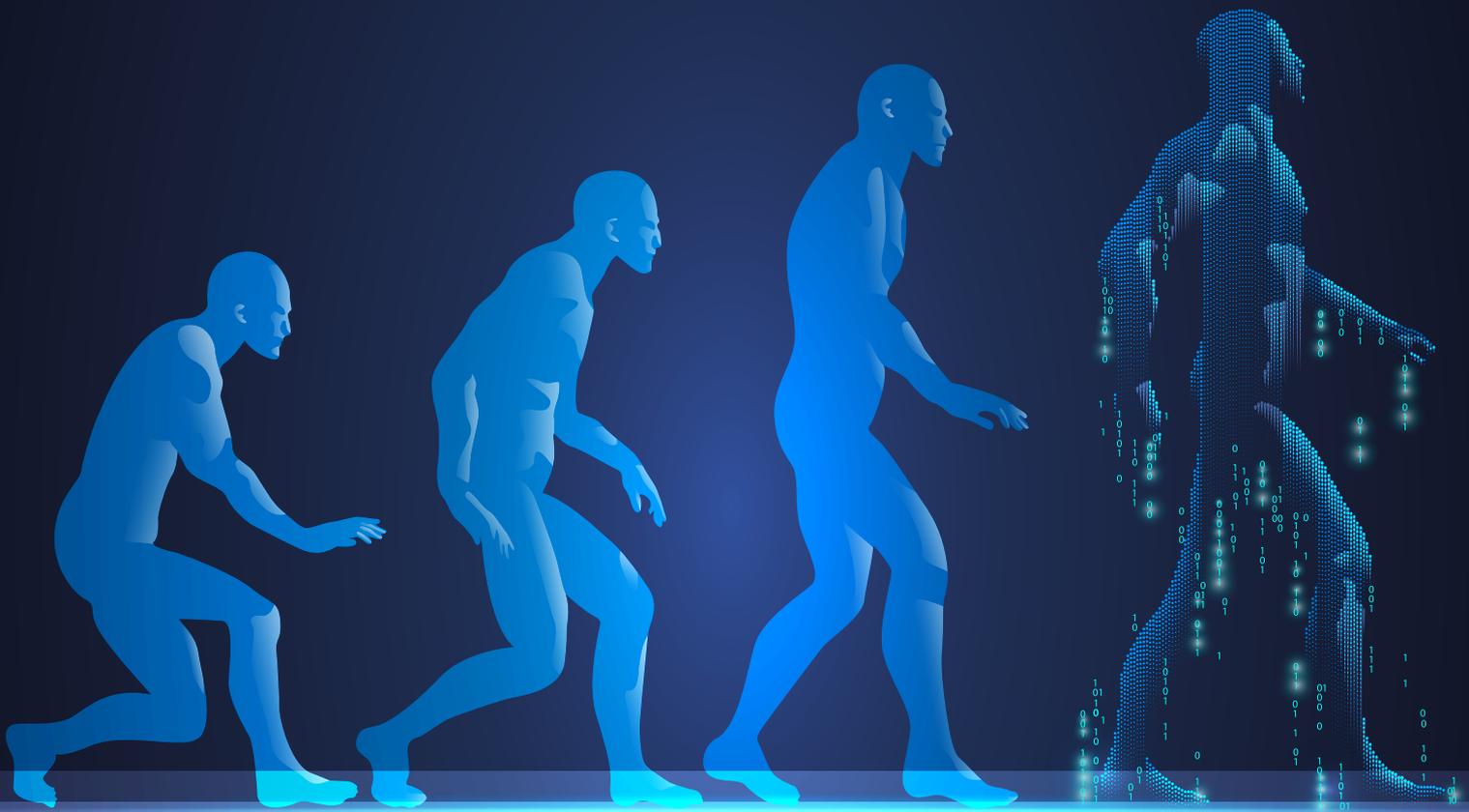


LOGOS/BRANDING



Wrightington,
Wigan and Leigh
NHS Foundation Trust



DIGITAL STRATEGY 2019





Conversations & consultations with core professionals using skype like technologies



Free Wi-Fi at any of our sites, increasing your access to your records and allowing you to contribute and take ownership



SENIOR CLINICIANS WILL BE SUPPORTED BY DIGITAL TOOLS, FREEING TRAINEES' TIME TO LEARN



The growth of wearable technology will support and promote self-care

People will be increasingly cared for in their own home, with the option for their physiology to be effortlessly monitored by wearable devices



WWL - First in the NHS to be given national recognition for its infrastructure



PEOPLE WILL BE HELPED TO STAY WELL, TO RECOGNISE IMPORTANT SYMPTOMS EARLY, AND TO MANAGE THEIR OWN HEALTH, GUIDED BY DIGITAL TOOLS

Over the next five years data and systems will move to the cloud where it is safe and sensible to do so



Many of our successful innovations have been led by clinicians and staff with a passion for improving health and care

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Wigan has always been a leader in its use of technology, digital systems and data.

