

Digital (1/2)

Vision

To enable the delivery of high quality care for the people of South East London through digital innovation and data-driven intelligence.

Deliverables / Improvements since 2023/24

1. Publication of the ICS *Digital, Data and System Intelligence Strategy 2024/27*.
2. Delivered improved access to general practice including through implementing automation of patient registration, cloud telephony to enable call waiting and call back and online triage. This resulted in 78% of patients stated it was easy or quite easy to make a clinical request to their GP practice – an increase from 67% since January 2024.
3. Expanded access to the London Care Record to social care teams, and 31 community pharmacies and 28 care homes, increasing total views to over 650,000 per month in south east London alone.
4. Increased the number of people registered with the NHS App to 60.3%, enabling up to 102,530 number of repeat prescriptions to be ordered every month through the App.
5. Supported the recovery from the Synnovis cyber attack, including by establishing digital integrations with pathology providers in other ICSs to enable access to pathology testing.
6. Partnered with the AI Centre for Value Based Healthcare to develop *A Framework for the Safe, Efficient and Effective Implementation, Use and Maintenance of AI* to support our providers in their responsible use of AI and automation.
7. Completed a pilot of a laptop donation scheme, which resulted in 76 laptops from the ICB being made available to members of our community to improve digital inclusion.
8. Transitioned the SEL business intelligence data repository to a contemporary platform, paving the way for transformation in the way insights are generated, and aligning with the approach across London as part of the London Health Data Strategy.
9. Held an innovation day in collaboration with the Health Innovation Network and South West London ICS.

Key Challenges / Opportunities Remaining

Achievement of the vision for digital and data will require addressing numerous challenges, and ensuring a continued focus on targeting the areas of greatest impact to our community. Such challenges include:

1. We do not have a system-wide, single digital solution to support multi-organisational care teams. This means we need to develop integrations between systems which can be lengthy to deliver and costly to maintain.
2. We have inconsistent digital enablement of referral pathways, with some pathways benefiting from a digital solution, but others relying on email or telephony for communication. This can be inefficient and result in a need for duplicate data entry.
3. There are a multitude of patient-facing digital solutions including apps, many of which are not yet integrated with the NHS App. This can create a burden for patients in understanding which app is to be used for which purpose and can create challenges for those with lower levels of digital literacy. Our work to increase functionality in the NHS App is starting to address this challenge.
4. We have limited sharing of digital infrastructure and resources across our system, which means we may have opportunity to review and identify efficiencies over time.
5. We are working on developing opportunities for how we can attract and retain the workforce required to deliver our digital and data capabilities now and into the future.
6. Our work at the London level to improve access to and use of data to support improvements to care is in the delivery phase, and will take some time to mature into new ways of working that will support us to become a data-driven health service.

Digital (2/2)

Please describe any other key priorities for your area in 2025/26

We have an ambitious workplan defined across all of the six workstreams outlined in the ICS *Digital, Data and System Intelligence Strategy 2024/27*. Digital and data teams across our system will focus on supporting the national priority to shift from analogue to digital. This will include actions to meet the expectations set out in the planning guidance including:

- continuing to support providers to offer communications to patients through the NHS App
- supporting GP practices to enable core NHS App capabilities (including health record access, online consultations, appointment management, prescriptions management, online registration, and patient messaging)
- working with providers to identify opportunities for utilisation of the 'Federated Data Platform (FDP) First' policy
- assessing the feasibility of shifting to the national collaboration service NHS.Net Connect for the ICB and working with other providers to determine feasibility for their service
- facilitating the timely progression of electronic patient record (EPR) system procurements and upgrades
- evaluating uptake of Electronic Prescription Service uptake and identifying the path to utilisation for all providers
- working with NHSE to understand the path for integration of the NHS e-Referral Service for all providers
- monitoring compliance with the NHS Multi-Factor Authentication Policy and supporting continued improvements to its implementation and other acts to strengthen their cyber security
- working with NHSE and DHSC to develop the digital maturity for ASC – care homes and homecare services
- taking action to mitigate against digital exclusion, including by progressing implementation of the *framework for NHS action on digital inclusion*

How will this contribute to population health and inequalities?

Our health and care system is under huge pressure meaning that transformative change may be required so that we can continue to have an NHS of which we can be proud – one that provides services that meet the needs of our diverse populations in an equitable way. Digital transformation is a key enabler in the delivery of safe and high quality care as it:

- unlocks access to data, enabling generation of insights that can support the management of a person, as well as management of the health and care system.
- supports collaboration by making data needed for decision-making available at the point of care.
- empowers people in our community by allowing them to access health and care services from their own homes.

How will this contribute to system sustainability?

Digital tools have the power to improve efficiency of practice, with automation and artificial intelligence unlocking new ways to reduce the workload on our workforce. For example, many of our providers are using automation to decrease the time taken to process repetitive tasks. Many GPs have automated the patient registration task, which has unlocked an estimated 30,000 hours of admin staff time in the first year, which also improving the patient experience. It will be important to ensure that as we look to digital tools to realise efficiencies that we analyse the benefits achieved, so that the cost of these tools and their maintenance does not outweigh any potential time savings. We need to look for opportunities to scale digital products and processes across our system where significant benefits have been achieved. Data also has the power to support system sustainability. It can allow for generation of insights about where to best focus our efforts to achieve the greatest gains in health outcomes.