



Digital transformation in NHS. The power of new technology is the answer to improve workplace efficiency and employability.

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Speakers Notes for the Presentation Slides – The Impact of Modern Technology on NHS.

Slide 01 – Moodle Name and Moodle Code. Produced by Justyna Cichocka.



Speaker Notes for Slide 01- The following slide shows moodle name and moodle code.

Slide 02 – Presentation Name. Group Members and their Tasks. Lecturer's Name. University's Name. Submission Date. Produced by Justyna Cichocka.

Digital transformation in NHS. The power of new technology is the answer to improve workplace efficiency and employability.

STUDENT NAME	STUDENT ID	TOPIC
1. JUSTYNA CICHOCKA	1916227	Background of the organization
2. KIBIBI BIRAU	1915171	Challenges before introducing modern technology
3. AWLA SEMAKULA	1912740	Insights of modern technology introduced
4. BADMUS ADESHOLA OMOTOSHO	1914925	Impacts of modern technology
5. SUMAYA ABDI	1914517	Lessons drawn from the case study

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DATE: 07/05/2020

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Speaker Notes for Slide 02 – The following slide shows presentation name, the members of our group, tasks which their completed, Lecturer’s name, University’s name, and submission date.

Slide 03 – Presentation Name and Table of Contents.

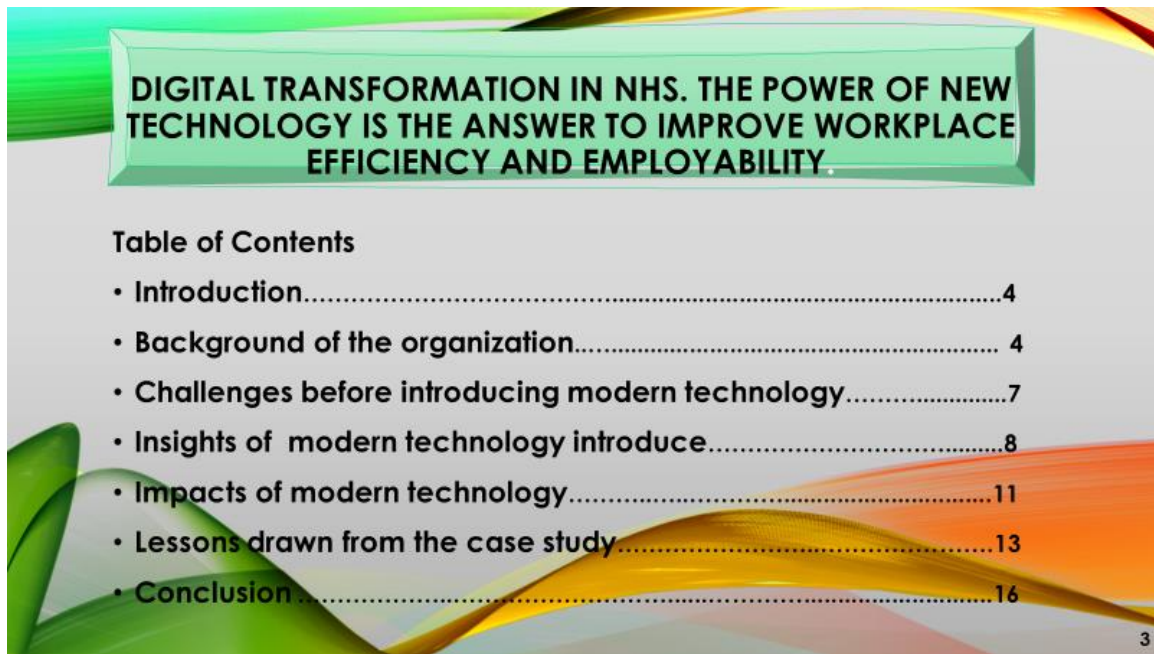


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Speaker Notes for Slide 03 – The following slide shows name of the presentation and table of contents.

Slide 04 – Introduction and Background of the Organization. Produced by Justyna Cichocka.



Introduction

- UK global leader in health care sector
- 21st century is a challenge for NHS
(The Topol Review, 2019)
- 5th biggest employer in the world
- 1.7 million employed by NHS in UK
(Andalo, 2018)

Background of the organisation:

- Aneurin Bevan is creator of the NHS (Brain, 2020)
- Free service began in 1948:
 - hospitals
 - specialist treatments
 - medications & drugs
 - appliances
 - maternity service (Brain, 2020)
- NHS budget is £134 billion by 2019/2020
(Full Fact, 2019)




Speaker Notes for Slide 04- Introduction and Background of the Organization.