01 Introduction

Virtually every aspect of modern life has been, and will continue to be, radically reshaped by innovation and technology – and healthcare is no exception.

Sustained advances in computing and the democratisation of information are driving choice and control throughout our daily lives, giving us heightened expectations around digital services. Technology is continually opening up new possibilities for prevention, care and treatment.

Wigan has always been a leader in its use of technology, digital systems and data. The locality has moved forward massively over the last five years and its reliance on digital has never been greater, it's unlikely that's going to change but the locality needs to ensure it's ready and remains ahead of the curve.

The NHS Long Term Plan reiterates the direction for Digital and the need to invest, prepare and implement this future:

“IN TEN YEARS’ TIME, WE EXPECT THE EXISTING MODEL OF CARE TO LOOK MARKEDLY DIFFERENT. THE NHS WILL OFFER A ‘DIGITAL FIRST’ OPTION FOR MOST, ALLOWING FOR LONGER AND RICHER FACE-TO-FACE CONSULTATIONS WITH CLINICIANS WHERE PATIENTS WANT OR NEED IT. PRIMARY CARE AND OUTPATIENT SERVICES WILL HAVE CHANGED TO A MODEL OF TIERED ESCALATION DEPENDING ON NEED.

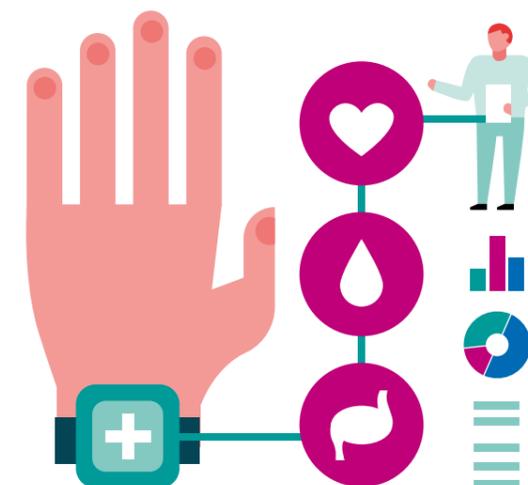
SENIOR CLINICIANS WILL BE SUPPORTED BY DIGITAL TOOLS, FREEING TRAINEES’ TIME TO LEARN.

WHEN ILL, PEOPLE WILL BE INCREASINGLY CARED FOR IN THEIR OWN HOME, WITH THE OPTION FOR THEIR PHYSIOLOGY TO BE EFFORTLESSLY MONITORED BY WEARABLE DEVICES. PEOPLE WILL BE HELPED TO STAY WELL, TO RECOGNISE IMPORTANT SYMPTOMS EARLY, AND TO MANAGE THEIR OWN HEALTH, GUIDED BY DIGITAL TOOLS.”

NHS Long Term Plan

This strategy describes how Digital will develop and support Health & Social Care in Wigan for the next five years. It's been developed by harmonising the views and ambitions from the following three sources:

- NHS Long Term Plan (Chapter 5, Digitally Enabled Care)
- Department of Health & Social Care – using their paper “The future of healthcare: our vision for digital, data and technology in health and care”
- Wigan's own ambitions for data and digital



02 Infrastructure

IT infrastructure is the foundations beneath our data and digital systems, any organisation without a solid or secure infrastructure will be open to system outages and data losses. Luckily Wigan has invested millions into its infrastructure and data centres over the last five years, with WWL's being one of the first in the NHS to gain national accreditation.

Over the next five years we'll continue to invest essential local infrastructure as well as moving more data and systems to the cloud where it is safe and sensible to do so, this supports the governments "cloud first" promotion.

As well as maintaining our infrastructure's stability and security we'll also continue to look for ways we can improve connectivity, whether that be to information, systems, or care professionals.

For patients and residents of the borough this will include providing you with free Wi-Fi at any of our sites, increasing your access to your records and allowing you to contribute and take ownership of your records.

We'll also provide the ability to have your conversations and consultations with your care professionals using "Skype" like technologies.



For staff this will mean providing you with a more holistic information on your patients or residents yet in a single consolidated view. We hope that this will support more informed decisions and ultimately lead to better care / outcomes.

We want to introduce new modern tools to the locality that are becoming more common due to the increased popularity of agile working and collaboration, such as office applications in the cloud, instant messaging and knowledge sharing platforms.

Lastly, we'll continue to use and adhere to national standards and legislation in areas such as Data Protection, Cyber Security and Interoperability to ensure data remains safe or can be shared when required.



We'll continue to use and adhere to national standards and legislation in areas such as Data Protection, Cyber Security and Interoperability.

03 Digital Services

Digital can play a massive part in keeping people healthy and independent such as smart "Internet of Things" devices designed to support an individual staying in their own residence, to Artificial Intelligence (AI) to help signpost individuals to the most appropriate service in Wigan based on their symptoms or needs.

We should keep in mind that some residents may not find it easy to articulate their needs. This does not make the user need any less important but a digital solution may make this easier.

