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# Changes required within the NHS

## Patient care today

Pathways are subject to delay due to capacity and infection issues. There are long waits for initial appointments, follow up appointments pre-pandemic. During the pandemic care has been interrupted in many pathways.

Visit based  
health care

Individual  
Apps

Quarterly  
monitoring



Digital home  
monitoring

Digital  
platforms for all  
pathways

Continuous  
monitoring

## Patient care in future

Continuous home monitoring supported by virtual assessments with the clinical team. Pathways can be tailored to the needs of the patient and provide continuity of care during periods where infection is circulating within the community.

# Digitally enabled remote monitoring

## A collaborative journey...



Digital technology enabled the team to care for growing numbers of patients

Short animation on #NHSXInnovCollab



Hear how University Hospital Southampton is using technology to empower patients through self-management using a patient portal platform

**Innovation Collaborative.**

In partnership with  
**TheAHSNNetwork**



Digital technology can better support a range of chronic and acute health conditions in the future



How local health and care systems across England are supporting people at home using technology



Click on each media icon to learn more

# How it works



Patient pathway



Patient receives unique code for the app, and installs the app on their phone



Patient presented with specific COVID-19 modules for fast diagnosis and monitoring of vital signs



Patient continues to input vital signs during each day. Articles and videos also provide key learning information



Patient is reassured and can talk through other symptoms that might not be tracked via the app



Clinician pathway



Clinician provides unique code to the patient, and instructs them to download Medopad app



All patient data is sent in realtime and can be interrogated in detail



Medopad system automatically triages patients based on their vital signs

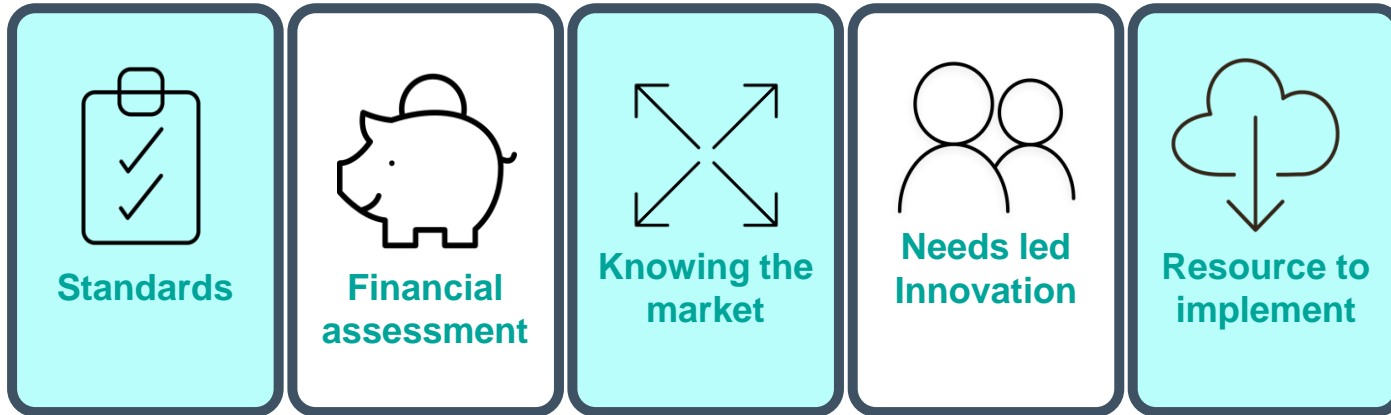


Clinician can video call the patient directly from the portal



Clinician will have accumulated a large body of data that contributes to further modelling and diagnostics

Providers consistently outline the same themes when highlighting success factors for implementing technology within outpatients which need to be addressed when scaling innovation.



The first concern relates to progress on standards to ensure that products are fit for purpose. The second and third theme relate to ensuring that NHS teams are aware of the technology that is available and that the financial benefits have been assessed and teams can proceed to implementation. The fourth and final themes highlight the need for products to be built around the needs of the NHS and to consider the extent of the changes that need to be made to a service to implement new technology.