- **UK - global leader in health care sector.**

The United Kingdom has the greatest potential to develop an international leadership in advanced technologies in health care sector (The Topol Review, 2019).

- **21st century is a challenge for NHS.**

21st century is an exciting time for NHS to take the chance to gain advantage from innovation technology (Topol Review, 2019). The next two decade presents significant an opportunity to create digital transformation in National Health Service (Topol Review, 2019).

- **5th biggest employer in the world.**

“National health service is the fifth- largest workforce in the world” (Andalo, 2018).

- **1.7 million people employed by NHS in UK.**

NHS provides job for 1.7 million people in UK with employee across England, Wales, Scotland, Northern Ireland. Organization became largest employer in the country (Andalo, 2018).

Speaker Notes for Slide 04 – Background of the Organization.

- **Aneurin Bevan is creator of the NHS.**

On Monday 5th of July in 1948 Aneurin Bevan founded NHS at the Park Hospital in Manchester (Brain, 2020).

- **Free service began in 1948:**

- **hospitals,**
- **specialist treatments,**
- **drugs,**
- **appliances,**

- **maternity service.**

Health care system changed dramatically in 1948. Anyone who was ill could be treated free of charge. Significant development started providing free services such as hospital appointments, special treatment, medications, other services (Brain, 2020).

- **NHS budget is £134 billion by 2019/2020.**

Department of Health announced that NHS budget in England is growing annually. By 2019/2020 will be spent around £134 billion (Full Fact, 2019).

- **Picture¹** - present award of the Health Tech Digital 2019. The winner became GenieConnect® in the category "Best use of Robotics in healthcare" (Warrad, 2019).
- **Picture²** - present Aneurin Bevan, founder of NHS in UK (Morning Star, 2018).

Slide 05 – Aim & Objectives, Scope & Purpose. Produced by Justyna Cichocka.

Aim & Objectives:

- **NHS Digital:**
 - **Deliver Technology Project**
- **Leadership** (The Topol Review, 2019)
- **Improve Patient Outcomes**
- **Adopt Innovations**
- **Learning Environment**
- **Service** (The Kings Founds, 2008)

Scope & Purpose:

- **Core Values:**
 - **Working Together for Patient**
 - **Respect and Dignity**
 - **Commitment to Quality of Care**
 - **Compassion**
 - **Improving Lives**
 - **Everyone counts** (E-Learning for Healthcare, 2020; The Foundation Trust, 2020; The Kings Founds, 2008)

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Speaker Notes for Slide 05 - Aim & Objectives.

➤ NHS Digital:

▪ Deliver technology project

The Topol Review (2019) present project of technological innovations affecting workforce in the NHS over the next twenty years. The report said that by 2040, 80% of modern technology will be implemented in health care such as:

- "Telemedicine,
- Sensors and wearables for diagnostics and remote monitoring,
- Virtual and augmented reality,
- Automated image interpretation using artificial intelligence (AI),
- Predictive analytics using AI,
- Reading the genome,
- Speech recognition and natural language processing (NLP)",

Report provide information that by 2040, 50% of "Interventional and rehabilitative robotics" will be implemented. Another important fact is that report presents 20% of chance to writing the genome by 2040 (The Topol Review, 2019).

➤ Leadership

It is necessity to develop long term market, professional and strong leadership by Department of Health (The Topol Review, 2019).

➤ Improve Patience Outcomes

Maximizing the potential of new innovations could bring significant improvements in patience outcomes, patience care, and raised productivity of healthcare staff (The Kings Founds, 2008).

➤ Adopt digital innovations.

It is important to identify and reduce factors within NHS affecting adoption of digital machines. Implementation digital technologies are going to change NHS incredibly. Quick progression to adopt modern technology and providing guidance for implementation could change existing and future workplace. It is essential to demonstrate potential benefits and advantages of using digital innovations (The Kings Founds, 2008).

➤ **Learning environment**

It is essential to develop learning environment for education and training about innovations for students and staff and provide Investment in high level of research to create current and future an efficient workforce. (The Kings Founds, 2008).

➤ **Service**

The main purpose of digital innovation is to maximizing potential of NHS and deliver high quality health care services easy to access that reflect needs of patients, service users and staff (The Kings Founds, 2008).

Speaker Notes for Slide 05 – Scope & Purpose.