Whilst on communication, people and patients need to be able to communicate with us about appointments and administrative issues in the way they run the rest of their lives – email, text messaging and apps are a much-needed evolution from the mountain of letters we post. No service should refuse to communicate electronically about these issues with a patient where they would previously have sent a letter.

Using robotics and workflows we can help save staff time by removing or automating time consuming processes. With alerts and decision support solutions we can help colleagues make the right decision first time and at the right time.

Graphnet will support the locality share and pool more clinical data than ever before. Its Population Health & Risk Stratification functionality will allow us to understand our resident's needs, which services residents are using (and which they aren't) in order to better shape our services and coordination of care across Wigan.

These initiatives should all have a positive impact on the localities unscheduled care system and the growing pressure it's under.

To conclude, digital can and will play a bigger part in care, we should look at where digital can support every health and care service or pathway but equally ensure the people who use the services are involved in the design and development of any changes.



Email, text messaging and apps are a much-needed evolution from the mountain of letters we post.

04 Innovation

We want Wigan to lead in the development of innovations that support and empower people to live healthy and independent lives for longer.

These innovations will include, but certainly not limited to:

A Citizen's Portal

For people to view and contribute to their records or communication with their care professionals.



Refined Systems

So that information can be easily accessed, shared and updated by staff wherever they are, there and then to improve our digital culture and reduce our use of paper.



Robotics / AI

We want to utilise technologies such as robotics and artificial intelligence to create additional capacity in our workforce or to analyse volumes of images or data impossible to a human. Artificial intelligence has huge potential to transform the prevention, early diagnosis and improve treatments and care.



Telehealth

As a locality will increase its use of tele-health in order to provide more care in residents' homes and reduce the need to go into hospital. Tele-health will also include monitoring people's vital signs so appointments and care can be given when truly needed. The growth of wearable technology such as smart watches maybe also be able to support and promote more "self-care" in the region.



Single Version of the Truth

We want to continue to develop a "single version of the truth" across Wigan so everyone uses the same information for their decision making. This and predictive techniques will also be key enablers to helping the locality plan and provide better pro-active care.



These are just some of the headline innovations, we want to develop our culture where staff on the front line don't just suggest new ideas for innovation but are at the heart of making them happen.

To encourage ideas and innovation we should do more to recognise, celebrate and share successful innovation.



To encourage ideas and innovation we should do more to recognise, celebrate and share successful innovation, this includes on a national and global scale. Wigan already has a "Tech Bungalow" that hosts a wealth of support for independent living technologies and a "HIS Hub" for demonstrating the latest and greatest innovations in Acute Care. We should consider how we grow these venues so they can have a wider reach to residents and other health and social care providers.

To ensure there is a consistent approach, look and feel to Digital across the locality we will need to look to introduce standards, potentially rationalise on the technologies used and procure as a collective to ensure we get the best products or services at the best possible price.

Where it's impossible to standardise or we need to procure something specific for a particular organisation

we'll ensure products and technologies can still integrate and are interoperable with other systems in the wider locality.

Interoperability will be one of the key standards we need to develop and adhere to as a locality. Other standards are likely to include access to data, privacy, cyber security and also how we monitor and measure success in innovation. We will work with staff, residents and experts on developing these rules and clear guidelines to be used across the system.

As well as standards, developing an innovation ecosystem will also need; adequate finance, collaboration and good communication. It means removing barriers, streamlining and simplifying the landscape for innovation, so that innovators and those working in health and care know how and where to find the support they need.

05 Skills & Culture

As technology evolves so should the organisation's skills in implementing, using or consuming it. We need the right skills across the system with enough capacity and expertise to be able to identify and implement opportunities where data and digital can help.

This will require recruiting new skills sets such as cyber security and data science whilst also continuing to develop our existing workforce. As finding good IT resource is also becoming harder, we need to invest more in attracting and developing talent working from education and "growing our own" programmes.

Many of our successful innovations have been led by clinicians and staff with a passion for improving health and care, we will need to find ways to empower more frontline staff with proven skills in this domain, and where appropriate give them the time away from clinical duties to further develop their own skills and train others. We need to also increase the involvement of patients and public in the design and development of new digital services.

This needs to be driven by leaders at every level, including our board-level staff. Everyone should have an understanding of how data and technology drives their services and strategies, and take charge of our digital maturity, in the same way that they manage their finances and the quality of their services.

Our culture is already changing but we need to reiterate that technology is an enabler of change and shouldn't be seen as an "IT project". We need to develop our culture so ideas and innovations can be trialled and started small to avoid any large upfront investment or undue risk until the benefits are proven. We'll need to develop standards to ensure ideas and innovations are controlled, co-ordinated and ultimately align to the locality's strategy.



Everyone should have an understanding of how data and technology drives their services and strategies, and take charge of our digital maturity.



Wrightington, Wigan and Leigh

NHS Foundation Trust

If you have any queries regarding this report,
or wish to make contact, please contact:



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Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN



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??????????@wwl.nhs.uk



www.wwl.nhs.uk