# Digital playbooks: supporting design of digital pathways



Users can scroll through different scenarios, care pathways or a library of case studies

Clinically identified significant problems and their solutions linked to in the case studies

Solutions set out along the pathway

Case studies grouped for ease



The digital playbooks have been developed to pathways by showcasing tried and tested tech playbooks to find out about challenges faced to discover their solutions and best practice.

## Playbooks

[Cardiology digital playbook](#)

[Musculoskeletal \(MSK\) digital playbook](#)

[Respiratory digital playbook](#)

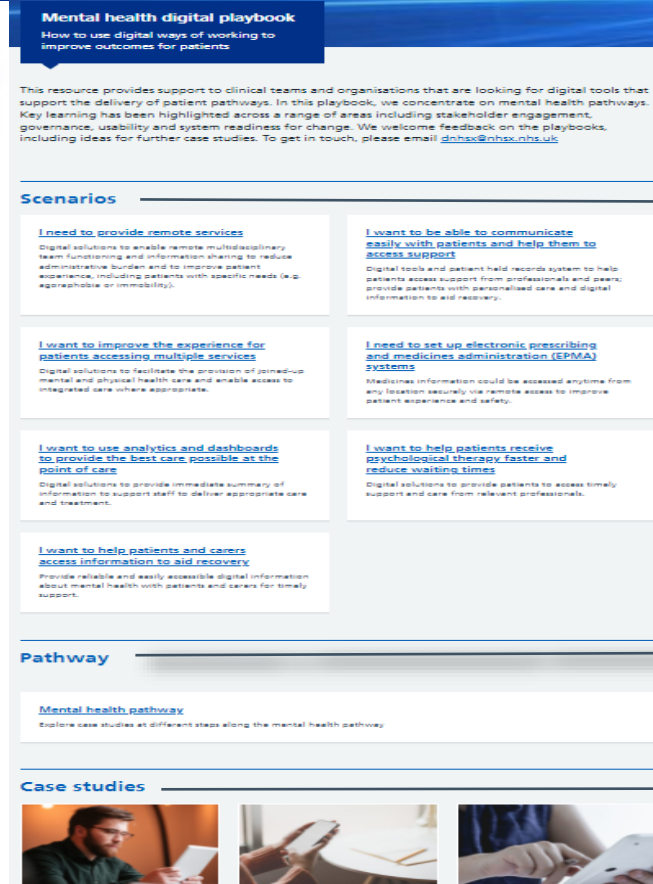
[Eye care digital playbook](#)

[Dermatology digital playbook](#)

[Gastroenterology digital playbook](#)

[Mental health digital playbook](#)

[Cancer digital playbook](#)



## Mental health digital playbook

This resource provides support to clinical teams and organisations that are looking for digital tools that support the delivery of patient pathways. In this playbook, we concentrate on mental health pathways. Key learning has been highlighted across a range of areas including stakeholder engagement, governance, usability and system readiness for change. We welcome feedback on the playbooks, including ideas for further case studies. To get in touch, please email [dnhsx@nhs.uk](mailto:dnhsx@nhs.uk)

### Scenarios

- I need to provide remote services**  
Digital solutions to enable remote multidisciplinary team functioning and information sharing to reduce administrative burden and to improve patient experience, including patients with specific needs (e.g. geographical or immobility).
- I want to improve the experience for patients accessing multiple services**  
Digital solutions to facilitate the provision of joined-up mental and physical health care and enable access to integrated care where appropriate.
- I want to use analytics and dashboards to provide the best care possible at the point of care**  
Digital solutions to provide immediate summary of information to support staff to deliver appropriate care and treatment.
- I want to help patients and carers access information to aid recovery**  
Provide reliable and easily accessible digital information about mental health with patients and carers for timely support.
- I want to be able to communicate easily with patients and help them to access support**  
Digital tools and patient held records system to help patients access support from professionals and peers; provide patients with personalised care and digital information to aid recovery.
- I need to set up electronic prescribing and medicines administration (EPMA) systems**  
Medicines information could be accessed anytime from any location securely, via remote access to improve patient experience and safety.
- I want to help patients receive psychological therapy faster and reduce waiting times**  
Digital solutions to provide patients to access timely support and care from relevant professionals.

