

Health and Wellbeing Board

29 January 2020

Update on digital developments within North East and Cumbria Integrated Care System and County Durham Integrated Care Partnership



Report of Denise Elliott, Head of Commissioning, Durham County Council

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 The purpose of this report is to
 - (a) Update the Health and Wellbeing Board on the work underway within the North East and Cumbria Integrated Care system (ICS), Integrated Care Partnerships (ICP), as well as activity within the County Durham Integrated Care Partnership (CDICP) in relation to digital projects.
 - (b) Notify members of the Board that a presentation will be given at the meeting on 29 January 2020.

Executive summary

- 2 Digital solutions can bring a range of benefits to the provision of care, they can help enable professionals to use the full range of their skills, to reduce bureaucracy, to stimulate research and to enable service transformation. Using digital tools, citizens can also have more control over the care they receive and be better able to manage their own health.
- 3 The North East and Cumbria Integrated Care System has developed a new regional digital strategy. The strategy is focused around 5 theme areas with 20 ICP projects aligned under these. Agencies within the CDICP are leading/contributing to these programmes, as well as delivering a range of local digital projects. This report provides an update on the local work underway in relation to digital development aligned to regional digital strategy priorities.

- 4 Building on the regional strategy and the County Durham 5-year plan, a CDICP digital action plan will be developed. This will be based on the principles of using digital technology to support individuals manage their wellbeing, strengthening cross agency working across the CDICP, and wherever possible leveraging expertise within the County.

Recommendation(s)

- 5 Members of the Health and Wellbeing Board are recommended to:
 - (a) Note contents of report
 - (b) Receive a presentation at the meeting and provide comment as necessary.

Background

- 6 Digital solutions can bring a range of benefits to the provision of care, including enabling professionals to use the full range of their skills, reducing bureaucracy, stimulating research and enabling service transformation. Using digital tools, citizens can also have more control over the care they receive and be better able to manage their own health.
- 7 Digital technologies can also be used to help prevent ill health in the first place and potentially help to identify 'at risk' patients, before they become ill.

North East and Cumbria Integrated Care System- Digital Developments

- 8 The North East and Cumbria Integrated Care system (ICS) have developed a new digital strategy (outlined below), this is being delivered through a framework of digital governance (appendix 2),
- 9 The strategy is focused around 5 theme areas with 20 projects aligned under these. The projects within the ICS Digital Strategy are focused at the ICS and Integrated Care Partnerships (ICPs) level and are primarily concerned with addressing patient and system level issue. Agencies within the CDICP are leading/contributing to these programmes.

