



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

BMHP6026_BIRM

Week 2

The Health and Social Care Digital Strategy

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

www.uwtsd.ac.uk

During the session...



**Introduction to
government policy**

**Overview of 'What
Good Looks Like'**

Introduce the NHS App

'A Plan for Digital Health and Social Care'



The screenshot shows the GOV.UK website interface. At the top is the GOV.UK logo and a navigation menu. Below the logo, a breadcrumb trail reads: Home > Health and social care > Technology in health and social care > A plan for digital health and social care. The main content area features the NHS England logo and the text 'Department of Health & Social Care'. A large blue banner contains the text 'Policy paper' followed by the title 'A plan for digital health and social care' in large white font, and 'Published 29 June 2022' at the bottom.

GOV.UK

Menu

Home > Health and social care > Technology in health and social care > A plan for digital health and social care

NHS England

Department of Health & Social Care

Policy paper

A plan for digital health and social care

Published 29 June 2022



Policy paper

A plan for digital health and social care

Published 29 June 2022

Overview

- UK government digital strategy forms the crux of the effort to modernise health and social care, highlighting the importance of digital transformation in improving services, patient outcomes, and system efficiency.
- The plan emphasises digital transformation to enhance health and social care through data-driven solutions and technology.

(Department of Health and Social Care, 2022)

Prevent people's health and social care needs from escalating

Personalise health and social care and reduce health disparities

Improve the experience and impact of people providing services.

Transform performance





Equipping the System Digitally for Better Care

The UK government identifies the need to invest in strong digital foundations in order to deliver long-term transformation with health and care.

The priorities are:





Supporting Independent Healthy Lives

The UK Government believes that enhanced national digital channels will give people more control over their lives.

**Easier interaction
and access to
health and social
care providers.**

**Digital
transformation
that focuses on
building trust
with people and
their families.**

**Scaling digital
health self-help,
diagnostics and
therapies**

Compare booking a GP appointment online vs. by phone - what are the pros and cons?



Accelerating Adoption of Proven Technology

The UK Government believes that a brighter future depends on a stream of transformative technologies being developed and spreading fast through the health and social care system

Systematising
tech research
and
development
(R&D)
partnerships

A diagram consisting of two blue circles connected by a blue plus sign. The left circle contains the text 'Systematising tech research and development (R&D) partnerships'. The right circle contains the text 'Buying tech better across health and social care.'.



Buying tech
better across
health and
social care.



Aligning Oversight with Accelerating Digital Transformation

The UK Government advocates that all Integrated Care Systems (ICS) include digital transformation in all future development plans.

Using our
regulatory levers

The diagram consists of three blue rounded rectangular boxes arranged horizontally, each containing a text label. These boxes are set against a light blue background that features a large, faint arrow pointing to the right, suggesting a process or flow.

Enforcing
standards

Supporting social
care

The 3 Main Barriers.

The UK Government identifies three main barriers to digital transformation in health and care.