### Pathway

**Mental health pathway**  
Explore case studies at different steps along the mental health pathway.

### Case studies



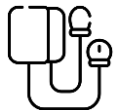
The playbook landing page can be found here: <https://www.nhs.uk/key-tools-and-info/digital-playbooks/>

# Communications



**64,628**

new people on remote monitoring pathways from April to the end of July



**48,360**

new patients on home blood pressure monitoring - April to the end of July



**24,660**

patients on home kidney testing schemes - April to the end of July



**10,494**

views to digital playbooks between April and end of August



**165,561**

patients benefited from new healthcare information videos - April to the end of July

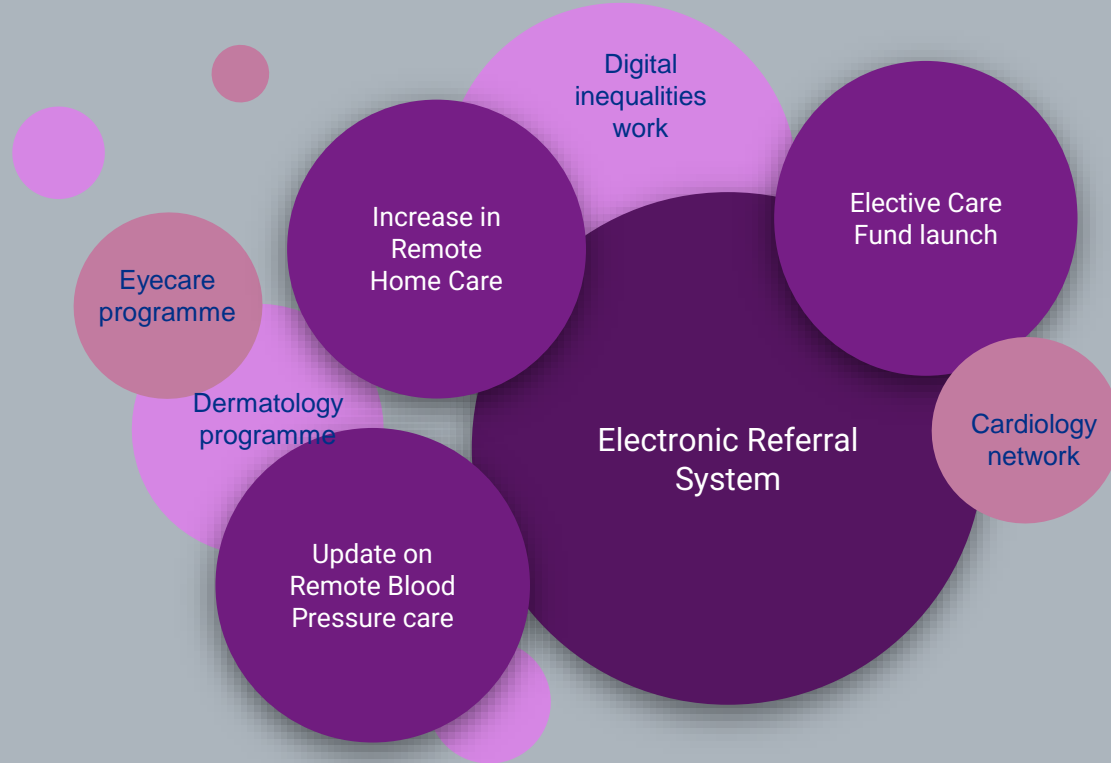


**906**

members of the Innovation Collaborative,

who undertook **3373** document previews and **1252** document downloads

# Focus for today's discussion





# Elective Care Adoption Fund



## Adoption Fund

We have set up a £7.5m wave 1 adoption fund to support new innovations to be trialled within the NHS



## Specialities

Innovations will be trialled in: MSK, Periop, Gastroenterology, Cardiac care and Digital Inclusion. Money can be spent on both technology and implementation

