Lincolnshire Health and Care
Shaping services to meet your needs into the future

NYHDIF 2016
Progress or Procrastination?

Integrated records –
Progress at last?

Gary James - Accountable Officer – NHS Lincolnshire East CCG

V1.0

Lincolnshire Health and Care
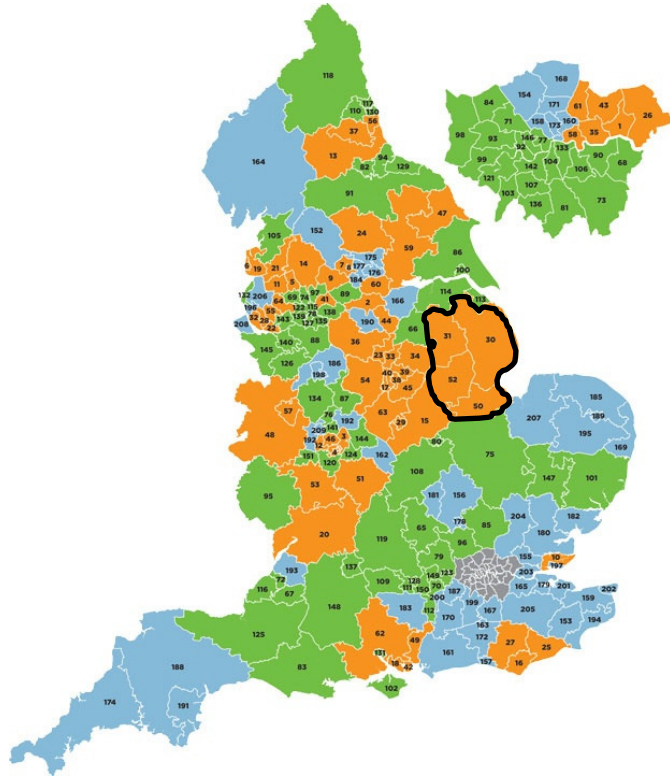Shaping services to meet your needs into the future

- Background to the Care Portal Programme
- Why we are deploying this technology
- The benefits we anticipate
- Challenges we have faced

Lincolnshire Health and Care
Shaping services to meet your needs into the future
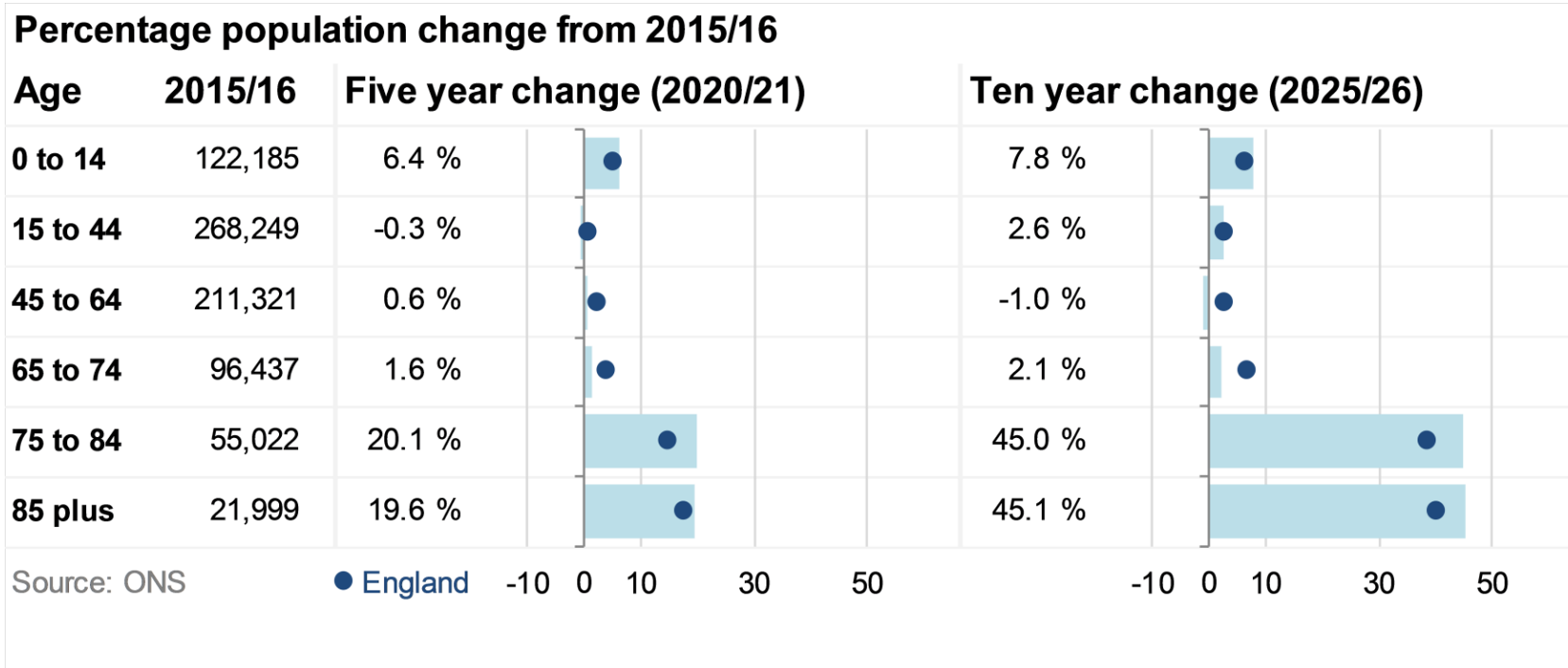

