

Digital Transformation in the NHS: Looking back and looking forward



Information and technology
for better health and care

presented by James Hawkins,
Director of Programmes



Our vision

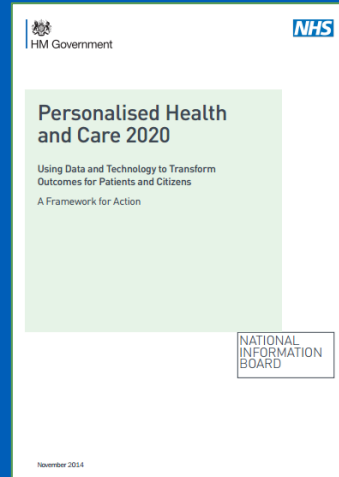
To make health and care
better by harnessing the power
of information and technology



Our role

The national **information and technology partner** to the health and care system

National digital strategy



NHS Five Year Forward View

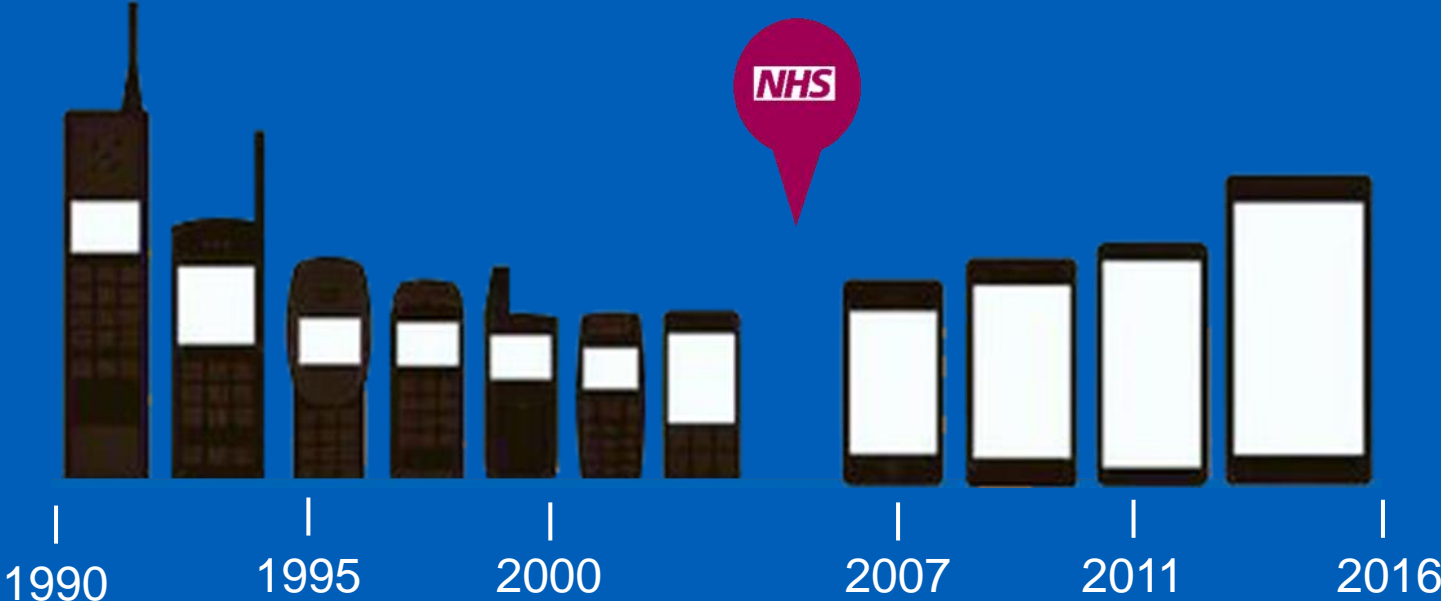
- Published on 23 October 2014
- New shared vision for the future of the NHS based around new models of care

Personalised Health and Care 2020

- Published by National Information Board on 13 November 2014
- Covers how better use of data and technology has the power to improve health, transform quality and reduce cost of health and care services

Are we behind?