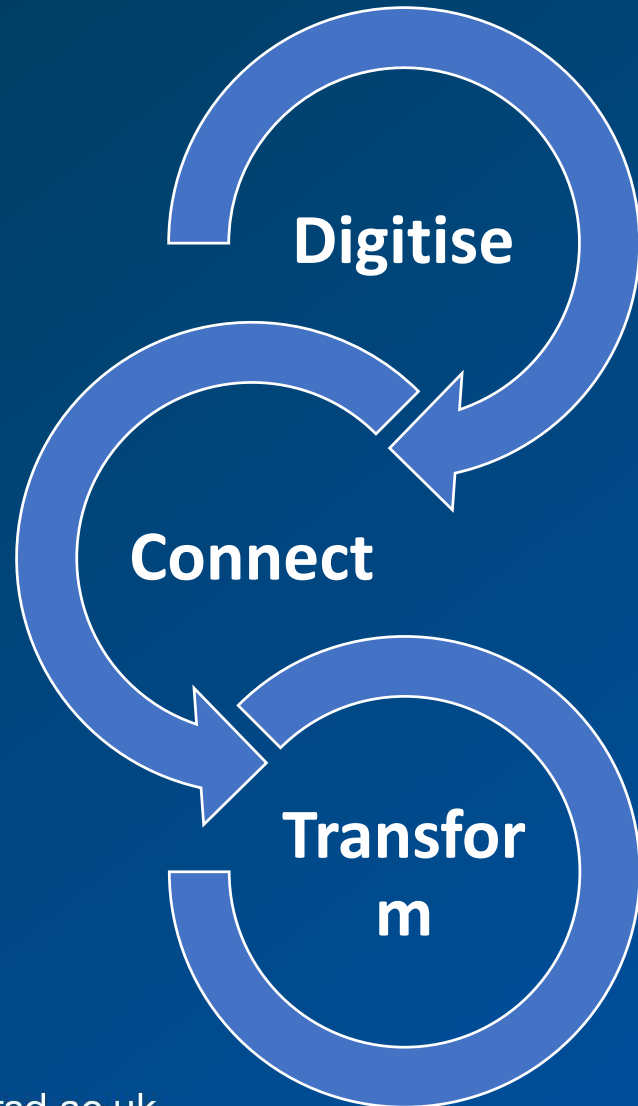
Guidance is not clear enough

It is too challenging for industry innovators to collaborate.

There is a lack of clarity on who pays for what.



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



Action Plan for Delivering a Digital Future

By March 2025 the UK Government hope to complete the first 3 year action plan focusing on three elements.

Activity – Independently or in small groups...

Imagine that you have taken on a new role:
Regional manager of **Hope Care Ltd**, a residential care company
with three locations around Birmingham.

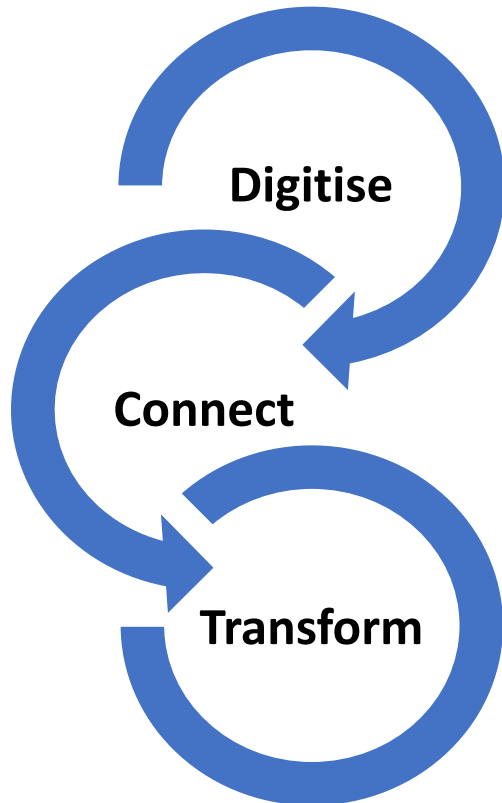
Consider:

- What types of digitisation would you aim to ensure were in place? (What? Why?)
- What types of digital connections would you need to aim to establish? (Who? What? Why?)
- How would optimum digitisation aid to save time and money as well as promoting resident independence?





Feedback on activity - Regional manager of Hope Care Ltd



What types of digitisation would you aim to ensure were in place?

What types of digital connections would you need to aim to establish?

How would optimum digitisation aid to save time and money as well as promoting resident independence?



What does ‘Good’ Digital Transformation look like?

In 2021, the UK government launched the ‘What Good Looks Like- Framework’

“The What Good Looks Like (WGLL) programme draws on local learning.

It builds on established good practice to provide clear guidance for health and care leaders to digitise, connect and transform services safely and securely.

This will improve the outcomes, experience and safety of our citizens.”



What Good Looks Like for Local Authorities(LA's) and Care Providers



The What Good Looks Like (WGLL) framework for adult social care is part of a suite of guidance for digital working across H+SC, developed by NHS England and the Department of Health and Social Care (DHSC). It is structured around the following **7 success measures** for digital working in adult social care services:



(NHS England, 2021)

Success measure 1 – “Well led”

In the NHS:

- An integrated care board (ICB) should have a system wide digital and data strategy that drives ‘levelling up’ and is underpinned by a sustainable financial plan.
- Digital and data solutions should be identified for improving health and care outcomes by regularly engaging with partners, citizen and front line groups.

In LA’s and Social Care:

- An organisation should have a clear vision and credible strategy for how to use digital technology ensures the transformative power of technology is felt throughout an organisation.
- An organisation should ensure staff in leadership positions have the knowledge and skills to deliver digital transformation across the organisation and build digital confidence within your teams.