Lincolnshire Health & Care Economy

- 5921 sq.km
- 775,213 population
- 1242K health economy
- 4 CCGs
- 1 main acute provider with 3 main sites
- 1 community services provider
- 1 mental health services provider
- 1 Ambulance services provider
- 101 GP practices
- 1 upper tier local authority
- 7 x lower tier local authorities
- Rural: 57% population in LECCG
- Dispersed: 88 people per km² in LECCG
- Poor road infrastructure (51 minutes lowest drive time between acute sites)
- Poor telecommunications infrastructure

Lincolnshire Health and Care
Shaping services to meet your needs into the future

Percentage population change from 2015/16

Age	2015/16	Five year change (2020/21)		Ten year change (2025/26)	
0 to 14	122,185	6.4 %		7.8 %	
15 to 44	268,249	-0.3 %		2.6 %	
45 to 64	211,321	0.6 %		-1.0 %	
65 to 74	96,437	1.6 %		2.1 %	
75 to 84	55,022	20.1 %		45.0 %	
85 plus	21,999	19.6 %		45.1 %	

Source: ONS ● England   -10 0 10 30 50   -10 0 10 30 50

Lincolnshire Health and Care
Shaping services to meet your needs into the future

	Period	England	Lincolnshire STP	Lincolnshire East	Lincolnshire West	South Lincolnshire	South West Lincolnshire
Obesity: QOF prevalence (16+)	2014/15	9.0	11.9	12.5	12.0	10.8	11.7
Percentage of physically inactive adults	2014	27.7	28.5	29.0	29.3	28.8	24.7
Estimated smoking prevalence (QOF)	2014/15	18.4	19.1	21.0	18.8	17.9	17.2
Smoking cessation support and treatment offered	2014/15	94.1	92.9	91.2	91.3	95.4	97.0
Alcohol-specific hospital admission	2013/14	374		323	300	224	244
Hypertension: QOF prevalence (all ages)	2014/15	13.8	16.4	17.6	14.6	16.8	16.8
Depression: QOF prevalence (18+)	2014/15	7.3	8.2	7.5	9.0	8.8	7.5
Learning disability: QOF prevalence	2014/15	0.4	0.5	0.5	0.5	0.4	0.4
Premature mortality from coronary heart disease	2014	40.0		48.3	42.4	35.4	38.1
Premature mortality from stroke	2014	13.5		11.7	15.7	12.7	11.4
Premature mortality from respiratory disease	2013	28.1		36.4	28.1	27.1	20.6

Compared with England: Better Similar Worse   Low   High   Not compared

Lincolnshire Health and Care

Shaping services to meet your needs into the future

The Challenges

Quality:

Keogh Review

Fragmented services

Population profile:

Ageing population

Long term conditions

Rising expectations from patients

Financial pressures:

Deficit over £290m by 2020

Requirement from NHSE to balance books (STP)

Workforce issues:

Recruitment and retention

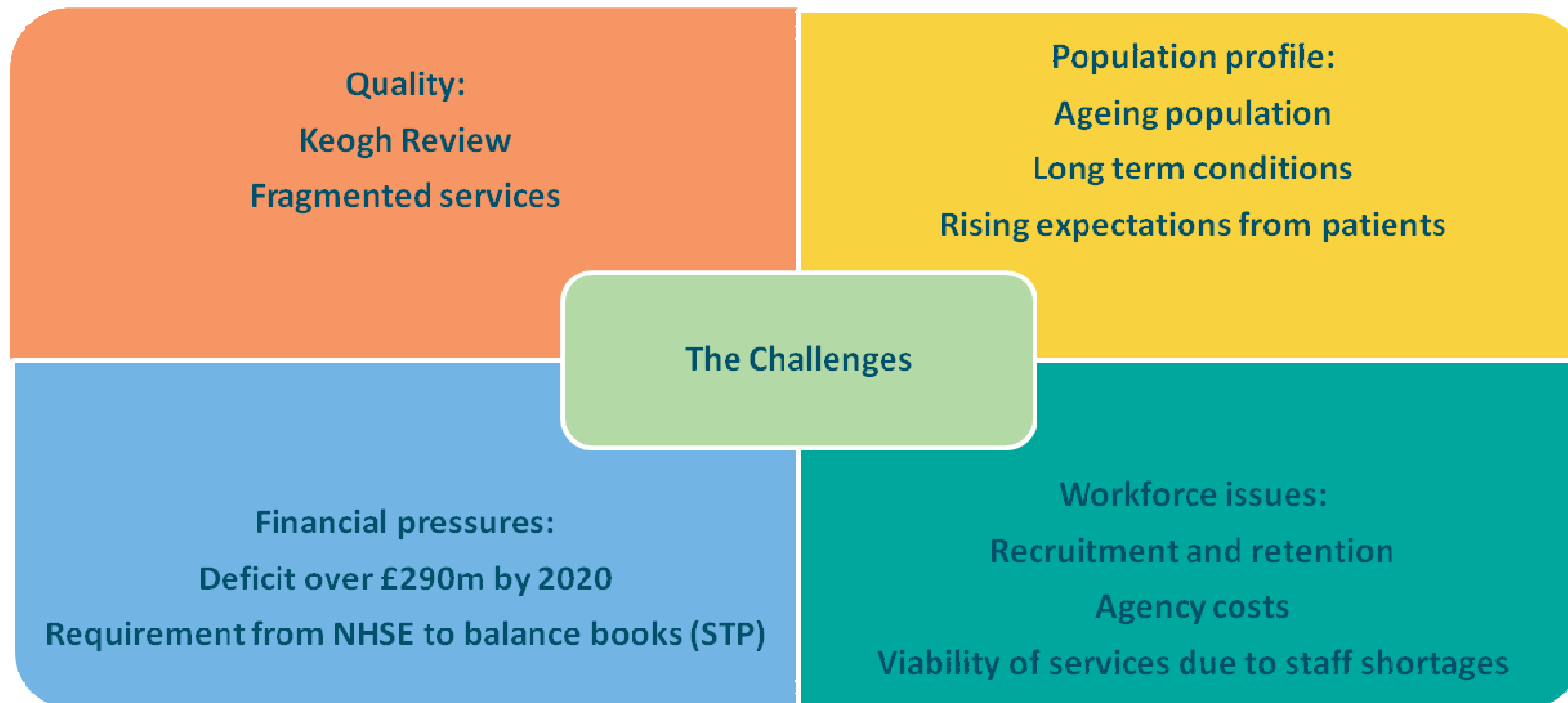**Agency costs**

Viability of services due to staff shortages

Lincolnshire Health and Care

Shaping services to meet your needs into the future

Lincolnshire Health and Care

Shaping services to meet your needs into the future

Lincolnshire Health and Care (LHAC)

- Strategic change programme involving all commissioners and providers
- Commenced 2014
- Six work streams: Planned Care, Urgent Care, Proactive Care, Women & Children's Care, Primary Care, Mental Health
- Seven enablers: Workforce, Estates, Transport, IM&T, Contracting & Commissioning, Finance, Diagnostics
- Now meshed with the Strategic Transformation Plan (STP)