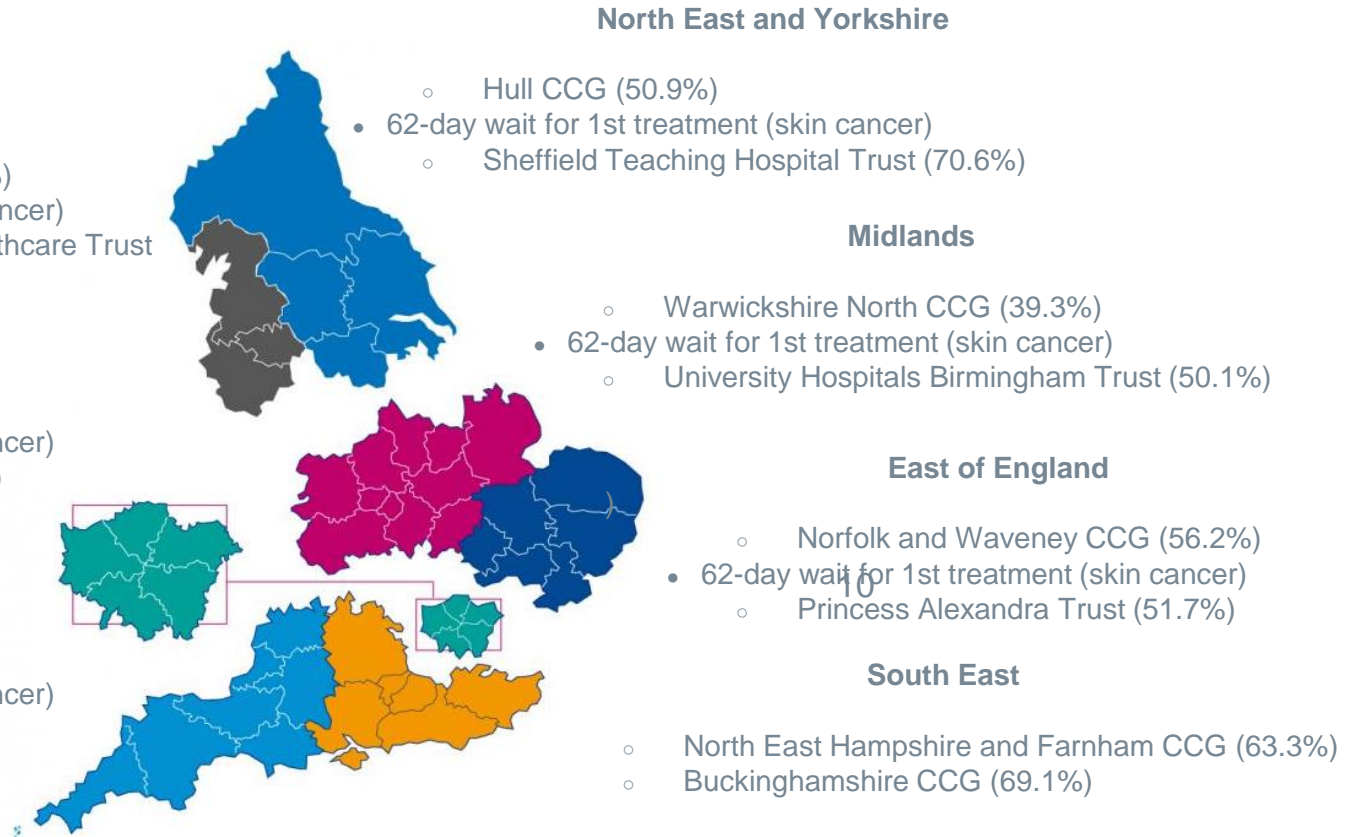


## Outcomes

We expect to see outcomes across: patient experience, staff experience, on waiting list times, economic impact (VfM) and clear understandings of how to best implement



# Regional challenges for dermatology



## North West



Improve integration and image capture to promote improved usability for GPs and dermatologists

