connected Notts							
Housing – DBTH to work with local authority to understand the impact of housing on discharge	DBTH/ Bassetlaw DC							
Explore links between Assistive Technology and GPRCC	Connected Notts, NCC project team, CCG							
Align GP practices to Care Homes within PCNs to facilitate the introduction of virtual clinics across care settings	DBTH/ CCG							
Provide feedback from NHS Digital on Care Homes to Digital and IT Work Stream Group	Connected Notts							
Explore links to 111 and Pharmacies to enable better self management by patients through available services	All partners							

Task	Owner	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21
<b>PRIORITY B: Using Information to Provide the Right Care at the Right Time</b>								
Social care predictive analysis approaches will align with the General Practice Repository for Clinical Care (GPRCC)	NCC project team, CCG							
Care Centric portal evaluation learning from Rushcliffe CCG reported to Digital and IT work stream group	Adult social care							
Community health and social care services will align systems using the social care information portal so that decisions on call for care home visits are holistically informed	DBTH, PCN, Clinical Directors, NHFT							
The hospital trust will enhance information exchanges with ambulance services	DBTH							
Inter-operability of DBTH and NCC adult social care records availability on Bassetlaw Hospital site to be promoted and more widely embedded with DBTH staff	DBTH, Adult social care							
NHFT to be added to the Inter-operability of DBTH and NCC adult social care records availability on Bassetlaw Hospital	DBTH, Adult social care, NHFT							
DBTH to establish a clinical champion in Bassetlaw ED to support the development of further IT initiatives (e.g. Care Centric portal)	DBTH, Adult social care							
Explore possibility of STHFT "OK to Stay" model being made available for EMAS	TBC							
Ensure correlation of GPRCC& Predictive analysis/ Call for Care Go live on 1 July at DBTH, aligning timescales	DBTH/ Adult Social Care							

Task	Owner	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/201	Q4 20/21
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### PRIORITY C: IT Infrastructure and Strategy

Produce a glossary of terms, and publish online and via partners	ICP office							
Establish information sharing protocols to enable more appropriate sharing of care records via RIOviewer	NHFT							
ICT planning milestones shared across organisations via the Digital and IT work stream group.	DBTH, CCG, SYB ICS, NHFT, PCNs, NCC, VCS							
Undertake a frequency analysis, to identify high level fax users	DBTH							
Report findings of fax frequency analysis to Digital and IT work stream group	DBTH							
Partners to tackle faxing behaviours and establish protocols via the group, as well as individual organisations	all							
Work with clinical directors of PCNs to ensure alignment to primary care systems	Notts CC/ PCNs							
Expand membership to include PCN clinical directors	ICP office							
Map primary and secondary care landscape to understand who needs access to what	TBC							
Link with VCS to scope and support local people to have the knowledge and skills to use digital and online resources (part of digital literacy strategy)	ICP office							

### General

Where discussions are bilateral, not requiring work stream input, work should be implemented and outcomes reported back to the work stream group	All partners							
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# Glossary

Acronym	
ICP	Bassetlaw Integrated Care Partnership
DBTH	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust
NHFT	Nottinghamshire Healthcare NHS Foundation Trust
VCS	Voluntary and Community Sector
NCC	Nottinghamshire County Council
CCG	Clinical Commissioning Group
PCN	Primary Care Network
IT	Information technology
MIG	Medical Inter-operability Gateway
GPRCC	General Practice Repository for Clinical Care
PFDS	Patient Facing Digital Services
EDSM	Enhanced Data Sharing Mechanism
DSPT	Data Security and Protection Toolkit
HELM	Leeds- developed web-based app to link in with the NHS App

# #Better in Bassetlaw

Approved by the Bassetlaw Integrated Care Partnership Board, August 2019

For more information visit  
[www.betterinbassetlaw.co.uk](http://www.betterinbassetlaw.co.uk)