Lincolnshire Health and Care

Shaping services to meet your needs into the future

LHAC Vision

Quality, safety and sustainability for health and care services

Improved **joint working** of health and care professionals –
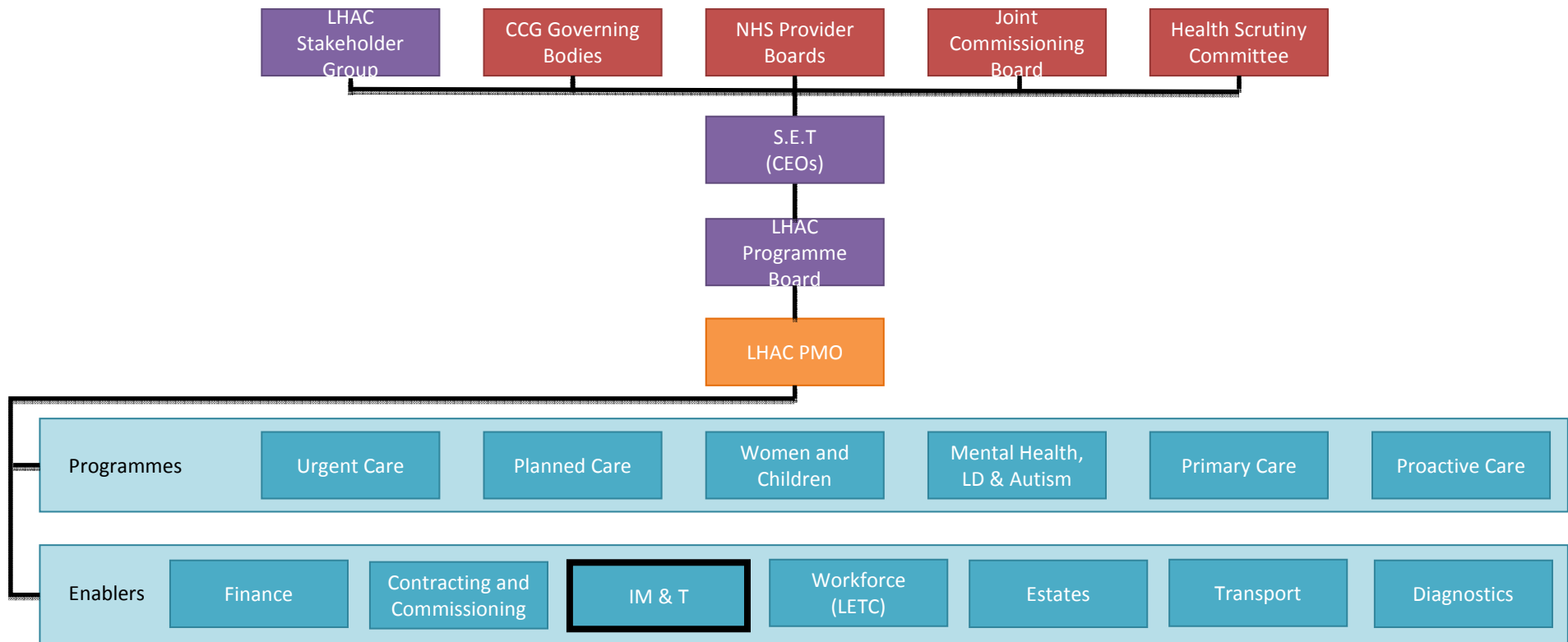an integrated service for patients

Providing the **right care at the right time closer to patients' homes**

7 day a week services for local people through **community 'neighbourhood' teams,**
supported by **urgent care centres** across the county

Hospitals 'freed up' to provide specialist or genuine
emergency trauma and time critical services

Lincolnshire Health and Care

Shaping services to meet your needs into the future

LHAC and STP Governance Structure

LHAC Stakeholder Group

CCG Governing Bodies

NHS Provider Boards

Joint Commissioning Board

Health Scrutiny Committee

S.E.T (CEOs)

LHAC Programme Board

LHAC PMO

Programmes

| Urgent Care | Planned Care | Women and Children | Mental Health, LD & Autism | Primary Care | Proactive Care |