## North East & Yorkshire



Use technology to allow patient image uploading and upgrading of existing advice & guidance model

## East of England



improve primary care cancer detection while reducing secondary care referrals

## Midlands



Set up teledermatology training hubs and expand teledermatology across the West Midlands

## London



Establish a shared single point of access for 2WW referrals and community medical photography hub service for suspected urgent cancer referrals

## South West



Roll out Primary Care Network skin spot clinics to improve referral management and enhanced clinical decision-making

## South East



Enhance imaging with dermatoscopes in primary care sites and photo hubs



# COVID-19: The most dramatic change in asynchronous remote care in the history of the NHS e-Referral Service

Total advice and guidance requests using NHS e-Referrals in England in 2018 - January 2021



1. Referrer raises advice and guidance request.
2. Authorisation given to convert referral selected.
3. Provider converts the advice and guidance request and provides management advice back to the referrer.



**A&G increased by > 90% in 2020**

**A&G functionality change January 2021 – allows advice +/- referral**

**First ever e-RS advice service for patients being added to waiting list**

# Eye Care eRS and Image Sharing



## Programme Update

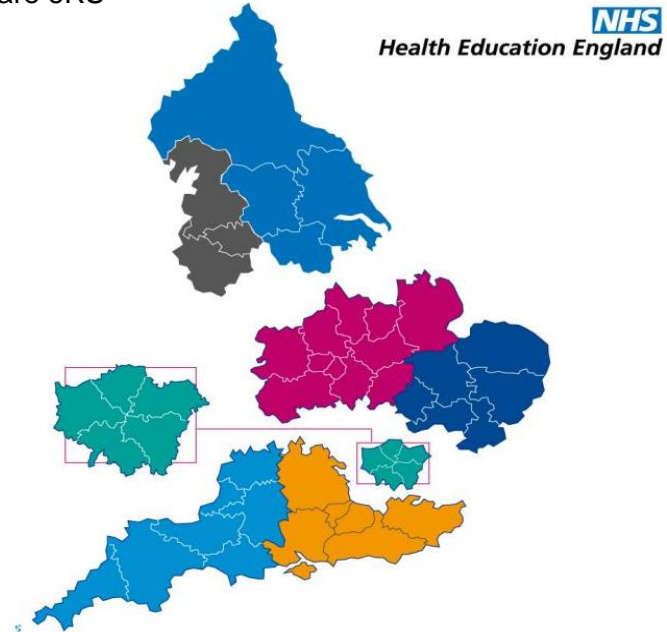
Procurement in place and continuing across regions: 11x ICSs contracted, 7x ICSs across NW and NE&Y 10x ICSs potentially across Midlands (local funded programme)

## Technical Architecture & Standards

Discussions with all the national chains over the last two weeks to define timeframe to implement API. This process will create interoperability between practice management systems and Eye Care eRS solutions

### Regional State of Play

- **London:** on course of 82 optical practices by Oct 21 and 118 optical practices by Dec. 359 referrals submitted through EeRS w/c 16/08, 16% increase on previous week.
- **East of England:** C&P on course for 20 optical practices by Oct, with 35 by Dec. MSE on course for 61 optical practices by Oct, and 81 by Dec. EeRS in use in MSE with 72 referrals submitted to date since 09/08.
- **South East:** EeRS not live in optical practices or Hospital Eye Svc (HES) yet due to primary care engagement challenges. Trajectories now available for K&M and BOB but numbers are low.
- **South West:** No movement on contracts for BSW, Cornwall and Devon. Trajectories revised down.
- **North West:** unlikely to realise any volume by end of Oct.
- **North East & Yorkshire:** Region has completed evaluation with moderation still due for completion this week to identify a preferred supplier.
- **Midlands:** Due to publish specification / ITT in Aug. NHSX supported through CEG. Local programme of 10x ICSs





## Programme outline

- Phase 1 - Proof of concept**, Jan 2021-  
March 2021:
- Five early adopters

- Phase 2 - Targeted expansion**, Apr- 2021 - Aug 2021:
- Regionally coordinated distribution of a further procured 198k BPMs.
  - Target patient populations determined locally.
  - 12 ICS trailblazer sites increased monitoring by 108%.

