

DIGITAL TRANSFORMATION IN HEALTH AND SOCIAL CARE

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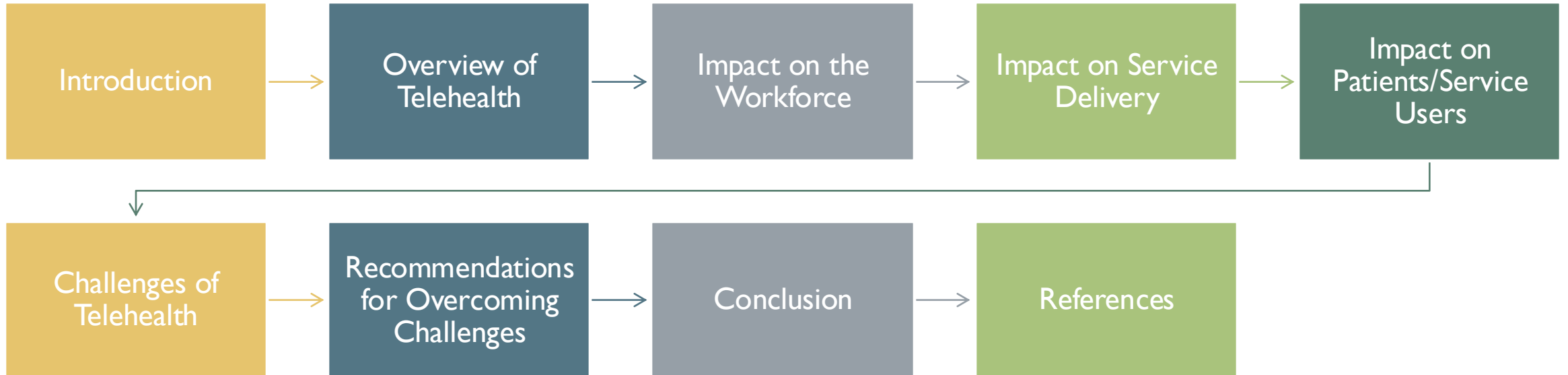
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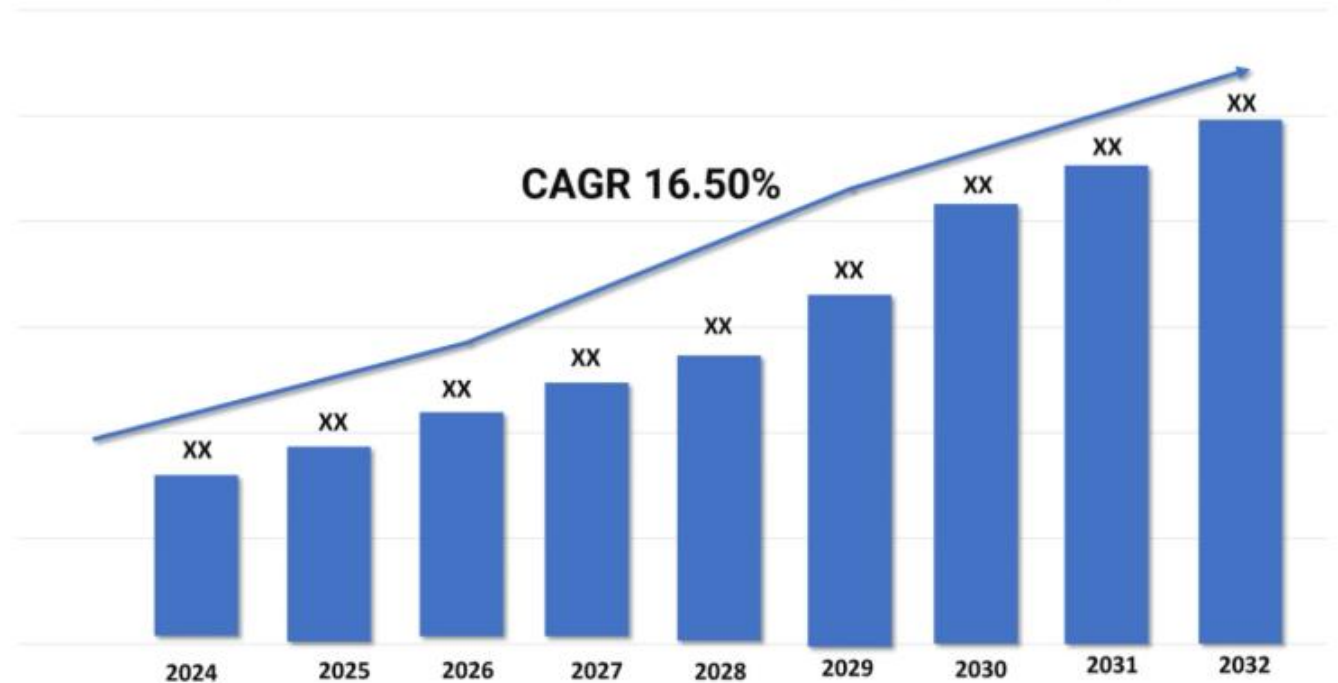
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INTRODUCTION

- Brief introduction to **Telehealth** (Gobburi et al., 2025)
- **Importance** in digital transformation
- **Focus Areas:** workforce, service delivery, patient outcomes
- Outline of the presentation

UK Digital Health Market Size, 2024 to 2032 (USD Billion)



Source: (BioSpace, 2024)

OVERVIEW OF TELEHEALTH

- **What is Telehealth?**
- **Key features:** remote consultations, video conferencing, mobile apps, monitoring
- **Technologies used in Telehealth**
- **Example:** NHS Attend Anywhere, GP video consultations (Shaw et al., 2021)



Source: (Molineux, 2022)

IMPACT ON THE WORKFORCE



ROLE CHANGES: NEW ROLES
LIKE DIGITAL NURSE, VIRTUAL
CARE COORDINATOR
(BORROMEO ET AL., 2025)



**DIGITAL SKILLS
REQUIREMENT:** IMPORTANCE
OF DIGITAL LITERACY (ISIDORI
ET AL., 2022)



COLLABORATION: ENHANCED
INTERPROFESSIONAL
COMMUNICATION THROUGH
DIGITAL TOOLS



TRAINING: NHS DIGITAL
ACADEMY AND OTHER
UPSKILLING INITIATIVES

IMPACT ON SERVICE DELIVERY

- **Access:** Improved access, especially for rural/underserved communities
- **Efficiency:** Reduced waiting times, no need for in-person visits
- **Chronic care:** Better management through remote monitoring (El-Rashidy et al., 2021)
- **Barriers:** Digital exclusion, internet access



IMPACT ON PATIENTS/SERVICE USERS

Convenience: Healthcare access from home

Chronic disease monitoring: Continuous remote monitoring

Infection risk: Reduced risk of exposure during pandemics

Challenges: Lack of personal connection, digital literacy issues (Campbell, 2023)



CHALLENGES OF TELEHEALTH

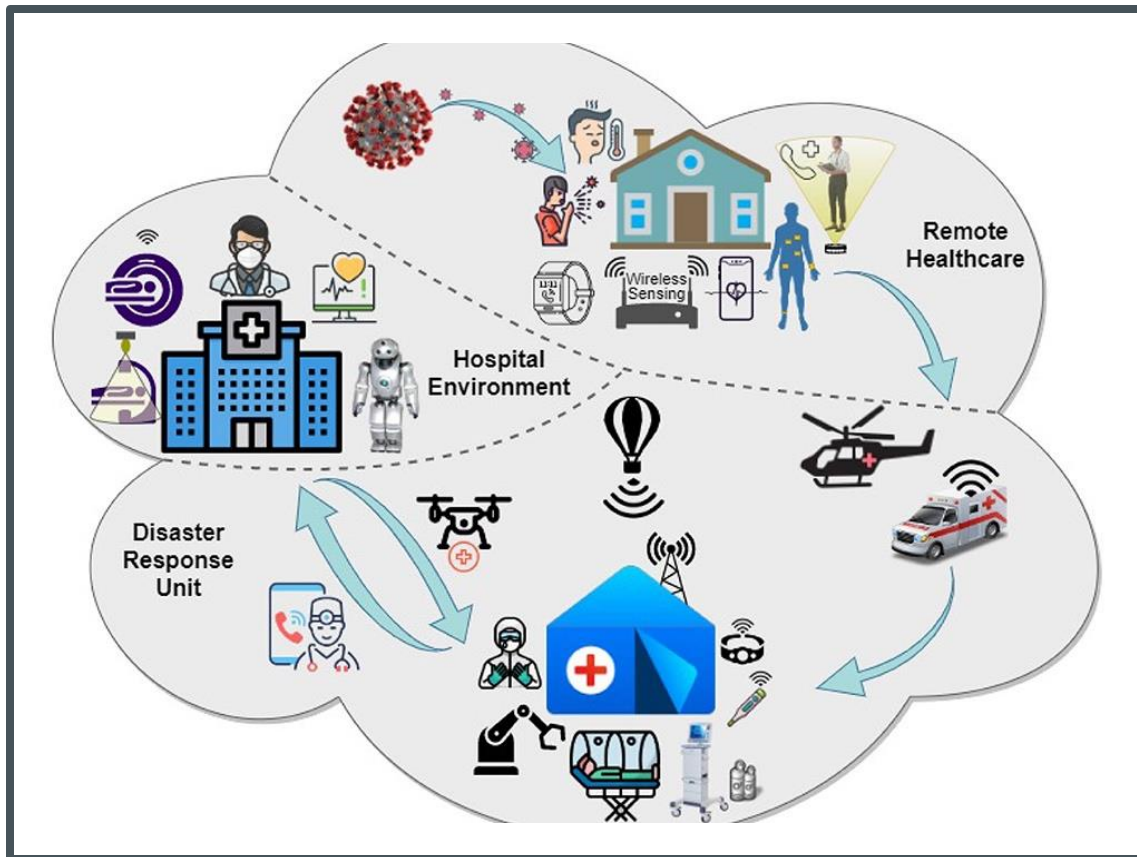
Digital exclusion: Limited access for certain populations

Resistance: Healthcare worker resistance to digital tools

Technological failures: System malfunctions, data privacy issues (Dhirani et al., 2023)

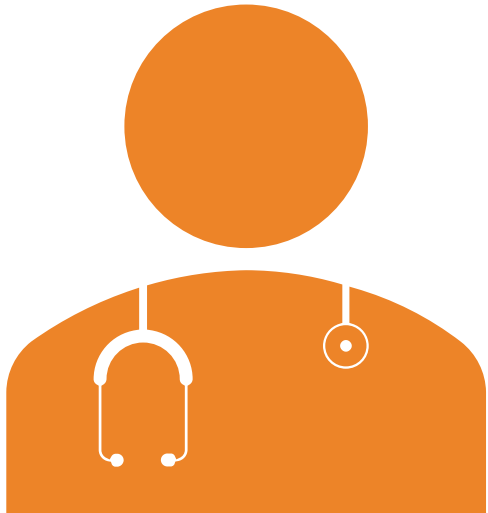
Interoperability: Challenges with integrating systems

RECOMMENDATIONS FOR OVERCOMING CHALLENGES



- **Invest in digital infrastructure** to ensure equitable access
- **Ongoing digital training** for healthcare workers
- **Improve system integration** for better data flow
- **Focus on digital inclusion** initiatives for underserved populations

CONCLUSION



- **Key findings:** Telehealth's impact on workforce, service delivery, and patient care
- **Future potential:** Long-term sustainability of Telehealth in the UK
- **Challenges:** Addressing digital exclusion, workforce training, system integration
- **Final thoughts:** Importance of overcoming challenges for broad adoption

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THANK YOU