Enablers

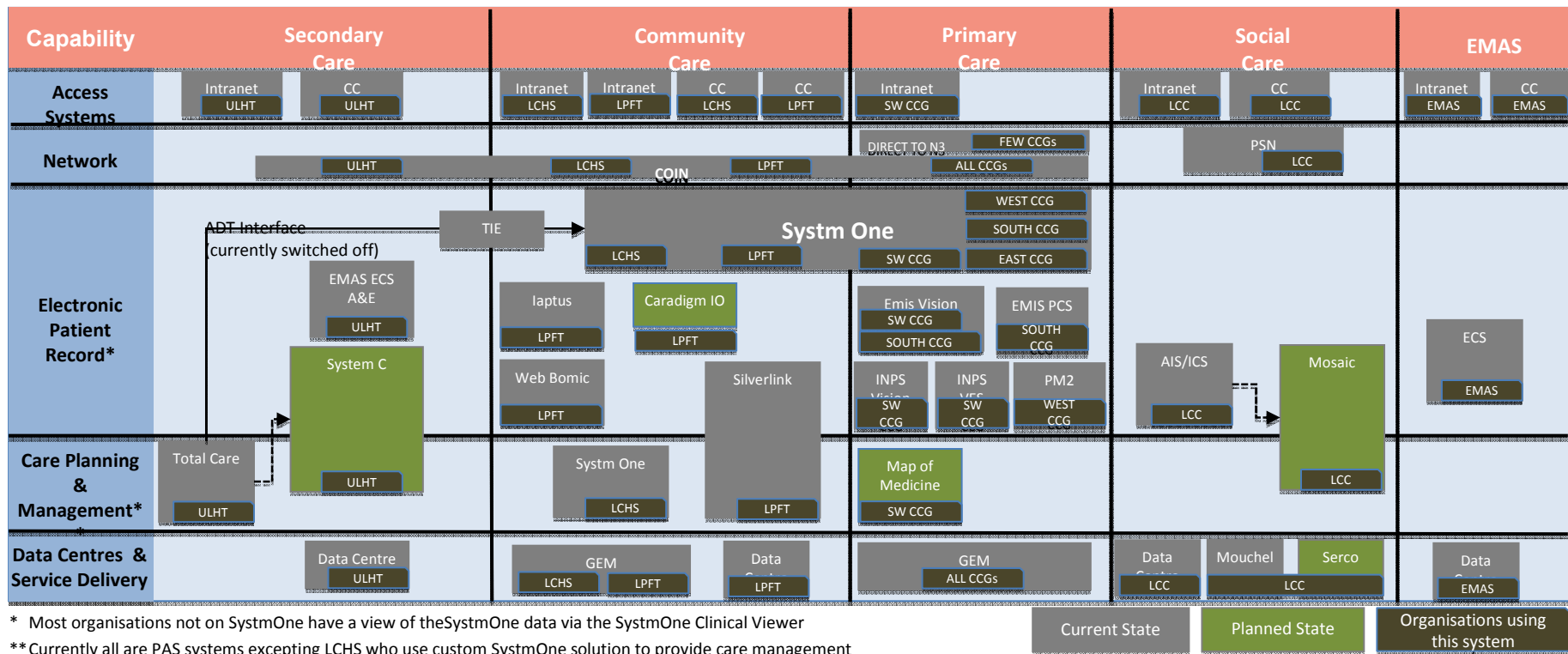| Finance | Contracting and Commissioning | IM & T | Workforce (LETC) | Estates | Transport | Diagnostics |

IM&T Enabler Group

- All providers and commissioners
- Commenced with an infrastructure stocktake
- Developed a system architecture
- Conducted a requirements analysis with all LHAC work streams

Lincolnshire Health and Care
Shaping services to meet your needs into the future

Current & Planned technology adoption across care areas

Capability	Secondary Care		Community Care				Primary Care		Social Care		EMAS
Access Systems	Intranet ULHT	CC ULHT	Intranet LCHS	Intranet LPFT	CC LCHS	CC LPFT	Intranet SW CCG		Intranet LCC	CC LCC	Intranet EMAS / CC EMAS
Network	ULHT		LCHS — COIN	LPFT			DIRECT TO N3 / FEW CCGs / ALL CCGs		PSN LCC		
Electronic Patient Record*	ADT Interface (currently switched off) / EMAS ECS A&E ULHT / System C	TIE	Systm One — LCHS / LPFT / WEST CCG / SOUTH CCG / SW CCG / EAST CCG								
			Iaptus LPFT	Caradigm IO LPFT			Emis Vision SW CCG / SOUTH CCG	EMIS PCS SOUTH CCG	AIS/ICS LCC	Mosaic LCC	ECS EMAS
			Web Bomic LPFT	Silverlink			INPS Vision SW CCG	INPS VES SW CCG / PM2 WEST CCG			
Care Planning & Management*	Total Care ULHT	System C ULHT	Systm One LCHS	LPFT			Map of Medicine SW CCG			Mosaic LCC	
Data Centres & Service Delivery	Data Centre ULHT		GEM LCHS / LPFT	Data Centre LPFT			GEM ALL CCGs		Data Centre LCC	Mouchel LCC / Serco	Data Centre EMAS

* Most organisations not on SystmOne have a view of theSystmOne data via the SystmOne Clinical Viewer