- Phase 3 - National roll out**, Sep 2021 - Mar 2023:
- Development of a national toolkit to support delivery of national pathway with digital enablers and targeted case finding supported by NLP.
  - Roll out facilitated by AHSN network nationally.

## National support

- **Refreshed national pathway complete**- led by national clinical director for CVD prevention
- **NHSX Trailblazers** - for 12 sites and includes additional implementation support and funding to accelerate implementation within these areas (and utilisation of a digital platform) and to share learning and practice for the benefit all areas.
- **FutureNHS workspace**
  - Implementation guidance pack
  - Standard operating procedure
  - Webinars and training materials
- **Case studies on the NHSX website** will be available through <https://www.nhsx.nhs.uk/>
- **Support with implementation** - The AHSN network nationally have been commissioned to support future implementation through a toolkit of good practice interventions

# Regional scale programme 21/22

## Areas of focus...



Key: colour indicates project type

- Long term conditions and tech enabled virtual wards (projects aiming to support c50% of overall aim)
- Care sector (projects aiming to support c30% of overall aim)
- Mental health (projects aiming to support c20% of overall aim)

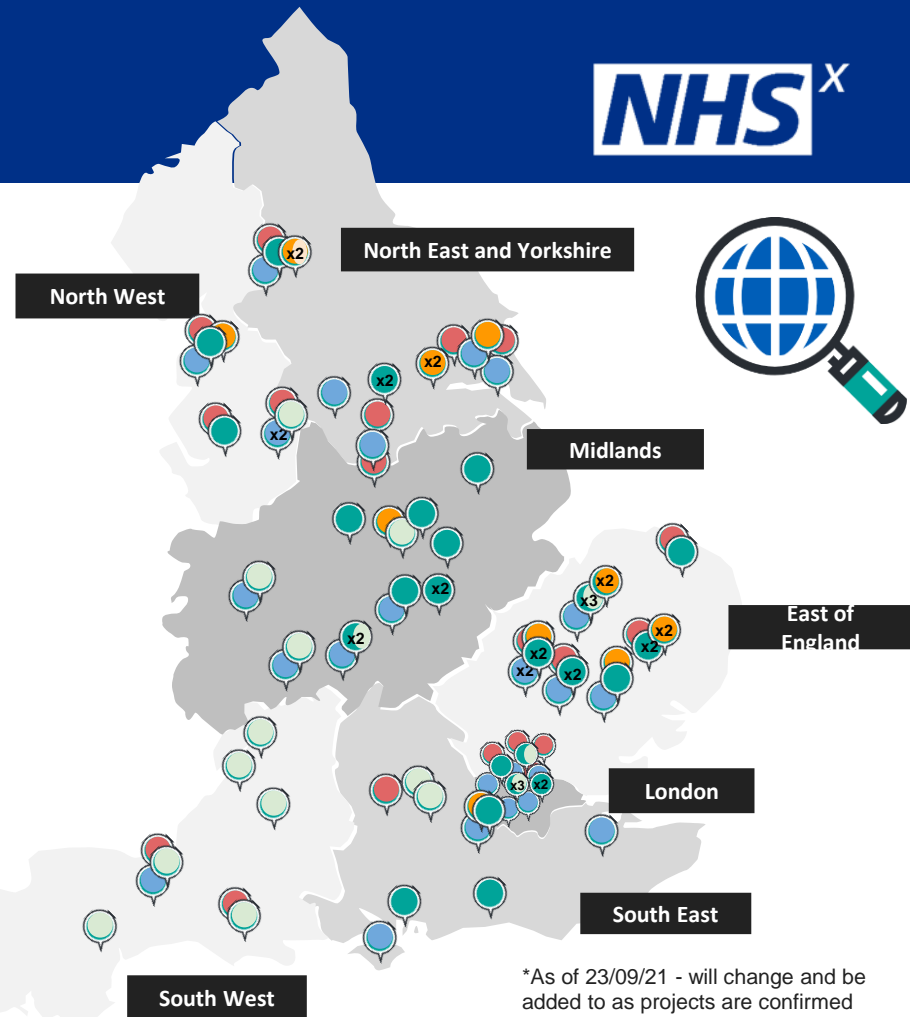
**Aim is up to 300k** patients/citizens supported at home

Regional and local teams across England have joined our national **Innovation Collaborative** to share learning to enable them to support people at home through the use of digital technology.