Resources (Inputs)	Programmes/projects (Activities)	Programme Themes	Outcomes/Benefits	Objectives (Impacts)	Vision
<p>Policy: NHS 10 year plan</p> <p>Governance: Digital Strategy Group, Digital Delivery Group, ICP IT/Digital groups, GP IT Governance Group, CIO Forum & Technical Design Authority, CCIO Forum</p> <p>Key roles: SRO, CDO, Programme manager, Programme support, CCIO lead</p> <p>Interdependencies: GNCR/LHCR, GDE programmes, ETTF projects, HSLI programme, National programmes</p> <p>ICS priorities - Optimising Health Services, Prevention & Population Health Management, Workforce Transformation, Mental Health and Learning Disabilities.</p> <p>ICP service planning and transformation</p> <p>Clinical Networks</p>	HSCN Implementation - health and local government collaboration	Robust, secure and appropriate Infrastructure	Improved clinical outcomes	<p>Sustainable efficient health and care services</p> <p>Deliver high quality health and care services</p> <p>Improve the health and care of the population</p> <p>Patients empowered to make decisions about their own care</p>	<p><i>To enable the delivery of high quality, easily accessible and efficient health and care services, to the people of the North East and North Cumbria through digital solutions</i></p>
	Warranted systems & Cyber Security (Prevention)	Mature Digital Providers and associated services	Reduction in unnecessary/inappropriate diagnostics		
	Wi-Fi - a) Trusts: b) Primary care: c) Mobile (i.e. 5G)		Improved patient satisfaction and experience		
	Electronic Patient Records (EPRs)		Faster more efficient treatment		
	CareScan +		Reduction in avoidable admissions		
	Primary Care services maturity		Reduction in stationary costs		
	ePrescribing		Significant reduction in procurement, delivery management and business as usual costs		
	Pathology (inc. Haematology): integrated LIMS system/common IT platform and implementation of a new digital imaging solution (PACS)	Interoperable and Collaborative systems and resources	Improved staff satisfaction (efficient ways of working)		
	Great North Care Record (GNCR): HIE, Patient Engagement Platform and Population Health Management		Reduction in patient risk		
	GP Connect (National solution for limited record sharing)		Reduction in staffing costs		
	Transforming Radiology using appropriate technology		Efficiency savings/time re-invested into patient care		
	Maternity services - digital hand held records & interoperable systems		Reduction in repeated process and data collection		
	Frailty digital toolkit (i-CARE)				
	Digitally enabling our workforce & contribute to creating a learning health system	Digital innovations to deliver self-sufficient care delivered closer to home in neighbourhoods and communities			
	Enable Regional Passport (staff able to work across sites)				
	eConsultation and video conferencing (i.e. telemedicine)				
	Technology Enabled Care Services (Health Call, telecare, intelligent homes)				
	Digital First Primary Care	Dynamic system planning & delivery; use of robust data, effective analytical services underpinned by evidence & research			
	Expand Mobile Working				
	Artificial Intelligence and machine learning				
Enable Population Health Management					
Improve analytics capability across the region					
Clinical Digital Resource Collaborative					
Recorded data in a standard way (e.g SNOMED)					

Great North Care Record

- 10 Within the regional strategy and action plan, the Great North Care Record is identified as one of the main projects for delivery.
- 11 The aims of the Great North Care Record (GNCR) are to support the sharing of information to support frontline care, individual self-management, planning and research.
- 12 Within the County Durham CDICP, the GNCR will address several of the information sharing challenges we have across partner agencies ICT systems. This will help to improve many of the day to day issues patients/clients and operational staff experience. As such it is proposed that the implementation of the GNCR is one of the areas of key focus for partner agencies in the CDICP.

County Durham Integrated Care Partnership- Digital Developments

- 13 Within the CDICP, a cross agency digital workstream has been convened to focus on digital projects supporting health and social care integration. This group has undertaken a baselining exercise to gain an understanding of the current breadth of digital development work underway to support the integrated system.
- 14 Key projects to note are outlined below:

Robust, secure and appropriate infrastructure	
<i>Project</i>	<i>Actions in CDICP</i>
NHS Data Security and Protection Toolkit (DSPT)	<p>The Durham County Council (DCC) Supporting the Provider Market Team (STPM) have baselined the current position of care providers within the County in relation to the DSTP toolkit. The team are supporting a number of engagement events to encourage more providers to complete the toolkit. Completion of the toolkit will then enable providers to access the NHS Mail system enabling secure sharing of information with health agencies.</p> <p>Working with Clinical Commissioning Groups (CCG) colleagues the STPM team are also discussing with providers the potential of SystemOne Proxy access and access to the SystemOne Module.</p>