➤ **Core values:**

- **Working Together for Patience**
- **Respect and Dignity**
- **Commitment to Quality of Care**
- **Compassion**
- **Improving Lives**
- **Everyone counts**

Implementation of technological advances have huge impact on NHS core values. It is essential to promote positive change by using digital devices and spreading information through network (The Kings Founds, 2008). Key aspects are compassion, respect and value others and individual differences (E- Learning for Healthcare, 2020; NHS Foundation

Trust, 2020). Adoption to work environmental with different people (E-Learning for Healthcare, 2020). Increase attention and contribute fairly to the work with others discriminated (E- Learning for Healthcare, 2020; NHS Foundation Trust, 2020). Improve access to the information for consumer about benefits of modern technologies could improve wellbeing and patience lives (The Kings Founds, 2008). NHS maximize resources for the benefit of the community and make sure nobody is discriminated (NHS Foundation Trust, 2020).

Slide 06 – Mission & Vision, Current Status & Services. Produced by Justyna Cichocka.

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Mission & Vision:

- **World Class Public Service**
(Castle-Clarke, 2018)

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Current Status & Services:

- **NHS App** (NHS Digital, 2020;
The Topol Review, 2019)
- **Service Management**
(NHS Digital, 2020)
- **Summary Care Records**
(NHS Digital,2020)

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Speaker notes for slide 06 – Mission & Vision.

➤ **World Class Public Service**

Main mission is to become the most successful and respected healthcare in the world. Integrated healthcare organization of choice for local communities. Deliver excellence in healthcare through innovation and collaboration. Working actively with patience to

provide innovative and sustainable technical solutions to help increase productivity, reduce costs, and minimize risks (Castle-Clarke, 2018).

Speaker notes for slide 06- Current Status & Services.

➤ NHS App

The application allows us to register online for GP appointments, order repeat prescriptions, view patient medical records, register as an organ donor, access a range of other services (NHS Digital, 2020). (NHS Digital, 2020) introduced App that offer "healthy living" option that provide advice and range of useful tools to make the best choices about our health and wellbeing such as:

- weight control,
- eat healthy,
- help with stress, anxiety, depression,
- exercise.

The Topol Review (2019), National Cyber Security Centre confirmed that the NHS App has secure login process to keep patient data safe.

➤ Service management

System that support National Health Care includes: NHS e-Referral service (online booking for hospital appointment or clinic with a specialist with choice of place, date, time), spine core, core identity service, hospital episode statistic, GP and prescription dispensing system (NHS Digital, 2020).

➤ Summary Care Records (SCR)

Electronic record that allow to view patient medical history (NHS Digital, 2020).

- Picture ³ present – present smart heart project (Health Innovation Manchester, 2019).
- Picture ⁴ present – Healthcare Digital Technology (Convenzis, 2019).
- Picture ⁵ present – “health medical science, healthcare icon, digital technology, doctor concept, modern innovation” (123RF, 2020).

Slide 07- Challenges before Introducing Modern Technology in the NHS. Produced by Kibibi Birau.

Challenges before Introducing Modern Technology in the NHS.

- **Data dilemma** (accessed, 23 April 2020)
- **Spending wisely** (Lindsay, 1 July 2018)
- **Time consuming** (accessed, 23 April 2020)
- **Equipment** (Small, 2 July 2016)

The services were available to everyone, financed entirely from taxation with the central principle being that people would pay according to their means.

Kibibi Birau 1915171

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Speaker Notes for Slide 07- the following slide shows “Challenges before Introducing Modern Technology in the NHS”.

- **Data Dilemma** - 70 years ago data was stored on paper files but would often go missing as back then they wouldn’t have modern technology as we do now so that they can save files or send via email ,the world we live in has changed and so has the NHS.

- **Financial details** - the NHS spent wisely as their financial funding didn't incur much financial cost as compared to today's current data, they however implemented private NHS and the charge on dental prescriptions and also charge on perceptions, yet still 7 decades on health care remains free.
- **Data analysis** – a problem that they would've had with their data analysis is that they wouldn't of had the modern machines that we do nowadays which would slow progress of life expectancy and would affect their finical budget as they would be spending money on medicines that was not accurate for the job
- **Equipment** - In 1946, the NHS was born, the machines ultra sounds, scanning machines and MRI machines had not yet been invented they had to use an x ray machines as that was the most precise way that they could diagnose and treat their patients.
- **Time consuming** - they had no resources to connect with other NHS staff such as email, mobile phones, television, and adverts however they could hold meetings and circulate news via newspapers, post, radio.

