

Digital Health and Care Wales

DIGITAL, DATA, TECHNOLOGY AND
COLLABORATION

at the heart of transforming health &
care in Wales

Helen Thomas CEO

The digital future for health & care in Wales

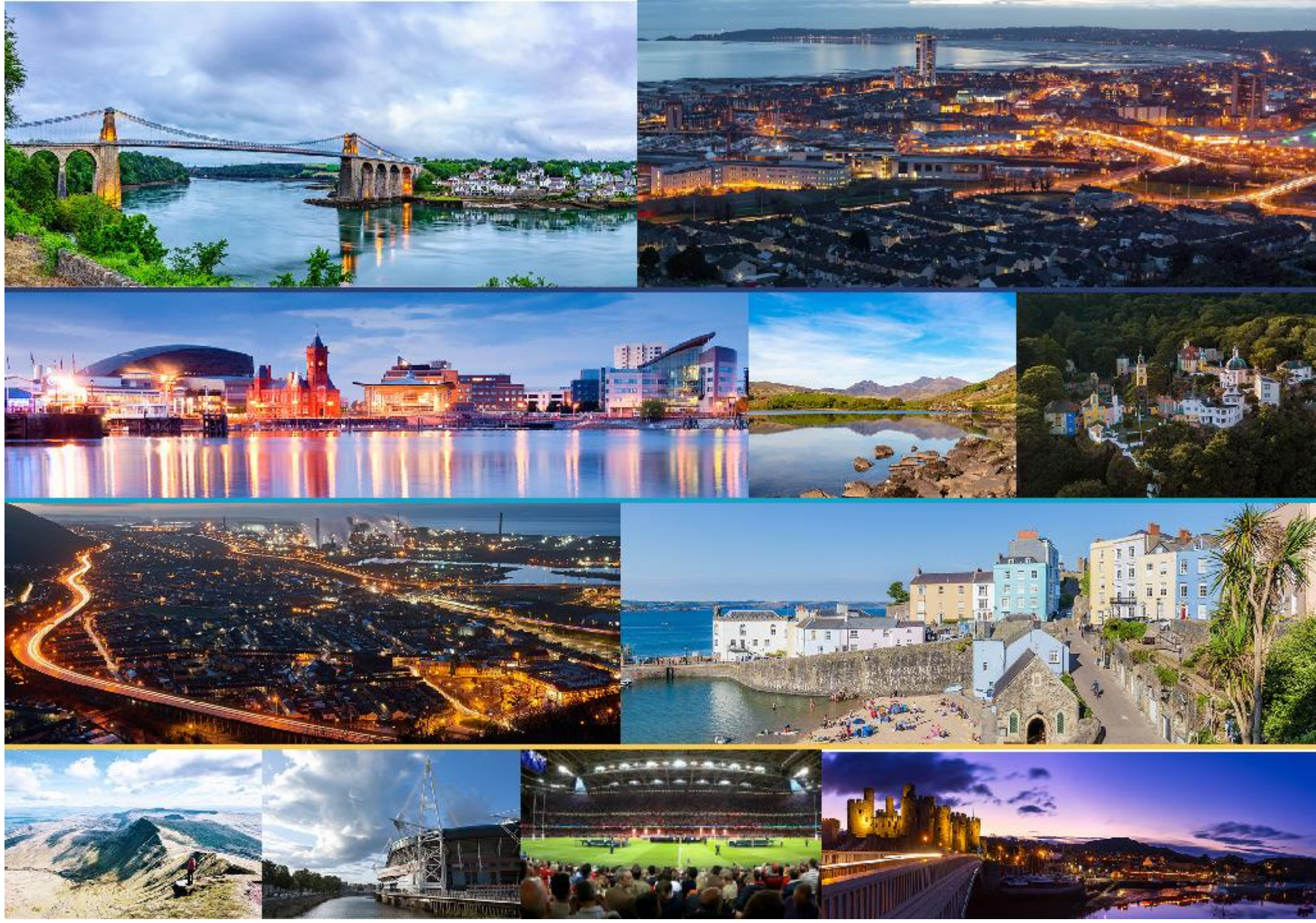


GIG
CYMRU
NHS
WALES

Iechyd a Gofal
Digidol Cymru
Digital Health
and Care Wales

Digital Transformation MSc
UWTSD
September 2023

Digital Health and Care WALES



Wales - a devolved, diverse nation



Wales a devolved nation of **3.1 million**

Aging population in Wales aged over 60 - over **860,000**

(estimated to rise to 956,000 (30% of the population) by 2026)

48% have a long-standing illness

Patients on treatment waiting lists – over **730,000**



Diverse geography, with urban centres and remote rural areas - legacy of heavy industry and its impact on health and the economy

Health and Social Services in Wales

Total revenue funding **£10.1 billion**

Total capital funding **£375 million**

3.13 Million Population

7 Health Boards

3 NHS Trusts

2 Special Health Authorities

90,000 Employees

18 Major hospitals

10,000 Hospital beds

1,500 GPs



Digital health policy in Wales



Health policy devolved to Welsh Government since 1999
Focus on well-being and integrated health and social care supported by digital services



WALES STRATEGIC CONTEXT:

A Healthier Wales long term plan for health and social care aims to achieve, through a whole system approach:

- Joined-up seamless care provision across Wales, using a single digital record.
- Help people to manage their own health and long-term illness.
- Get better at measuring what really matters to people.
- Introduce digital advances that help staff work more effectively.

A refreshed digital strategy for Wales

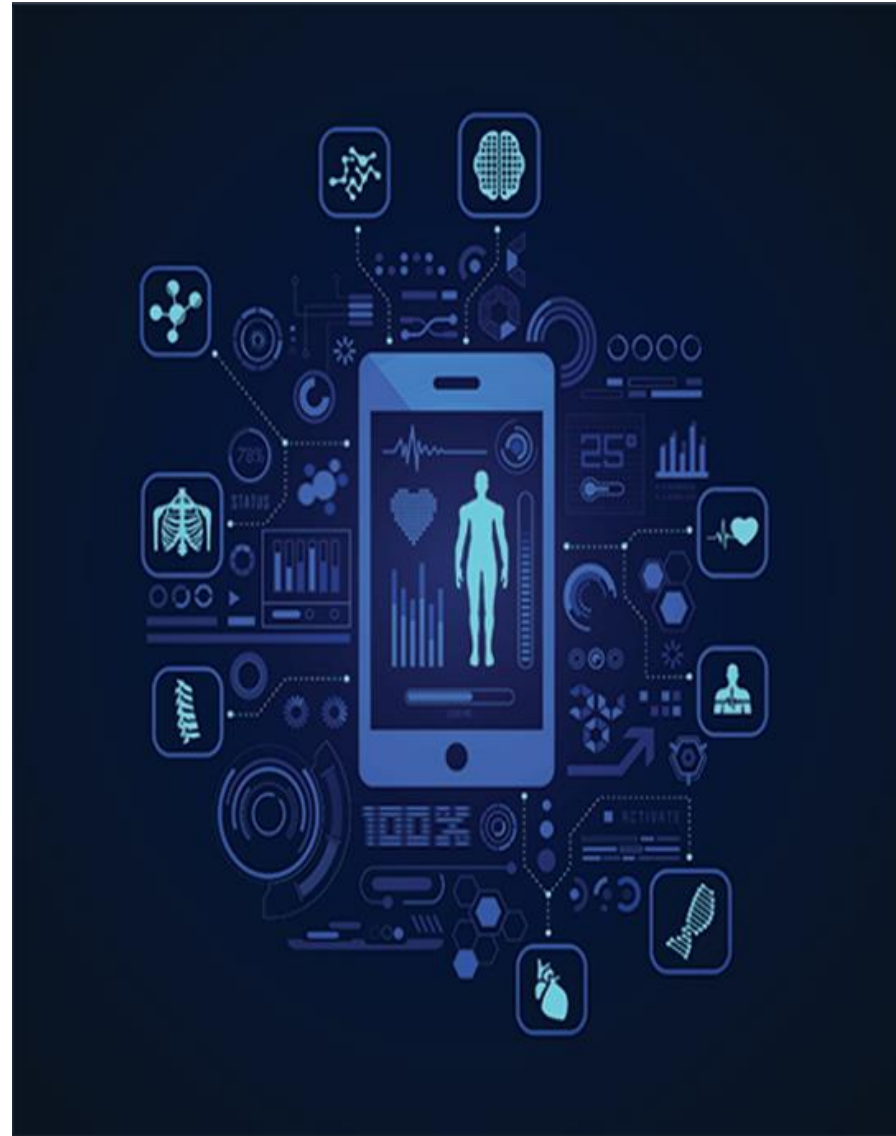
Refreshed by Welsh Government in July 2023

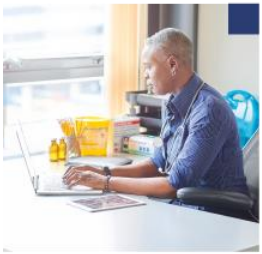
Commits to supporting citizens to lead longer, happier lives.

Identifies a series of priorities to be delivered through six missions:

- digital skills
- digital economy
- data and collaboration
- digital Infrastructure and connectivity
- user-centred services
- digital inclusion

Strategy provides unique opportunities to work collaboratively with health and social care and service users to address Wales' specific challenges compared with other UK nations.





Digital Health and Care Wales

provides the national digital infrastructure and services to support health and care delivery in Wales.

helping to improve health and care services and achieve better health and wellbeing outcomes

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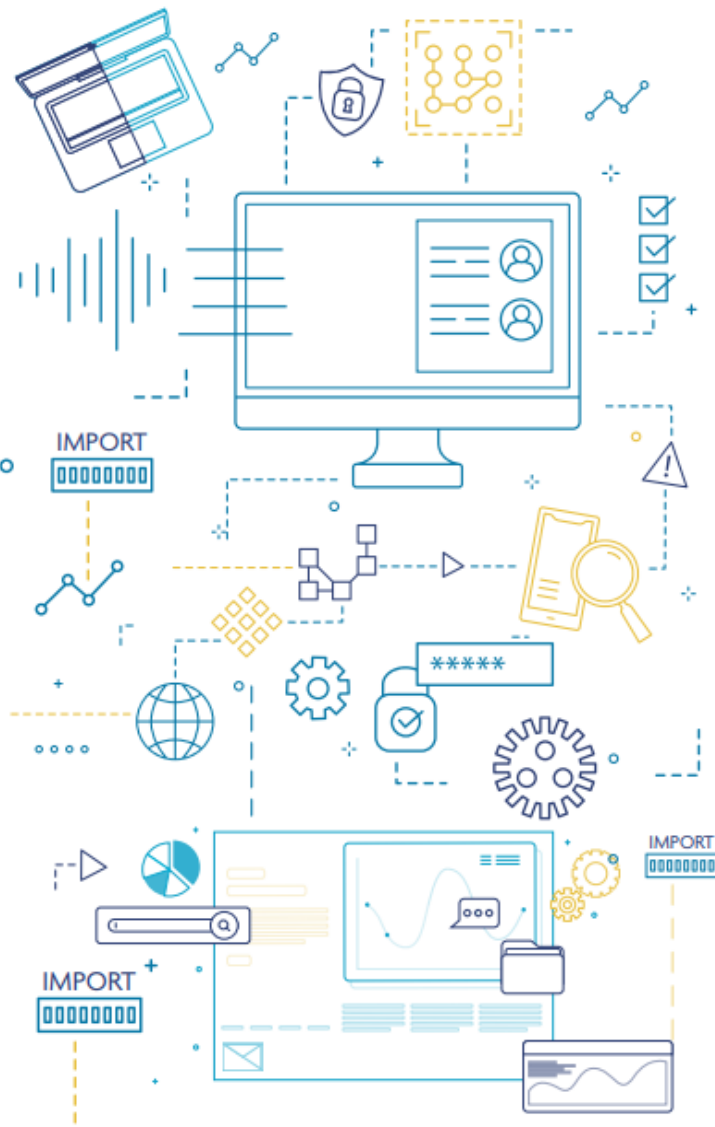
What we do



- **Support frontline staff** with modern systems and secure access to information about their patients, available wherever they want to work
- **Deliver new digital solutions to support care** for cancer patients, to help nurses, to modernise critical care units, to update hospital pharmacy, prescribing and community care
- **Use data to provide insight and improve** how health and care services are delivered and accessed by patients
- **Help people manage their own health and recovery** from illness by putting health services in their pocket. Giving people access to their own digital health record and apps from any device making it easier to connect with health and care services
- **Combat cyber crime** through a dedicated cyber resilience unit
- **Use digital standards** to allow for faster development and delivery of digital services
- **Protect valuable data assets** by modernising data storage and adopting a 'cloud-first' policy



2022



31,000 users of the **Digital Health and Care Record** (Welsh Clinical Portal)



Over **4,000** nurses using the **Welsh Nursing Care Record**

We realised over **£2 million** of cash avoidance and cash releasing **savings on our commercial contracts**

205,000 calls to our **Service Desk**



372 attendees of internal **training and development programmes**

972 learning hours undertaken on our technical e-learning platform since September 2021

14,000 users of the **Welsh Community Care Information Centre**

We've increased our headcount by **158 people** to support development of new digital services

1,710 users of the **Welsh Hospital Pharmacy Stock Control System**



100 Operational services used daily by healthcare staff

57 members of staff supported to undertake **professional qualifications and degrees**



7 million COVID-19 vaccinations enabled by the **Welsh Immunisation System**

30 million diagnostic tests managed digitally



Over **35,500** users of the **Patient Administration System**

5,000 users of the **Welsh Laboratory Information Management System** to manage pathology tests and results

180 contracts with **93** different suppliers

£127 million was awarded in contracts in the year



OUR VISION....

To provide world leading digital services, empowering people to live healthier lives

OUR PURPOSE.... To transform health and care for everyone in Wales

Making a difference by putting the right digital tools in the hands of staff and patients, and building a core digital platform that will allow better use of data to put information to effective use. And to do so in close partnership with health staff and the people of Wales.

OUR MISSIONS....

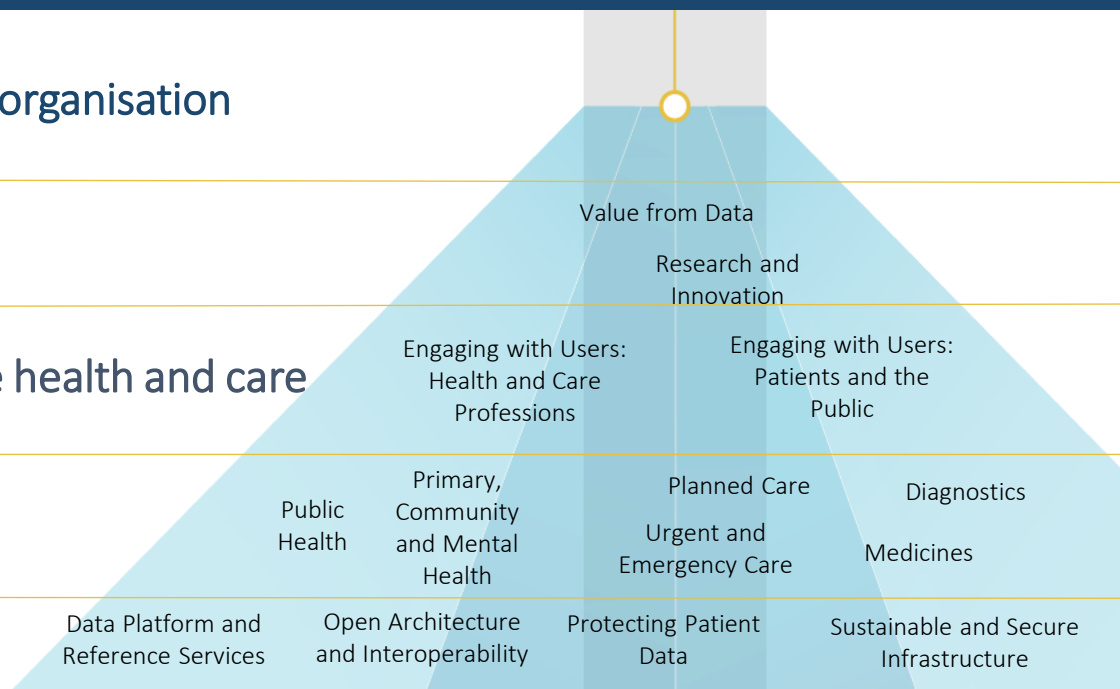
BE the trusted strategic partner and a high quality, inclusive and ambitious organisation