Mature Digital Providers and associated services

<i>Project</i>	<i>Actions in CDICP</i>
Electronic patient records	<p>County Durham and Darlington Foundation Trust (CDDFT) are working on the business case and delivery of a new electronic patient record system within the Trust.</p> <p>DCC are currently implementing a new social care ICT case management system, called Azeus care. This will be implemented by early summer 2020.</p> <p>Tees Esk and Wear Valley (TEWV) are developing a Patient system (Cito) based on the clinical processes carried out by the Trust. The clinical services are leading on the design and a developing recovery focused, trauma informed processes that are collaborative in their approach and put the patient at the centre of the care.</p> <p>CCG – all GP Practices have electronic patient records. Some historic patient information is still held in Lloyd George paper records which are stored in the individual surgeries. Plans are being drawn up to scan these into the electronic record.</p>
E Prescribing	<p>CDDFT are currently implementing phase 2 of their hospital based ePMA project into paediatrics and community hospitals.</p> <p>CCG – all GP Practices have implemented electronic prescribing</p> <p>TEWV – Are will begin implementing ePrescribing in Q1 od 20/21</p>

Interoperable and collaborative systems and resources	
<i>Project</i>	<i>Actions in CDICP</i>
GNCR	DCC, CCG, CDDFT and TEWV are all engaged with the regional programme for implementation of the Great North Care Record.
Collaborative working	Two discovery projects are planned exploring opportunities for digital tools to support collaborative working across the Integrated County Durham health and social care system.
	TEWV are working with County Durham Council explore information touch points and seeing how processes can be streamline for the integrated teams.

Digital innovation to delivery self-sufficient care delivered closer to home in neighbourhood communities	
<i>Project</i>	<i>Actions in CDICP</i>
Online consultation and video conferencing	<p>TEWV are piloting the use of Skype and Attend Anywhere with patients and a number of consultations have taken place with patients. Clinical policies have been updated and it is expected that this will be one of the standard options offered to patients in the future.</p> <p>CCG All GP Practices have online consultation functionality enabled. Evideo consultations are being piloted nationally and will be installed as part of the existing GP software by April 2020</p>
Technology enabled care services	<p>CDDFT continue to develop the Health Call platform to support innovative ways in support of the effective delivery of health and care services.</p> <p>DCC have a project focused on supporting the provider market (STPM).</p> <p>The team are working on:</p> <ul style="list-style-type: none"> • Online NHS England Capacity Tracker: 91 of the 96 OP Care Homes in County

	<p>Durham now have fully registered for the Capacity Tracker. The tracker is designed to support minimising delayed transfers of care by enabling Care Homes to instantly share their live bed state and enable hospital discharge teams and other stakeholders to rapidly find available nursing and residential beds.</p> <ul style="list-style-type: none"> • Health Call: Health Call provides Care Homes with the ability to refer and provide real time vital sign readings through an 'app' allowing clinicians to prioritise caseloads and remotely monitor the condition of patients. 8 Care Homes have implemented Health Call with plans in place to implement in all 96 Older People Care Homes by the end of 31st March 2020. STPM are supporting with provider engagement, sourcing funding for the work, supporting the project delivery and gifting equipment to Care Homes. <p>DCC are also participating in a Local Government Association Technology project to develop a 'Enabled Care – Readiness Toolkit for Councils'.</p>
CITO	<p>TEWV are developing CITO to use with touch screen devices with the intention that patients will have the option to use devices with the clinician to complete assessments/ forms/ questionnaires etc.</p>

Conclusion

- 15 This report presents the results of an initial baselining exercise, and further work is planned through the County Durham Digital integration group to develop a digital action plan for the CDICP. This action plan will be aligned to the regional strategy as well as the County Durham 5-year system plan. The future action plan will be based on the principles of using digital technology to support individuals manage their wellbeing, strengthen cross agency working across the CDICP, and wherever possible leveraging expertise within County Durham.

Background papers

- None

Other useful documents

- Great North Care Record
<https://www.greatnorthcarerecord.org.uk/>

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Appendix 1: Implications

Legal Implications

None directly

Finance

None directly

Consultation

None directly

Equality and Diversity / Public Sector Equality Duty

None directly

Climate Change

None directly

Human Rights

None directly

Crime and Disorder

None directly

Staffing

None directly

Accommodation

None directly

Risk

None directly

Procurement

None directly

Appendix 2: Integrated Care System Digital governance

