

Driving a digital future

The Merseyside Digital Roadmap

‘The Five Year Forward View’ and ‘Personalised Health and Care 2020’ both recognise the significant role and use of digital technology in supporting people to live healthier lives, whilst transforming the way care is delivered.

The Merseyside Digital Roadmap sets out how we as a local health and social care economy will achieve the national ambition of improving care quality and patient experience through harnessing the benefits of digital technology and innovation.

Merseyside stands out as a leader in digital care and as an economy, we have made significant progress with ground breaking results in information sharing, assistive technology and analytics delivering evidenced based patient outcomes and improved quality of care.

Locally, there is widespread consensus that transformational change is necessary across all settings of care, and our digital leaders regularly spend time with their clinical partners shadowing delivery of day to day front line care in order to ensure that change is clinically driven and the technology used acts as an enabler for improved care provision.

Putting our citizens at the heart of everything we do, our aim is to enable and empower individuals to take control of their own health and wellbeing, supported by a connected health and social care economy where professionals are able to access the information they need through integrated systems.

To deliver this vision, the way in which we access, deliver and experience care services will need to change and as a health and social care economy, we have identified a number of **shared ambitions** which together will help us achieve the national challenge and support the delivery of our Sustainability Transformation Plans.

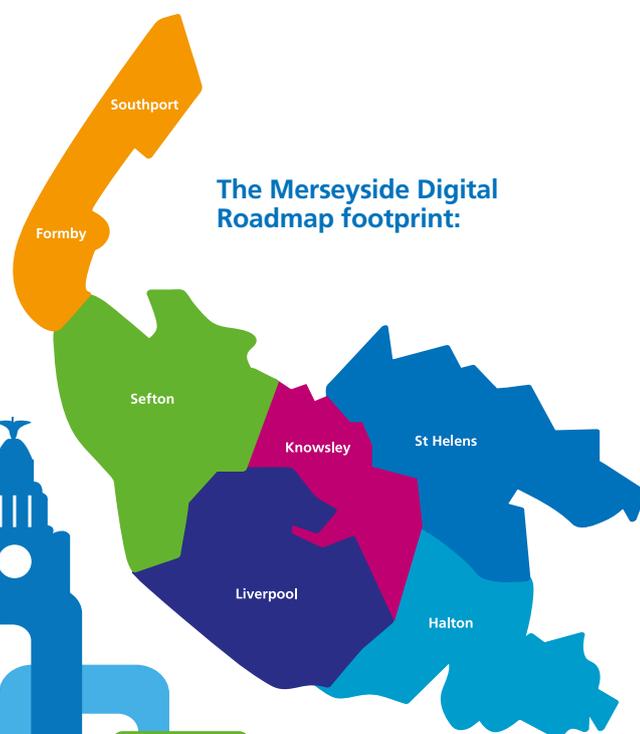
Our three digital ambitions for Merseyside:

Digitally empowered individuals

A connected health and social care economy

Exploiting the digital revolution

The Merseyside Digital Roadmap footprint represents the geographical areas of Halton, Knowsley, Liverpool, South Sefton, Southport and Formby and St Helens, with a population of c.1.2 million people. As a region, North Mersey is the most complex health system outside London, with multiple providers across seven hospital Trusts including; two major adult acute Trusts and four high quality specialist Trusts including a children’s hospital.



The case for the reconfiguration of hospital services is clear; as an economy we have too many providers, too much duplication and even triplication leading to unwarranted variation in the quality of care. To ensure clinical and financial sustainability we must find new and innovative ways to deliver better services at lower cost to create the financial and workforce capacity to enable a shift of care from acute to community settings.

To achieve this, The Merseyside Digital Roadmap exploits the foundations laid over years of collaboration with local commissioners, providers and local authorities and provides the collective direction of travel for a digitally enabled future where individuals are empowered and information is shared to improve the health of the local population.

Underpinning the Roadmap is a set of **guiding principles** that have been developed by clinical and digital health and social care stakeholders from across the economy. These principles sit at a strategic level and will be incorporated into the procurement process of all organisations to ensure that the technology commissioned goes beyond the requirements of individual organisations and reflects the ambition of The Merseyside Digital Roadmap. A **'Digital Top 10'** have also been identified providing broad approaches and programme delivery areas which we will adopt as an economy to deliver our local ambitions and national challenges surrounding sustainability and digitally-enabled health.

For further information visit www.ilinkmersey.nhs.uk to download an electronic copy of **'Driving a digital future - The Merseyside Digital Roadmap'**. Print copies are also available on request.



The Digital Top 10:

1. Joint governance and clinical / managerial digital leadership partnerships: working together as one health and social care economy through joint governance and collaborative working with strong continued clinical leadership.

2. All organisations commitment and pledge to the LDR digital principles: all local health and social care organisations signing up to the principles as set out as part of our vision for digitally enabled transformation.

3. Delivery of our Information Sharing Framework: implementation, at pace and scale, of the single information sharing framework and agreement to all health and social care practitioners.

4. Digital maturity transformation of all health and social care providers including primary care: increased digital maturity of all providers adoption and use of digital technologies and standardised records at the point of care.

5. Interoperability programme: joining up of key systems in use across our economy to support achievement of the information sharing framework.

6. Digital no wrong door: a means by which patients can interact digitally and online with their health and social care services.

7. Single adult acute Electronic Patient Record: a direction of travel towards a common EPR in adult acute hospital services.

8. Consolidated infrastructure: joining together of our infrastructure, where it makes sense to do so to enable staff to work across multiple sites and patients to interact with services easily.

9. Significant upscaling of assistive technology: delivery of health technology in peoples' homes to support them to stay well at home.

10. Advanced analytics collaborative: a joint approach to maximise the potential benefits of predictive analytics.

The Merseyside Digital Roadmap principles:

Person centred - Having the individual at the heart of care they receive, we will design our digital services around our people not around our organisations. People will only have to tell their story once.

Co-design - Digital services of the future are designed by and with the people who will be using those services ensuring an improved user experience for both patient, clinicians and practitioners.

Keep it simple - Simplify, simplify, simplify – create an amazing experience for staff by keeping it simple.

Digital Leadership in partnership - Front line clinicians and digital clinicians will work in partnership with one another fostering excellent relationships. Digital leaders will 'walk the walk' with their clinical colleagues to ensure a deep level of understanding of the impact of their work. Relationships with external parties will be developed and commissioned effectively.

Share by default - When appropriate, we will share information by default asking how do we, rather than why can't we. We will sign up to the economy-wide sharing framework and agreement for record access, with options for patients to opt out. To build and sustain trust, we will ensure appropriate safeguards and audit systems are in place to monitor appropriate access to information.

Innovate - Working with industry and academia we will innovate and make best use of cutting edge technology. We will foster a 'bottom up' approach to innovation in the delivery of care.

Rationalise systems and interoperate - We aim to consolidate and rationalise Electronic Patient Record systems to achieve common systems across each care setting. We will seamlessly connect key systems together using a set of interoperability standards, ensuring that information is no more than 2 clicks of a mouse away for individuals giving them an intuitive, joined up service. Any future investment moves us closer to our strategy of reducing our systems in specified settings of care.

Gold standard digital maturity - All information is recorded electronically, consistently and contemporaneously at the point of care giving us a Gold Standard level of Digital Maturity across all health and social care organisations. We will record the data only once, with the correct information first time. We will reduce paper processes and reliance on faxing internally and externally between organisations and services.

Digital inclusion - We will support inclusion so that the digital opportunities are open to all who could benefit.

Digital skills - increase digital skills for workforce and citizens to ensure maximum impact, effectiveness and inclusion.

Intelligence led healthcare - We will have an approach to intelligence led healthcare, supporting transformation and new models of care by utilising all appropriate forms of data to understand and predict when care will be needed, how it will be needed and identify those required interventions before the health need arises.