Slide 08 – Insight to the modern technology introduced in the NHS.



Speaker Notes for Slide 08- The following slide shows task name. Slide produced by Awla Semakula.

Slide 09 – Here is a list of modern technology used in the NHS.



Speaker notes for slide 09- The following slide shows list of modern technology used in NHS.

Computer/laptops are a different way the NHS have brought modern technology into the healthcare system. Having access to computers can allow doctors to access information, where they can look up symptoms and will be able to give the best outcomes for patients. (Majeed, 2003)

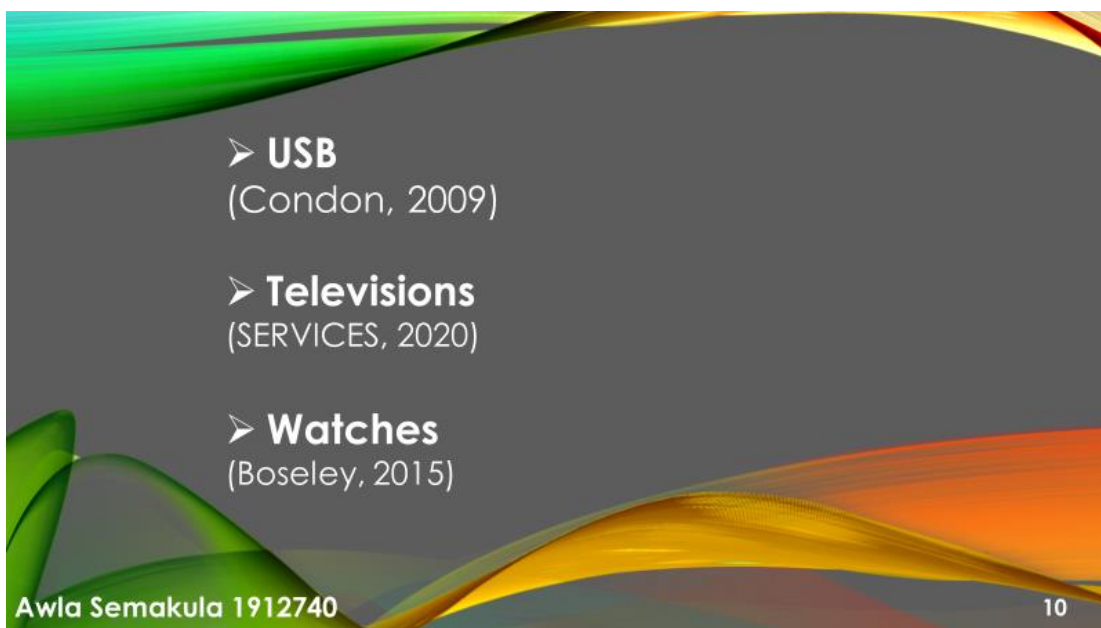
The NHS has also introduced electronic prescription. E-prescribing allows patients to get quick and easy access to their medication, it also allows doctors/pharmacist to check and send prescriptions quickly and efficiently so they can potentially have more time accomplishing other tasks. (carecloud, 2020)

NHS 111 online is an online service which allows people to enter their personal information and any symptoms that they may be having, then receive professional advice

on what precautions they should next. For example, depending on how the individual is feeling at the time, they can be advised to go to the hospital or manage symptoms at home. (SERVICES, 2020) (NHS, 2020)

The NHS app was introduced to help deliver a simple and safe way to access the NHS service on a smartphone as well as managing appointments at their GP practice in more convenient environment. (NHS, 2020) (Digital, 2019)

Slide 10 – List of modern technology used in NHS



Speaker Notes for Slide 10 - The following slide shows list of modern technology used in NHS.

A USB stick is used to store data and private information in the national healthcare service. This also allows patients to store their own personal medical records in a safe and secure database. It is secured with passwords to insure no one can access them. (Condon, 2009)

Telephones were introduced to the NHS to help staff communicate between each other and around the hospital. Before telephones were invented, people were using “pagers,

overhead announcements and even shouting down hallways sometimes depending on the critical situation” as it states on the Children’s Hospital Association site. Telephones have helped create a much calmer environment throughout the hospitals. (association c. h., 2016).