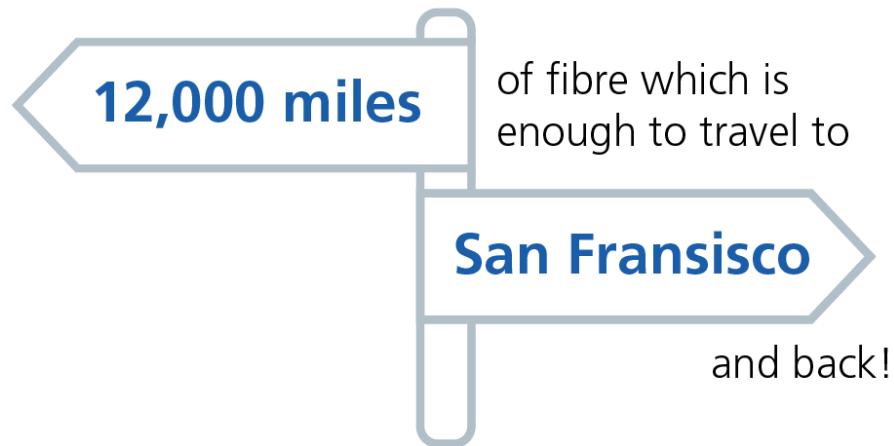
Source: Nuffield Trust, 2016



N3 - The national broadband network that connects NHS organisations



the **biggest**
private network in Europe



12,000 miles of fibre which is
enough to travel to
San Fransisco
and back!

NHS Spine – the vital infrastructure that handles the secure exchange of information across the NHS



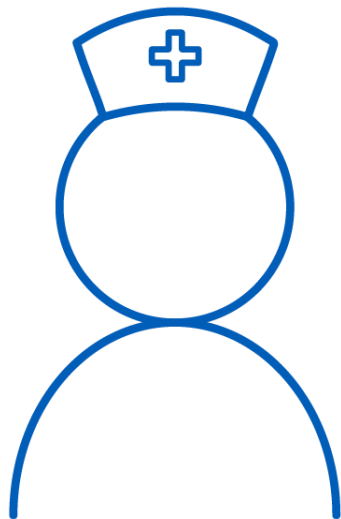
The Spine handles about

2,000 messages a second



that's about **x4**
the number
of debit and credit card
transactions processed
across the UK per second.

NHS Spine – the vital infrastructure that handles the secure exchange of information across the NHS



We have achieved a **99.99%** service reliability level for the Spine whilst making a **£20.5 million** annual saving on running costs.

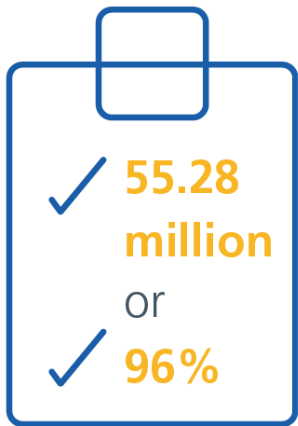
That is enough to pay the salaries of more than **1,000 new nurses.**

NHS Choices – providing online health and lifestyle advice, information about local services and health news

NHS Choices is one of the world's most comprehensive public health information websites, with more than



Summary Care Records (SCR) – providing healthcare staff with fast, secure access to vital patient information



of English adults and children,
of the population have digital
Summary Care Records.



and is viewed by a clinician
once every 7 seconds.

Patient Online – providing patients with online access to GP records, repeat prescriptions and appointment booking

In June 2016, patients accessed their record online at a rate of over



95% of GP surgeries now offer the Patient Online service.

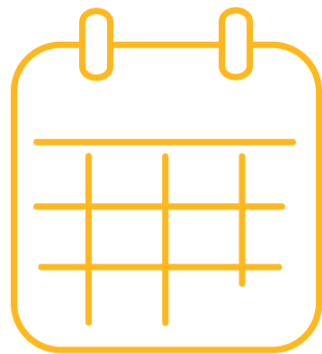
Electronic Prescription Service (EPS) – sends prescriptions from a GP to a patient's choice of pharmacy

over **1.3 million**
items a day are prescribed using
the Electronic Prescription Service



Estimated annual savings of
£238 million
made by using EPS

e-Referral – lets patients choose the place, date and time of their first hospital and clinic appointments



40,000 patients

use our e-Referral service daily to choose the place, date and time of appointments.



Trainline, process

28,800

bookings daily.

Data Access Request Service – provides access to data for academic and research purposes



The service provides data to more than **600** different studies and projects in **100** academic and research organisations.