DRIVE better values and outcomes through innovation

EXPAND the digital health and care record and the use of digital to improve health and care

DELIVER high quality digital products and services

PROVIDE a platform for enabling digital transformation



Where we are



Continuing to grow as an organisation

Establishing ourselves as a **trusted strategic partner**

Supporting the delivery of the Welsh Government's national strategic priorities

Delivery of key products – Welsh Nursing Care Record, digital health record

Launching new products and services – NHS Wales app, e-prescribing

Refreshed IMTP with increased ambitions to place a strong focus on how digital and data can improve outcomes, help manage the significant pressure on healthcare services and the longer challenges of an ageing population and more people with multiple conditions.

But in the **context of financial challenges and growing threats** in the digital landscape (supply issues, cost, cyber threats)

Where is the IT industry heading?

- Platforms – Cloud, Data, IT, Cyber
- Components – modular and reusable
- Open Architecture – APIs and services, building blocks
- AI – automation, insights, intelligence, generative
- Product Focus – small agile autonomous teams
- User design – what do users need
- Decarbonisation – efficiency, reduce energy and cost

Challenge: our whole industry is changing, we have to keep pace if we want to be world leading

Opportunity: new products have no 'technical debt' to hold them back



Trends in Digital Health and Care

- Importance of Data
- Digital drives service transformation
- Cyber Security, safe systems, safe data
- Adoption of international standards
- People - Competing for scarce talent
- Money - Affordability and sustainability
- Supporting safe use of AI

Challenge: today's challenges are not going away, this is what we are going to be facing for the foreseeable, we have to adapt.

Opportunity: if we can predict the future, we can plan for it.



Open Architecture and Systems Interoperability



We will operate within a model of interoperability standards that will enable the safe and secure sharing of data, information & intelligence

API Management system

Architectural Vision

Architecture Road-map

Data & Analytics strategy

FASTER : OPEN : SHARING : PROTECTED : PARTNERSHIPS :
INTEGRATION : DATA DRIVEN : COLLABORATIVE : INNOVATION



Reimagining the health and care landscape



OUR APPROACH - PUTTING THE PATIENT AT THE CENTRE

Designed around clinician and patient **user needs**

Working in partnership to create world class digital services for Wales

Working with **health professionals, industry and academia**

Investing in **technology foundations**

Recognising the difference between **national v local needs**

Working in **collaboration with local organisations** to develop **joint plans** to support Wales-wide priorities

Digital Maturity and Usability

Digital maturity is about changing the way we think and work to better reflect the technology we have

Many opportunities for digital to support with system pressures but need to increase uptake and understand what users need

Led by cultural change and new ways of working, supported and enabled by technology

Thinking differently, more efficiently and always with the best possible patient care in mind

Success means shared goals, agreed priorities and jointly developing a blue print and roadmap for delivery



Single Digital Health and Care Record

Where are we today..

Patient Diagnostics in WCB

The Single Record brings together digital projects and services through Welsh Clinical Portal (WCP), including test requesting, results reporting, patient referrals, and management of patient information and assessments.

WCP is live across all Welsh health boards, Velindre Trust, GP Surgeries, Welsh Ambulance and Air Ambulance sites.

Over 35,000 unique users WCP 11% increase

Over 194,000 Welsh GP Records viewed within WCP 14% increase

The challenges

NHS Wales financial context - unprecedented system pressures

Cyber

Technology Legacy

Sustainable funding models

Keeping pace with demand

Driving technology adoption on the frontline

Recruiting, retaining and retraining our talent

The safe use of AI (particularly generative AI) and public trust



Investing in the digital professional

- **Our people** are our greatest asset
- Digital **Leadership**
- Workforce **Review**
- **Workforce development and** transformation
- **High Performing** teams



Next steps

Allowing people to do their best work

- Growing our own
- Clear career pathways
- Succession planning
- Diversity and inclusion
- Trust and respect
- More women in technology
- Agile and flexible working to maximise technical skills available



All Wales Digital Profession Review (10-year forecast)

Framework to develop career paths, development programmes, influence academia, support retention and recruitment and strategic workforce planning across NHS Wales

Diolch Thank you