Televisions help people monitor what is going on around the world which can be informative in the health care service. It can also improve customer satisfaction as patients wait in the waiting room in a hospital/GP practice to be seen by a doctor/healthcare worker. (SERVICES, 2020) (Digital, 2019)

Watches have also been one of the latest modern technologies that has been introduced to the NHS. There are different ways watches have been introduced in the healthcare setting. For example, apple watches. Apple watches help monitor daily activities and vital signs. This can prompt a healthy lifestyle or help identify any health warning signs. (Boseley, 2015)

Slide 11 – The Impact of Technology in NHS. Advantages

**THE IMPACT OF TECHNOLOGY IN NHS
ADVANTAGES**

- Makes working easier.
- New method of communication.
(Jones,2018).
- Fast performance .
- Improve the service .
- Improved the drugs management and distribution.
- Improved the quality of life.
(Muhammad2019)
- Improved public health knowledge .
- Treatment online .
- Automatic machine treatment.
- Saves lives.
- Predicting epidemics.
- Preventable death.
- Creating new drugs.
- Assessment to rural areas.
- Outpatient cost reduced.
- Records and data safe and protected.
(Raul,2017)
- Improved medical knowledge.

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Speaker Notes for slide 11 – The following slide shows the Impact of Technology in NHS. Advantages. Speaker Notes was not provided. However, referencing list was provided.

Slide 12- Disadvantages

DISADVANTAGES

- Over cost of treatments. (Muhammad2019).
- Not always accurate.
- Exposed to hackers.
- Radiation.
- Treatment online without check up.
- Human errors in operating machines.
- Health information loss or stolen with computer ,mobile phones .
- Faulty machines.
- Health data breaches. (Newman2018) (blog.vsiecurity.com 2018)
- Rural areas impact . (Hewitt.M.E. 1989)

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Speaker Notes for Slide 12 – Was not provided. However, referencing list was provided.

Slide 13 – Lessons drawn from the case study.

Lessons drawn from the case study

Modern technology is now preferred in the NHS to prevent consuming time. Prior to the use of modern technology NHS, used other techniques to communicate between colleagues and also between service providers and service users which didn't rely so much on technology such as:

- Forms
- Telephone
- Visiting the facility e.g. hospital, GP or clinic

In the modern day, technology is relied on much more regarding the NHS, allowing both service providers and users to easily communicate and access records or information where necessary. Modern day technology includes

- Telephone e.g. 111 service
- Automated service
- The NHS website
- Touch screen systems to book into appointments

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Speakers Note for Slide 13- Before and after modern technology

Prior to modern technology, NHS used non-technology-based and technology-based methods to communicate between colleagues and between service providers and users such as:

Forms – Prior to the enhancement and improvement of technology, much of the data would be paper-based, applications would be filled out for example moving GP's.

Telephone – Making telephone calls would be one of the limited ways to make, cancel or reschedule appointments.

Visiting NHS – Extremely confidential data, for security reasons was preferred to be told in person, people would visit the GP, hospital or clinic to receive test results and other confidential information.

Modern Technology now allows service providers and users to easily communicate and access records or information where necessary using more computerized methods.

Telephone – Over the phone medical consultations and advice e.g. 111 service.

Automated service – Options on the reasons for calling are available before speaking with receptionists. Internet – medical information and advice is also given online; people can always look up their symptoms online using www.nhs.uk On screen booking systems – some medical practices have an on-screen system to mark your arrival or direct you to the correct waiting area (Hollins,2020).

Slide 14 – – Lessons drawn from the case study



Modern technology isn't only in demand and used more frequently just because it is less time consuming, it is also favored for other reasons such as:

- Encouraging teamwork between colleagues
- Opening up new positions/roles within the NHS
- Allows NHS to carry out new data research improving their care
- Safety of data, when information is stored in computers it is there until deleted
- Empowering service users/patients
- New technology helps to improve the delivery of service or care

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Speaker Notes for Slide 14- the following slide shows lessons drawn from the case study.

Importance of modern technology

Teamwork/new opportunities – easier to communicate and share files, encouraging work ethic, teamwork and also introduce new job roles.

Improved data research – improved equipment allows better chances for data research and improved healthcare delivery.

Empowering service users – encourages control over our own health care by being able to access our own data or test results online, by telephone or through automated services. (The Health Foundation. 2020).

Slides 15 – the following slide shows lessons drawn from the case study.