Last year, **1,200** peer reviewed academic papers relied on NHS Digital data, including studies on breast cancer, heart disease and drug safety.

Secondary Use Service (SUS) – the single source of hospital services activity data



The Secondary Use Service handles about

3.1 million
new records every day

SUS enables payments for

£30 billion

worth of NHS services
every year.



NHS Pathways – a clinical assessment tool used by urgent and emergency care teams for direct patient care

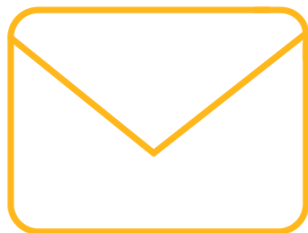
NHS Pathways triages about **75% of the 20 million** urgent and emergency calls to the NHS each year.



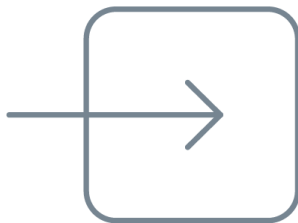
Pathways has **halved** the cost of an urgent call to **£12** enabling **twice as many** calls from the public to be handled for **the same cost.**



NHSmail – providing a secure email service for people working in health and care



Secure email service for
1.1 million
people in health and care.



In 2016, we successfully completed
the **largest** mailbox migration
in the world with minimal disruption.

NHS Screening programmes – enables earlier diagnosis and better outcomes for patients.



Since our bowel cancer screening programme began, we have issued over

33 million test kits leading

to the identification of **26,084 cancers.**

Building an integrated, paper-free health and care system

A

Patient engagement: Self-care and prevention

Help patients to take control of their own health and care and reduce the pressure on frontline services.

B

Urgent and emergency care

Improve telephone and online triage and provide better technology to support clinicians so that treatment is better targeted.

C

Transforming General Practice

Use technology to free GPs from time consuming administrative tasks and provide patients with online services.

D

Integrated care and social care

Inform clinical decisions across all health and care settings and improve the experience of service users by enabling and enhancing the flow of patient information.

E

Digital medicines

Give patients greater choice and added convenience by enabling them to choose where, when and how their medicines are delivered. Improve prescribing accuracy.

F

Elective care

Improve referral management and provide a better treatment choice for patients by automating referrals across the NHS.

G

Paper free at the point of care

Equip the NHS with technology that will transform care and ensure the workforce has the skills to get the most out of it.

H

Data availability for outcomes for research and oversight

Improve the quality, availability and integrity of health data so that frontline staff, researchers and decision makers are better informed.

I

Infrastructure

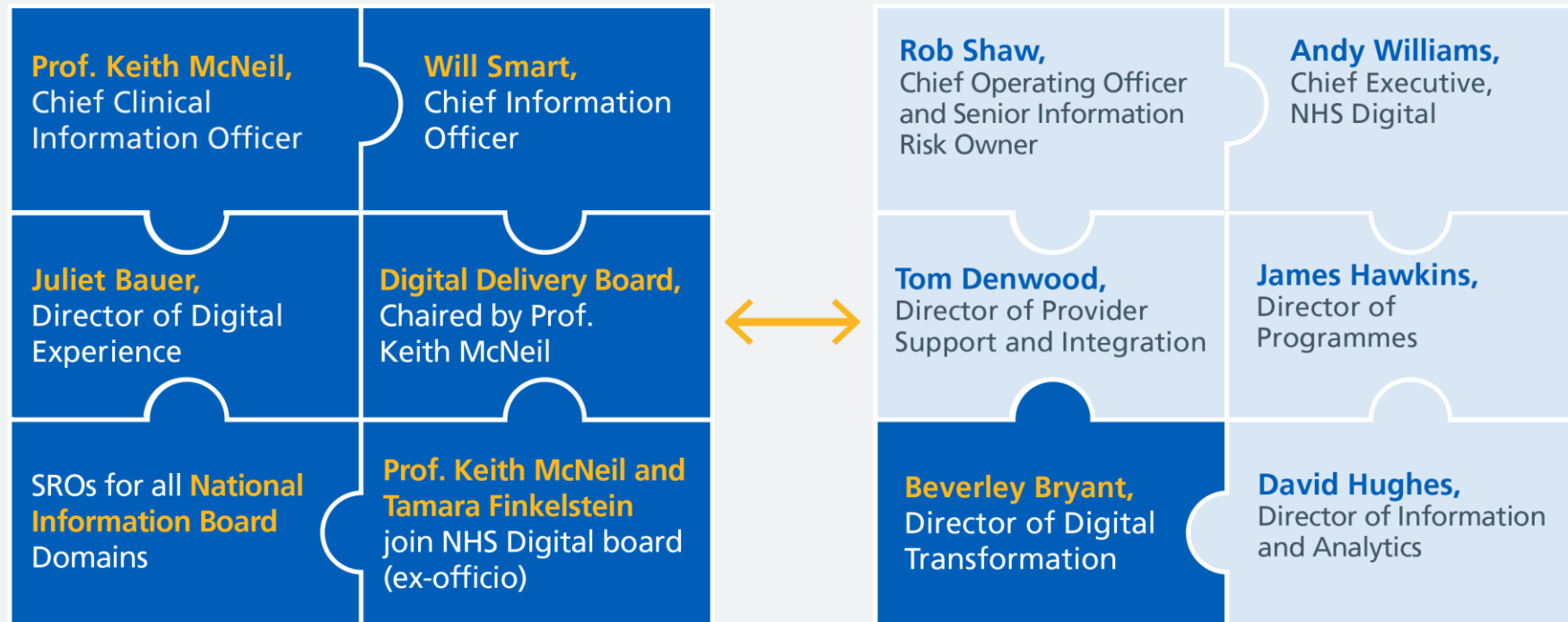
Enable information to move securely across all health and care settings by providing and maintaining robust and future-proofed national systems and networks.