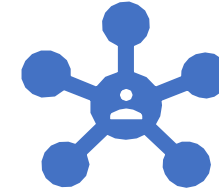


Success Measure 2 – “Ensure smart foundations”



In the NHS:

- Each setting should oversee investment in modern infrastructure to retire unsupported systems.
- Ensure levelling up of the use and scope of electronic care record systems, including using greater clinical functionality and links to diagnostic systems



In LA's and Social Care Settings:

- Each organisation should have modern and secure digital infrastructure, and staff should have reliable access to comprehensive and up-to-date digital records.
- Plan and prepare for changes required in residential settings ahead of the analogue to digital telephone switchover - this might include care alarms, phone systems, CCTV and security alarms if these are analogue-based.

Success Measure 2 – Ensure Smart Foundations

This video
briefly explains
Digital Social
Care Records
(DSCRs)



Success Measure 3 – ‘Safe Practice’

Organisations should maintain standards for safe care, routinely reviewing digital and data systems to ensure they are safe, robust, secure, sustainable and resilient. Digitally-enabled outcome-driven transformation is at the heart of safe care.



England

Data Security and Protection Toolkit

[Register](#) [Log in](#)

Each setting must complete the
DSPT annually

Good data and cyber security means organisations can safely use and share information which can improve care and support for people.

Success Measure 3 - Safe Practice





Activity – Data Protection Policy

Independently or in small groups

- Access the '**Data Protection Policy Template**' from Digital Care Hub - on Moodle week 2

Discuss:

- How effective is this document?
- If you were the manager of a setting, how would you share this digitally?

- Access the '**Data Security Audit Checklist Template**'

Discuss:

- How effective is this document?
- If you were the manager of a setting, how would you share this digitally?

Success Measure 4 – ‘Support people’

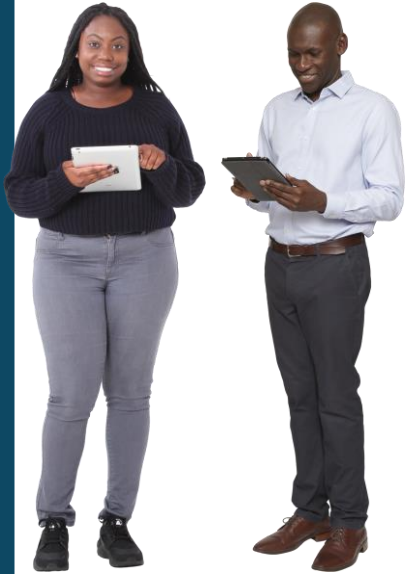
Your workforce should be digitally literate and are able to work optimally with data and technology. Digital and data tools and systems should be fit for purpose and support staff to do their jobs well.

Staff should have the resources to be able to access information flexibly and remotely across multiple wards or sites.



Staff should be given the time and commitment to develop digital confidence and capability,

Success Measure 4 - Support people



Creating opportunities for **peer-to-peer digital learning** can be hugely effective for staff- this may include developing some staff as 'digital champions'.

- Why do you think peer-to-peer learning can be **useful**?
- When and why can it also be highly **ineffective**?





Success measure 5 – ‘Empower Citizens’

A person-centred approach to the design and use of digital technologies can improve people’s quality of life and wellbeing and support independence.

Citizens can access and contribute to their healthcare information, taking an active role in their health and wellbeing.

Care settings should co-produce and personalise care plans with people, actively involving family, friends including virtually or in person.

Technology can play an important role in supporting people’s mental health and wellbeing, helping maintain independence, supporting people to remain connected to their loved ones or communities, or through online access to entertainment, hobbies and learning.

Communicating Through Technology



Success Measure 6 – ‘Improve Care’

Health and care practitioners embed digital and data within their improvement capability to transform care pathways, reduce unwarranted variation and improve health and wellbeing. Digital solutions enhance services for patients and ensure that they get the right care when they need it and in the right place.

Using data to improve care pathways and reduce unwarranted variation.



Provide remote consultations, monitoring and care services, promoting patient choice and sustainability.



Digital solutions enhance services for patients and ensure that they get the right care when they need it and in the right place



Success measure 7 – ‘Healthy Populations’



Having good data to understand and plan for the needs of the population (whether at a community level or individual level) means that we can reduce inequalities and improve outcomes for all people.