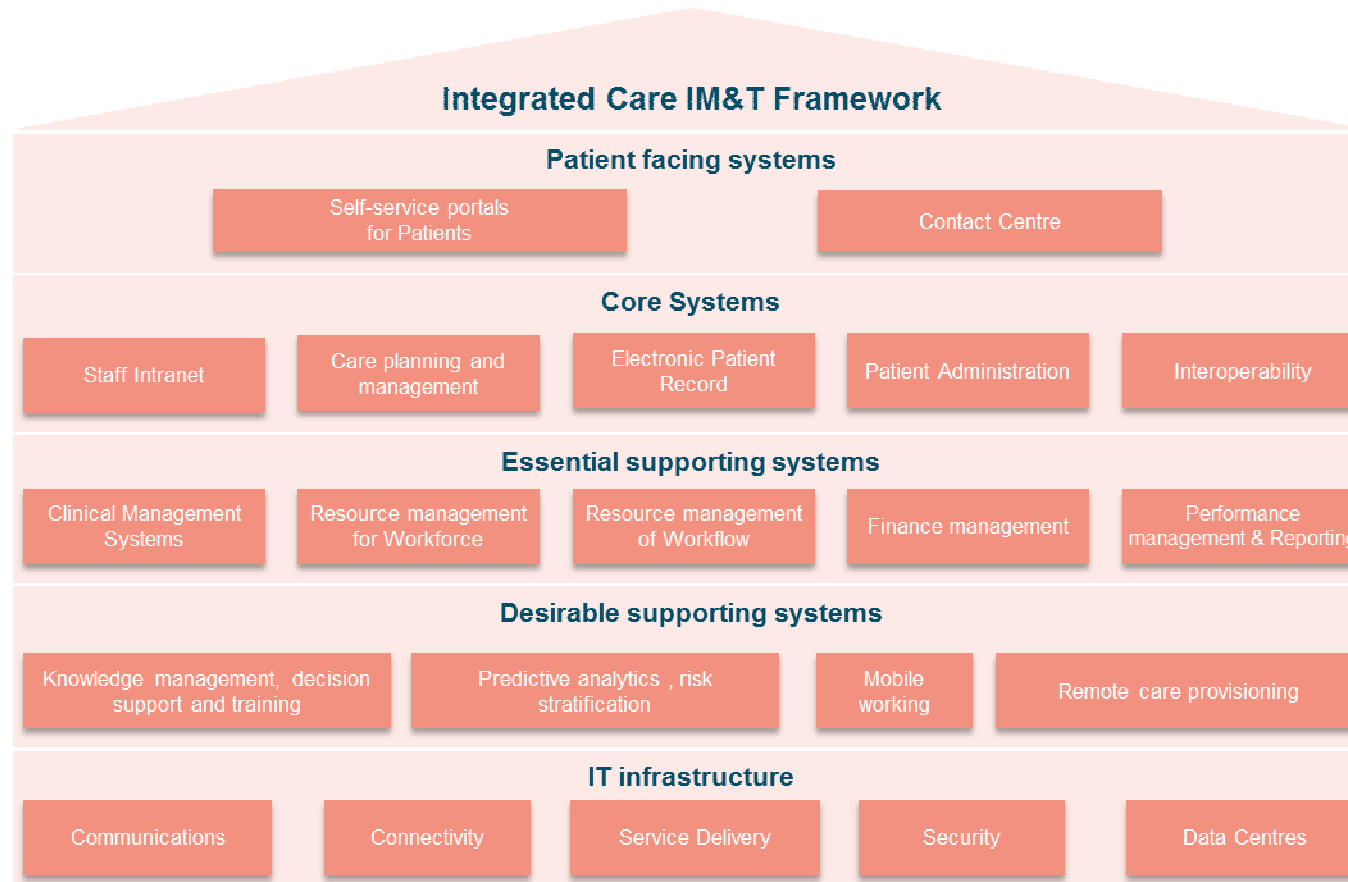**Currently all are PAS systems excepting LCHS who use custom SystmOne solution to provide care management

CC – Contact Centre

Legend: Current State | Planned State | Organisations using this system

13

Lincolnshire Health and Care
Shaping services to meet your needs into the future

Integrated Care IM&T Framework

Patient facing systems

Self-service portals for Patients	Contact Centre

Core Systems

Staff Intranet	Care planning and management	Electronic Patient Record	Patient Administration	Interoperability

Essential supporting systems

Clinical Management Systems	Resource management for Workforce	Resource management of Workflow	Finance management	Performance management & Reporting

Desirable supporting systems

Knowledge management, decision support and training	Predictive analytics , risk stratification	Mobile working	Remote care provisioning