J

Public trust and security

Respect the data sharing preferences of patients and keep their data secure in all settings.

National Leadership



Intelligent client

Intelligent delivery

Local leadership

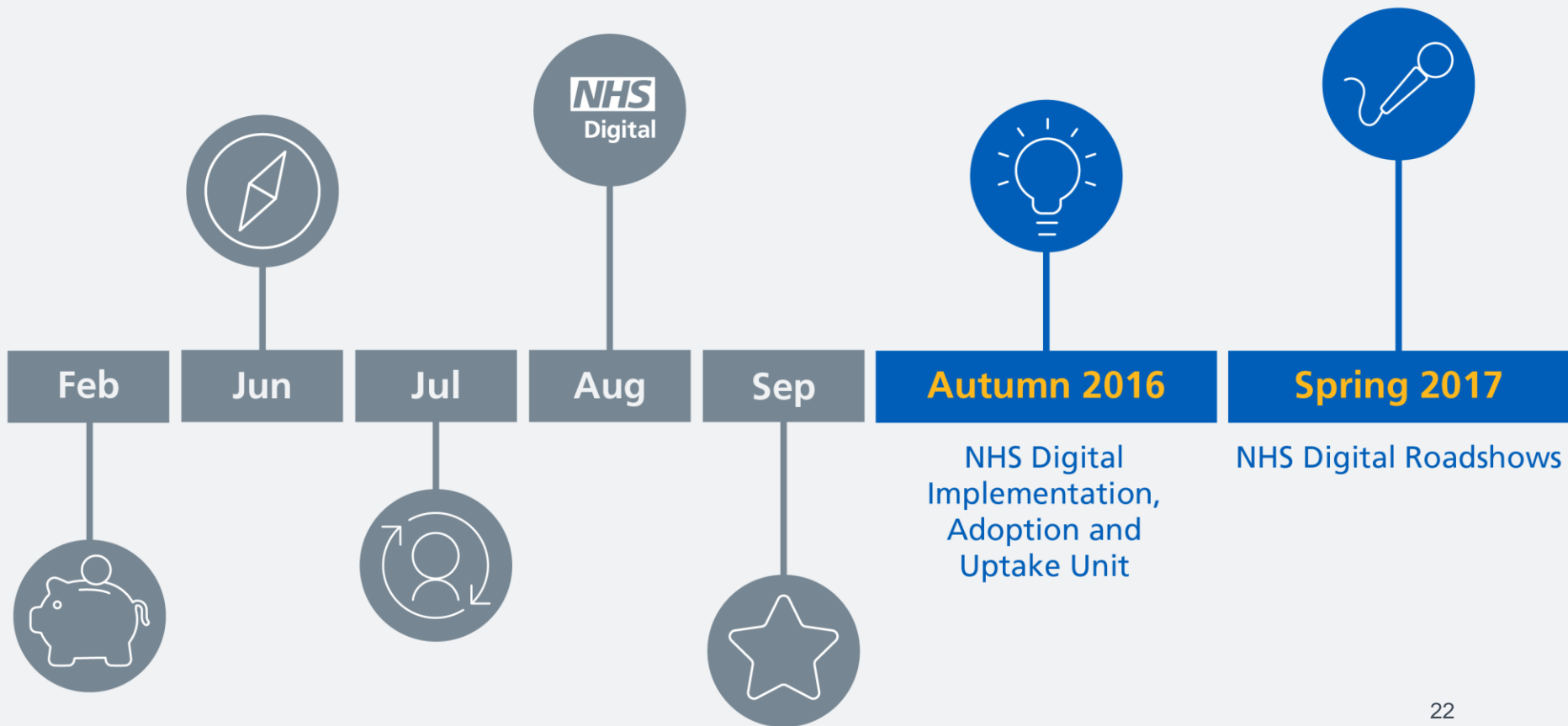
“The workforce of clinician and non-clinician informaticians... needs to be increased and nurtured.