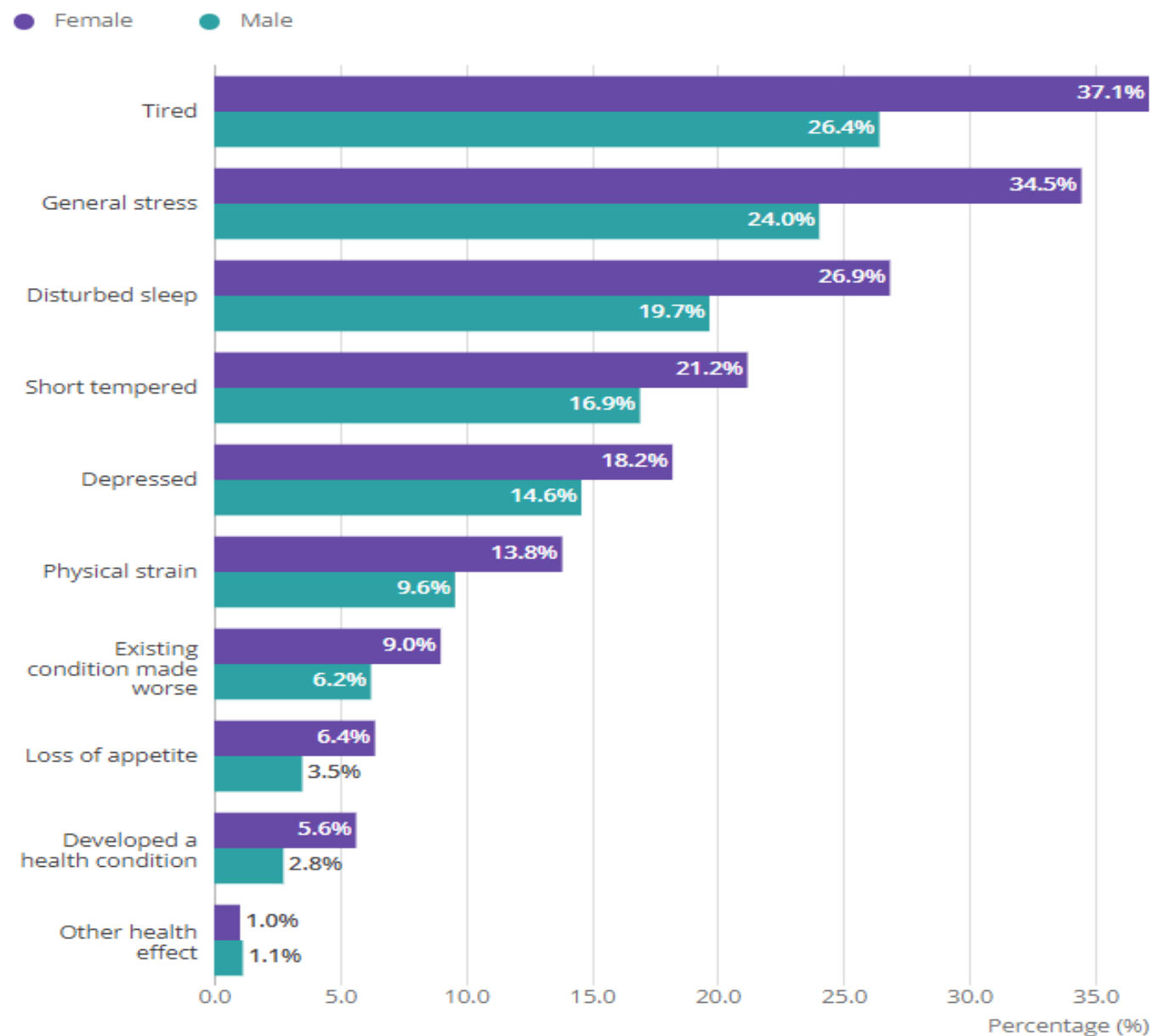
Shared data can support real-world evidencing, for direct care, social care, public health and housing services.





Figure 6: Female unpaid carers were more likely than male unpaid carers to report adverse health effects of caring

Estimated percentage of male and female unpaid carers reporting adverse health effects of providing care, England, 2015, 2017 and 2019





Summary

Four goals of reform:

Prevent people's health and social care needs from escalating

Personalise health and social care and reduce health disparities

Improve the experience and impact of people providing services.