Technology has been improving the way we do things and how clear and accurate they may be generally in the world, within organizations and surely the NHS. Without technology or lack of technology most likely will face difficulties such as:

- Errors or losing data
- time consuming
- Forcing medical experts to do more work in less time, Put pressure on doctors, nurses and health care practitioners to see patients.
- Without the new and improved tech tests or analysis would prove less sufficient or accurate such as MRI, ultrasound, CT scan
- creating a lack of or slower communication between colleagues
- Making patients will be extremely reliant on healthcare providers.
- Lack of or slower communication

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Speakers Note for Slide 15 – the following slide shows lessons drawn from the case study. Impacts of lack of modern technology

Loss of data – storing information that is paper based may lead to data being misplaced or lost. Technology is able to store data longer and only be accessible using passcodes and usernames which demonstrate data protection.

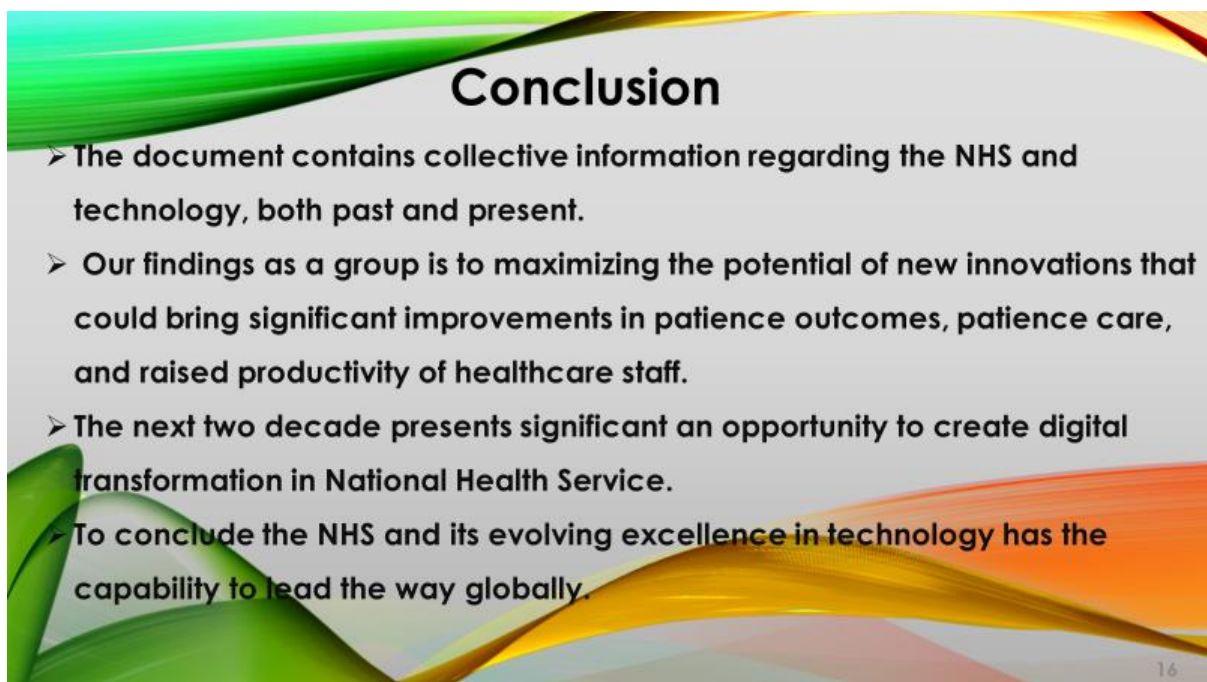
More time consuming – sending applications and getting replies quicker or even immediately and from anywhere.

Pressure on healthcare professionals – technology takes the burden of seeing so many patients in a day away from health care professionals.

Insufficient/less accurate analysis – less errors are made with computerized systems, meaning less chance of incorrect data or analysis being processed.

Slower communication – Modern technology provides apps for colleagues to access to their schedules/ to do lists, while able to interact with other staff and patients are able to interact with staff. (Aims Education, 2020), (Healthcare Technology, 2020).

Slide 16 - Conclusion

The slide features a background with abstract, flowing green and yellow waves. The title 'Conclusion' is centered at the top in a large, bold, black font. Below the title, there are four bullet points, each preceded by a right-pointing arrow. The text is in a bold, black font. The slide number '16' is located in the bottom right corner.

Conclusion

- **The document contains collective information regarding the NHS and technology, both past and present.**
- **Our findings as a group is to maximizing the potential of new innovations that could bring significant improvements in patient outcomes, patient care, and raised productivity of healthcare staff.**
- **The next two decade presents significant an opportunity to create digital transformation in National Health Service.**
- **To conclude the NHS and its evolving excellence in technology has the capability to lead the way globally.**

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Speakers Notes for Slide 16- the following slide shows conclusion.

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