Without the right people and skills, digitisation will fail.”



Wachter Review,
September 2016

Next steps

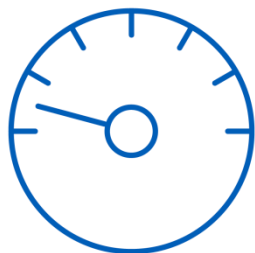


A Self-care and prevention

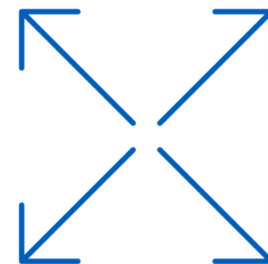
Help patients to take control of their own health and care and reduce the pressure on frontline services.



Patient power

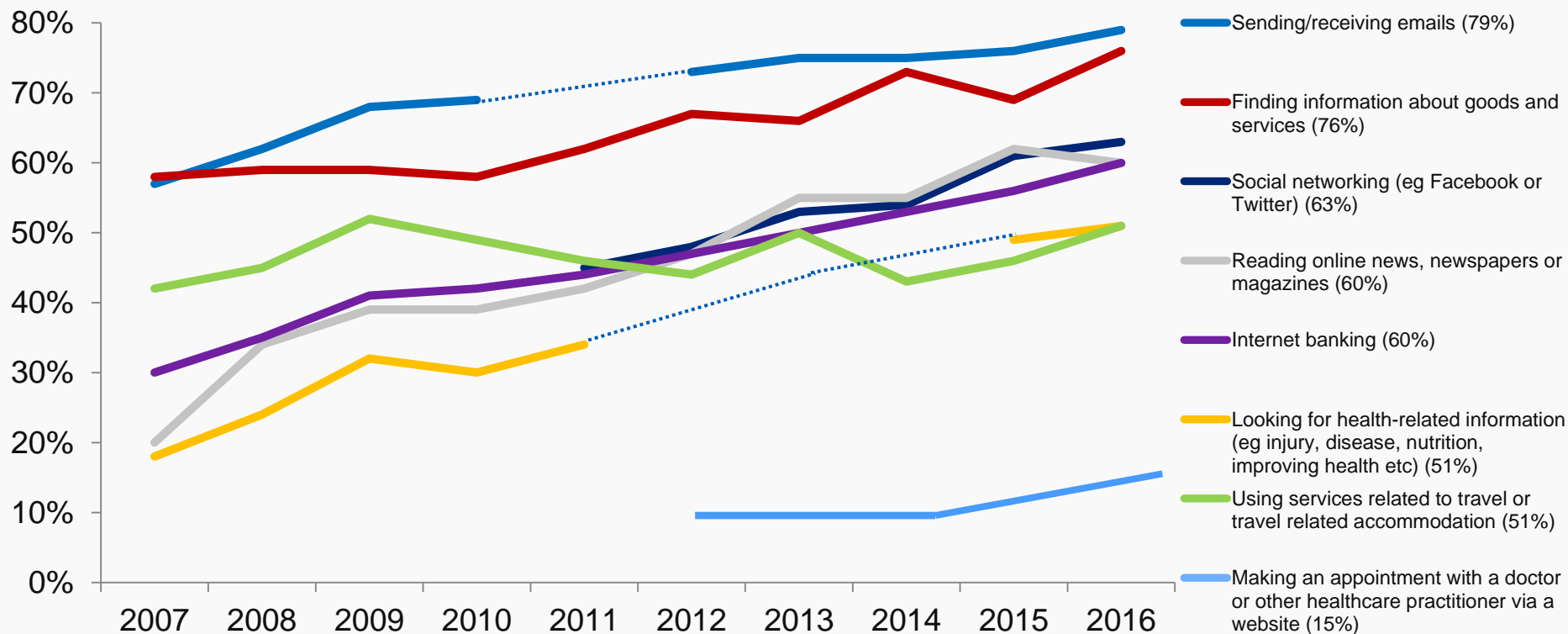


**Reduce pressure
on services**



**Wider
participation**

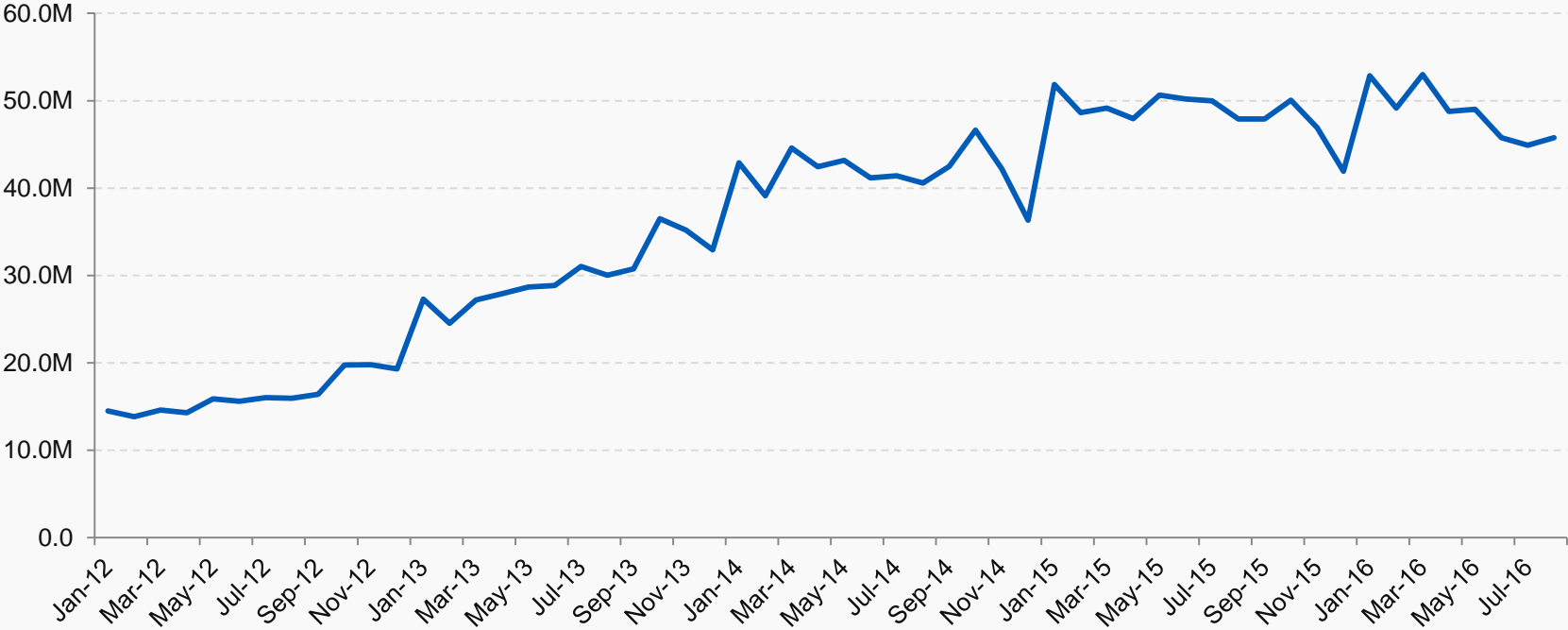
Internet Activity



Source:

<http://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/bulletins/internetaccesshouseholdsandindividuals/2016>

Visits to NHS Choices





Digital: Applying the culture, practices,
processes & technologies of the Internet-era to
respond to people's raised expectations

Tom Loosemore

NHS.UK

**Connecting people to the
information and services
they need.**

[Home](#) > [Depression and anxiety](#) > [How to tell if you have depression or anxiety](#)

Depression and anxiety

1. [How to tell if you have it](#)
2. [Seeking help](#)
3. [Getting therapy](#)
3. [Understanding medication](#)
4. [Managing depression and anxiety](#)

How to tell if you have depression or anxiety

Everyone has periods of low mood. Sometimes this can be because of a particular event, eg a break up.

Usually low mood gets better on its own after a short time. If it doesn't, this could be a sign of depression or anxiety.

Symptoms of depression

When you're depressed you often have the symptoms for weeks. They can be so bad that they start to affect your daily life, eg your work, your family and social life.

The symptoms of depression can be complex but they often include the following:

- feeling low and sad all the time
- feeling hopeless and helpless
- feeling anxious and worried
- low self-esteem
- feeling tearful
- being easily irritated by others

It can affect your body, too:

- problems getting to sleep or sleeping too much

Simple
Clear and simple
content will make
information
accessible, regardless
of digital skills or
health expertise.

Setting up an exercise routine will help you do it every day.

Seeking help

If you have symptoms of depression or anxiety for more than 2 weeks you should see your GP. This is usually the first step to seek help.

It's very common for people to see their GP about constant low mood, depression or anxiety.

[Book a GP appointment](#) >

If you need help now, call 111 or the Samaritans on 08457 90 90 90

If you don't have a GP you can [register with a GP](#) and then book an appointment straight away.

If you don't want to talk to your GP

If you don't feel comfortable talking to your GP about the way you feel, you can contact one of the charities that help people with depression and anxiety.

They can help you with things like talking to other people about your problem or finding a therapist but they won't be able to prescribe you free therapy or counselling.

- [Depression Alliance](#)
- [Depression UK](#)
- [Mind](#)

- [Rethink mental illness](#)

There are 30 Rethink mental illness services and support groups available in London. [More...](#)

- [Big White Wall](#)

Relevant

Connecting to relevant digital services will help reduce pressure on the health and care system.



Your NHS healthcare and services online

Tell us what's wrong, and we'll find you the right help

Eg. Abdominal pain, skin problems...



Erica Sanderson
42 years old, Female
Islington

Your medical record
 [Download report](#)

Your personal health budget
£2,782 left of £3,500

Your nearest pharmacy
 Your nearest hospital

Should I call 999?

Your healthcare team



Dr Neil Kapoor
The Surgery
GP

[Book an appointment](#)



Mr Robert Fitzgerald
Whittington hospital
Consultant

You have **1 appointment** coming up

+ Add a dentist

There are **2 dentists** near you with patient ratings above 4/5

+ Add an optician

There are **4 dentists** near you with patient ratings above 4/5

Your next appointment is

Thursday 14th October

Knee surgery



Consultant
Robert Fitzgerald FRCS (Orth)
[Information and ratings](#)

[Notify me](#)

3 more upcoming appointments >

[View your medical record](#)

This is an arthroscopic (sometimes called keyhole) procedure to repair your damaged cartilage. You'll be under [general anaesthetic](#) and the operation will last around 1 hour.

Prepare for your appointment

- Do not eat** after midnight on Wednesday
- Do not drink** after 6am on Thursday
- Bring your appointments letter with you
- Make sure you have transport home

[More about preparing for surgery](#)

Alerts ×

Your next smear test is due in 1 month

Your last one was 2nd November 2014

Why do I need a smear test?

All women aged 25-49 are invited for a cervical smear every three years. This is vital because it ensures any abnormal changes in the cervix can be identified and treated early. [More](#)

[Book an appointment](#)

Your prescriptions

Codeine capsules

Expected at Holywell Pharmacy on **29th September**

Your linked apps

Personal Personalised information and services will support people to manage their own health and care.

www.digital.nhs.uk

 [@nhsdigital](https://twitter.com/nhsdigital)

enquiries@nhsdigital.nhs.uk

0300 303 5678

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