Transform performance

The UK Government plan emphasises digital transformation to enhance health and social care through data-driven solutions and technology.

The plan forms the UK government's effort to modernise health and social care, and highlight the importance of digital transformation in improving services, patient outcomes, and system efficiency.

Policy paper

A plan for digital health and social care

Published 29 June 2022

Summary

- The 'What Good Looks Like' – Framework

The UK Government introduced the 'What Good Looks Like' - Framework - with the central principle that when technology is embedded seamlessly into care and support it can be transformative, improving people's quality of life and ensuring information is readily available to help staff provide the right care in the right place at the right time.





Spotlight Innovation



The NHS App

The NHS App



The NHS App was officially launched in the UK in **January 2019**.

It was developed to provide a digital platform for patients to access a range of healthcare services, including booking GP appointments, ordering repeat prescriptions, and viewing medical records.

As of 2024, the NHS App has over **34 million registered users**, representing around three-quarters of the adult population in England.



The NHS App

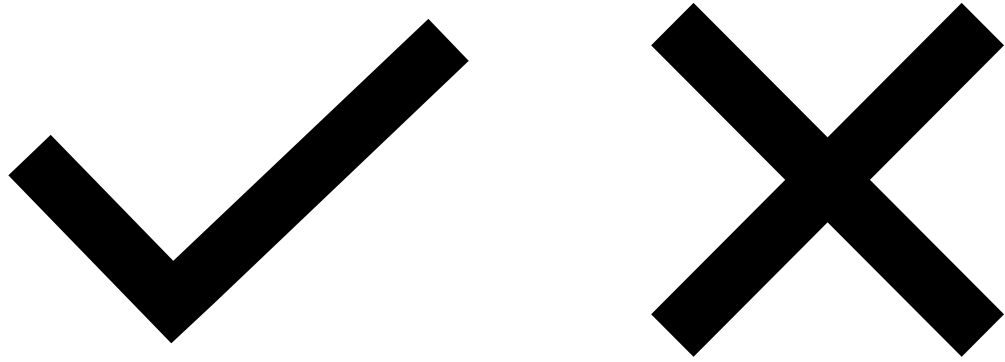


The NHS App



- Free to download via App Store, Google Play, or NHS website
- Available to anyone aged 13+ registered with a GP in England or Isle of Man
- Identity verification required for full access
- With full access you can:
 - Order repeat prescriptions
 - Book and manage GP and COVID-19 appointments
 - View your GP health record (allergies, medicines, test results)
 - Register organ donation decision
 - Use NHS 111 online
- Additional services may include: messaging your GP, managing hospital appointments, accessing care plans, acting on behalf of others
- Secure login with NHS account; option for fingerprint or facial recognition

(NHS, 2025)



The NHS App

- Small group Discussion

- What benefits do you feel the NHS app would have for a patient?
- What benefits could the NHS app have for NHS staff?
- What challenges or barriers could the NHS app present for staff or patients?