IT infrastructure

Communications	Connectivity	Service Delivery	Security	Data Centres

Status for Integrated Care

Asset Category	Capability	SWL CCG	E,W,S L CCGs	ULHT	LCHS	LCC	LPFT	EMAS
Patient facing Systems	Self-service portals for Patients	Amber	Amber	Red	Red	Red	Red	Red
	Contact Centre	Red	Red	Green	Green	Green	Green	Green
Core Systems	Staff Intranet	Green	Dark Red	Green	Green	Green	Green	Green
	Care planning and management	Red	Red	Red	Amber	Red	Amber	Red
	Electronic Patient Record	Green	Green	Red	Green	Green	Green	Green
	Interoperability	Amber	Amber	Red	Amber	Amber	Red	Red
Essential Supporting Systems	Clinical Management Systems	Amber	Amber	Green	Green	Grey	Amber	Grey
	Resource management for Workforce	Amber	Amber	Amber	Amber	Amber	Amber	Red
	Resource management of Workflow	Amber	Amber	Amber	Amber	Amber	Amber	Amber
	Finance management	Amber	Amber	Amber	Amber	Green	Amber	Amber
	Performance management & Reporting	Amber	Amber	Amber	Amber	Green	Amber	Amber
Desirable Supporting Systems	Knowledge management, decision support and training	Amber	Amber	Amber	Green	Amber	Amber	Amber
	Predictive analytics , risk stratification	Amber	Amber	Red	Amber	Amber	Amber	Amber
	Remote care provisioning	Amber	Amber	Amber	Amber	Amber	Amber	Red
	Mobile working	Red	Amber	Amber	Amber	Red	Red	Red
IT Infrastructure	Communications	Amber	Amber	Amber	Amber	Amber	Amber	Amber
	Connectivity	Amber	Amber	Amber	Amber	Amber	Amber	Amber
	Service Delivery	Amber	Amber	Amber	Amber	Amber	Amber	Amber
	Security	Amber	Amber	Amber	Amber	Amber	Amber	Amber
	Data centres	Amber	Amber	Amber	Amber	Amber	Amber	Amber

Legend:
- Green — Capability present at sufficient level
- Amber — Capability partially present
- Red — Capability not present/very limited
- Grey — Unknown or N/A

15

Lincolnshire Health and Care
Shaping services to meet your needs into the future

Care design group objectives

Self Care – patients as partners and experts

Integrated Care – with managed transitions

Care Navigation – Getting patients into the right setting

Proactive Care – From rescue to intervention

Correct place of care – close to home

Capacity optimisation – whole system capacity management

Care design group requirements

1 – Integrated patient records

2 – Mobile working & connectivity

3 – Capacity management

4 – Directory of Services

5 – Integrated communications

6 – Collaboration capability

Why deploy a care portal?

- No.1 enabler
- Reduces risk and improves decision making
- Reduces duplication and waste
- Delivers Patient Online
- Analysis of portal data can provide rich insights

Policy drivers

Key policy drivers are '*The Power of Information*' (2012), *'Personalised Health & Care 2020'* (2014), and the National Information Board *Interoperability Strategy*:

- Digital roadmaps
- 2016:   Child Protection Information Sharing (CP-IS)
- 2018 :   primary, urgent and emergency care should be operating without the use of paper records
- 2018:   individuals should be able to record their own comments and preferences on their care records
- 2020:   all care records should be digital, real-time and interoperable

Lincolnshire Health and Care
Shaping services to meet your needs into the future

Specification & Procurement

- Market research
- Reference sites, in particular Scotland, Northern Ireland, and Sweden
- Engagement with care design groups on requirements analysis and design sessions
- Involvement of 32 stakeholders from a variety of organisations and disciplines
- Proof of concept integrating 5 existing systems
- NHS Infrastructure bid
- Framework procurement

Lincolnshire Health and Care
Shaping services to meet your needs into the future

What have we deployed?

Now	**Integrated care records portal (Information Exchange)** Integrated viewing of all patient records
Next (2017)	**Patient portal (Personal Community)** Patients view their records in one place, and contribute to it if desired
Future	**Care planning (Care Community)** The ability to create and share collaborative care plans **Analytics (Health Insight)** The ability to analyse the data behind the portal for population modelling, pathway analysis, smart rules for patient care

Lincolnshire Health and Care
Shaping services to meet your needs into the future

Sector	Now	By March 2017	Early 2017
Acute	System C Medway PAS	Letters and discharge summaries	Neighbouring acute trusts: Peterborough, North Lincs
	HSS CRIS radiology results		Clinical Observations
	WebV lab results		Independent Sector Providers
Mental Health	Silverlink PCS PAS	Web Bomic System Misuse	
	Mayden IAPTus (IAPT)		
Primary Care	Summary Care Record	TPP SystmOne	
	Mini Spine Services	EMIS Web	
		INPS Vision	
Ambulance		CSC Electronic Care Solution	
Community		TPP SystmOne	Community Pathology
Local Authority			CPIS, Mosaic

What are the benefits?

- Improved clinical decision making
- Improved patient management though the use of portal information to alert and case find
- Improved quality of care
- Improved patient experience
- Improved cost effectiveness through reduced duplication
- Increased time to care through reduction in administrative burden

What are the risks?

- Key staff do not engage with the change
- Process change does not happen
- Organisations fail to engage and share records
- Core suppliers refuse to cooperate
- Information governance issues

![Lincolnshire Health and Care — Shaping services to meet your needs into the future](logo)

Care design group objectives

Self Care – patients as partners and experts

Integrated Care – with managed transitions

Care Navigation – Getting patients into the right setting

Proactive Care – From rescue to intervention

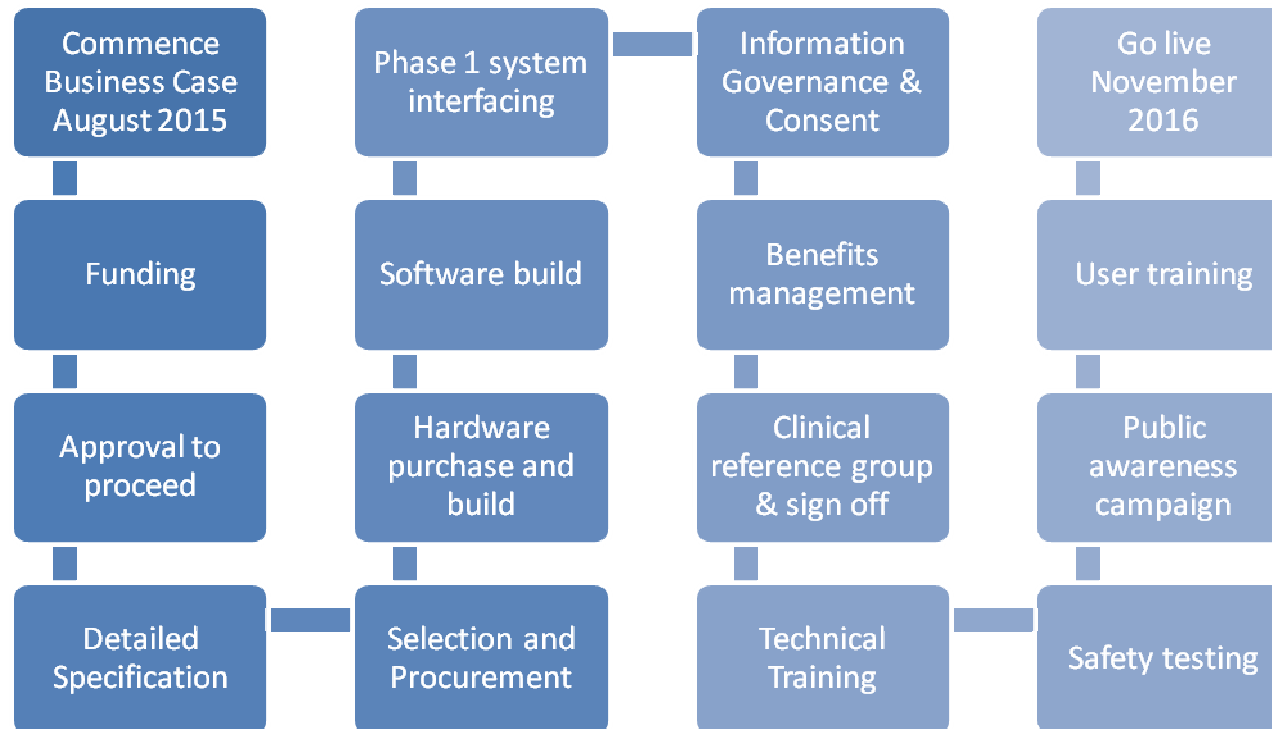**Correct place** of care – close to home

Capacity optimisation – whole system capacity management

Lincolnshire Health and Care

Shaping services to meet your needs into the future

Objective	Enabler
Self Care	Personal community
Integrated Care	Information exchange, care community
Care Navigation	Information exchange, Health Insight
Proactive Care	Prompts, alerts, smart programmes, Health Insight
Correct place	All products
Capacity optimisation	Releasing time to care – all products

Lincolnshire Health and Care
Shaping services to meet your needs into the future

Procrastination or progress?

Commence Business Case August 2015	Phase 1 system interfacing	Information Governance & Consent	Go live November 2016
Funding	Software build	Benefits management	User training
Approval to proceed	Hardware purchase and build	Clinical reference group & sign off	Public awareness campaign
Detailed Specification	Selection and Procurement	Technical Training	Safety testing

Questions?