**909** Members of the Innovation Collaborative

**3373** Documents viewed

**1461** Documents downloaded



\*As of 23/09/21 - will change and be added to as projects are confirmed

Locations of participating ICS/STP approx. Illustrative purposes only.

Delivered in partnership with  
The AHSN Network



**Innovation Collaborative.**  
Improving the health and wellbeing of people with learning disabilities in the South West.

Part one: planning and implementation.

REGIONAL INNOVATION SERIES  
SUPPORTING DIGITAL TRANSFORMATION

**Regional innovation series case studies**

Delivered in partnership with  
The AHSN Network



**Innovation Collaborative.**

WELL is partnering with regional teams across England and the AHSN Network to create an Innovation Collaborative that will support the rapid development of innovative technologies to create and improve digital health services.




This infographic has been developed to support local teams in considering what they can do to better understand, implement or improve services. It has been supported from national level good practice including the NHS Health Data Guide for implementation by researchers, NHS Digital Data Store, Getting started and NHS Making data work. Sharelighting your decision.

For any further questions please go to the [Innovation Collaborative overview on Future NHS](#).

MEASURING FOR IMPROVEMENT IN DIGITAL HEALTH (UTILISING SPC)



**Benefits / health economics guidance documents**

The AHSN Network



**Innovation Collaborative.**

**Business case guidance documents**

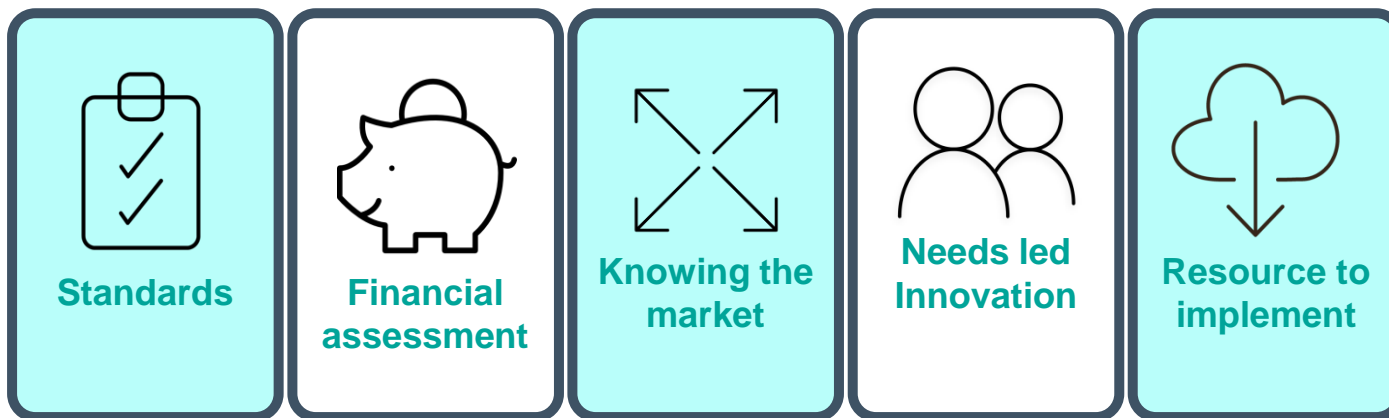


**Innovation Collaborative.**

**Podcast episodes**

Plus national, regional and local shared resources, plus useful web links and tools





Providers consistently outline the same themes when highlighting success factors for implementing technology within outpatients which need to be addressed when scaling innovation and **we have responded to them!**