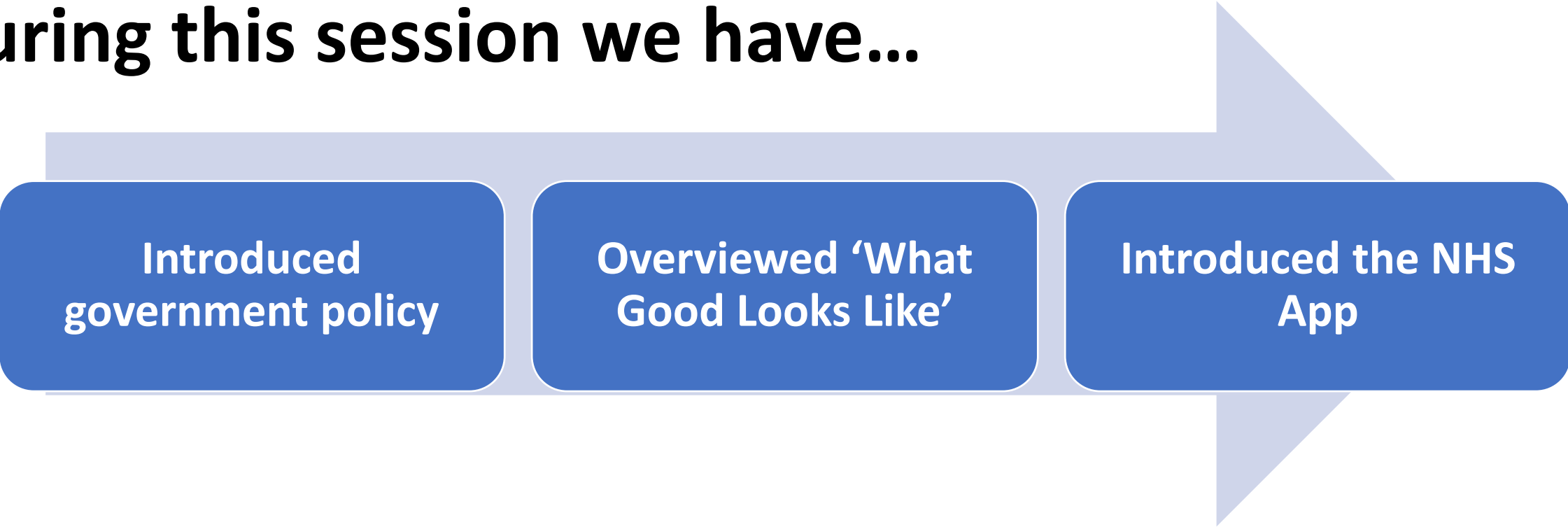


Reflect

- How could the NHS benefit you as a service user and as a professional?
- If your workplace needed a digital champion, would you feel confident to volunteer?



During this session we have...



**Introduced
government policy**

**Overviewed 'What
Good Looks Like'**

**Introduced the NHS
App**

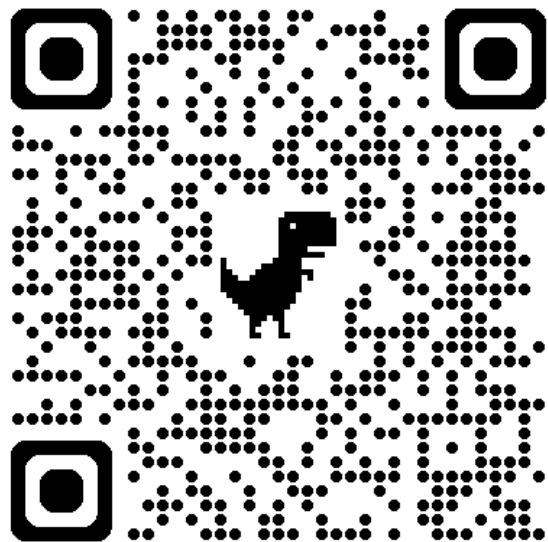


Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

Remember to use UWTSD Resources

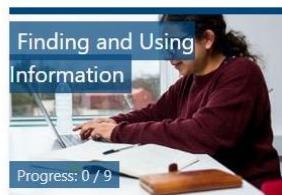
UWTSD Library Support



Academic and InfoSkills

Our Skills programme is designed to create opportunities for students to develop their transferable academic and information skills, facilitating both their academic success and employability. The curriculum covers a wide range of topics – from finding library resources to fake news to managing your online presence.

Our team of Academic Liaison Librarians have developed a series of online Units that allow you to develop your skills anywhere, anytime, to suit you. Click the tiles below to get started:



The UWTSD Library team have provided additional support to help you to develop your research skills. These are available for you to work through at your own pace.

Reference List

- Department of Health and Social Care (2022) *A plan for digital health and social care*. Available at: [A plan for digital health and social care - GOV.UK](#) (Accessed: 2 September 2025).
- Department of Health and Social Care (2023) *Digital working in adult social care: What Good Looks Like*. Available at: [Digital working in adult social care: What Good Looks Like - GOV.UK](#) (Accessed: 2 September 2025).
- NHS (2025) *NHS App* Available at: [NHS App and your NHS account – NHS](#) (Accessed: 2 September 2025).
- NHS Digital (2025) *Data Security and Protection Toolkit*. Available at: [Data Security and Protection Toolkit](#) (Accessed: 3 September 2025).
- NHS England (2021) *What Good Looks Like: A framework for NHS digital transformation*. Available at: [What Good Looks Like framework - What Good Looks Like - NHS Transformation Directorate](#) (Accessed: 2 September 2025).



Prifysgol Cymru

Y Drindod Dewi Sant

University of Wales

Trinity Saint David

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives