

HOW NHS USES MODERN TECHNOLOGY TO IMPROVE EFFICIENCY?



INTRODUCTION AND ORGANISATIONAL BACKGROUND

- NHS, UK is independent body comprising overseas health-care
- NHS has 7 regional teams, which support local health-systems to ensure best performance (England.nhs.uk, 2020)



ORGANISATIONAL BACKGROUND (CONTD..)

- NHS provides services to all citizens of United Kingdom, based upon their health-care and medical care requirements rather than those citizens' ability to afford those services (Netdoctor. uk, 2019)
- NHS-commissioning board consists of many regional offices, which commission healthcare-services

ORGANISATIONAL BACKGROUND (CONTD..)

- Territorial boards of NHS aim at protecting health of populations of specific territories (Bma.org.uk, 2020)
- NHS provides secondary-health services for meeting critical care needs of local people

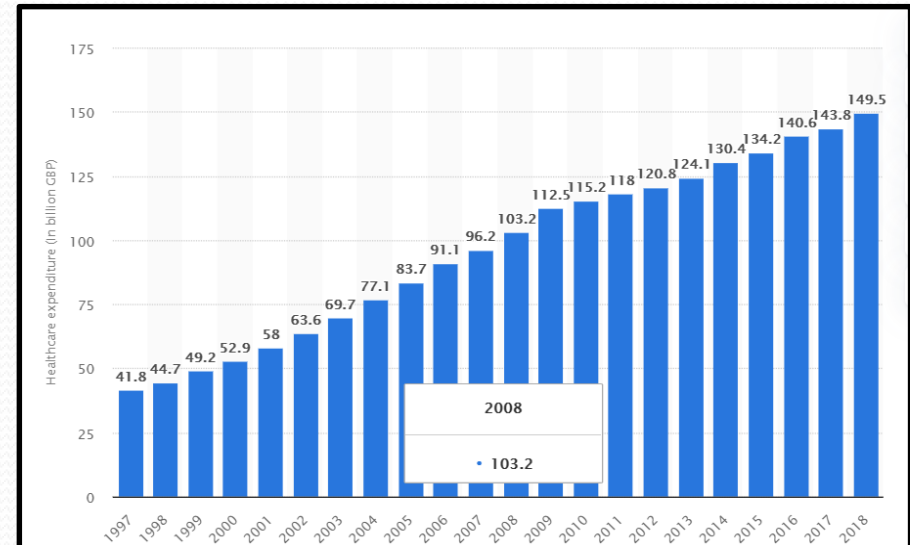


Figure 1: Rising health-expenditure shows rise in health-care demand
(Source: Statista.com, 2018)

ORGANISATIONAL BACKGROUND (CONTD..)

- NHS oversees planning, day-to-day operations, budget and delivery of Department of social and health-care
- NHS services involve different services, which include:
- Ambulance Trust for managing emergency care
- Acute trusts for providing specialised care (Nhs. uk, 2020)

CHALLENGE BEFORE INTRODUCING TECHNOLOGY

- A rise in ageing population had become the main factor for rising pressures (Bbc.com, 2020)
- Care for people belonging to ageing population needs huge expenditure and huge support from staff; however, NHS did not have enough equipment or staff.

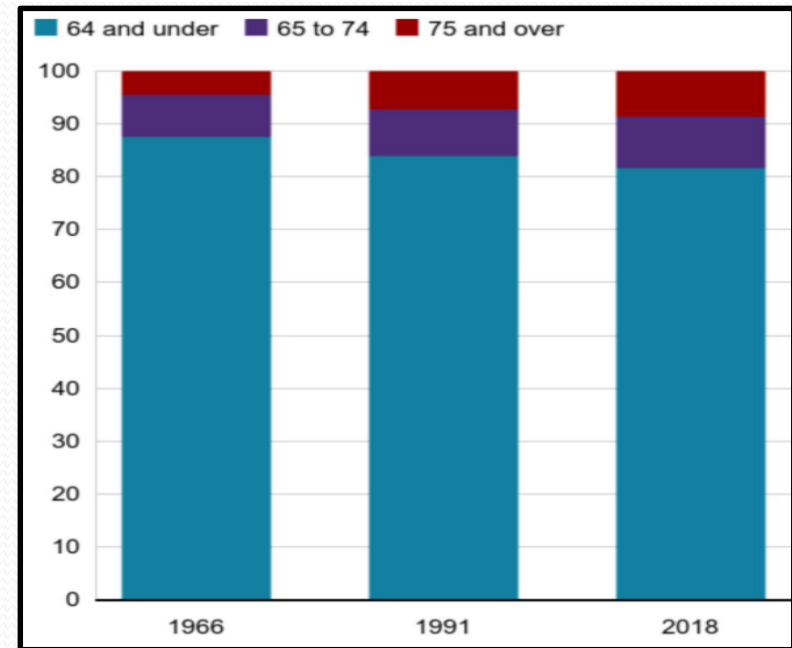


Figure 2: Percentage of ageing population
(Source: Bbc.com, 2020)

CHALLENGE BEFORE INTRODUCING TECHNOLOGY (CONTD..)

- As discussed earlier, NHS has been facing significant resource and staff shortage, and it made NHS to rethink their ways of performing activities and operations.
- Adoption of technologies was essential to ensure that all citizens can still get access to healthcare-services (Openaccessgovernment.org, 2018)

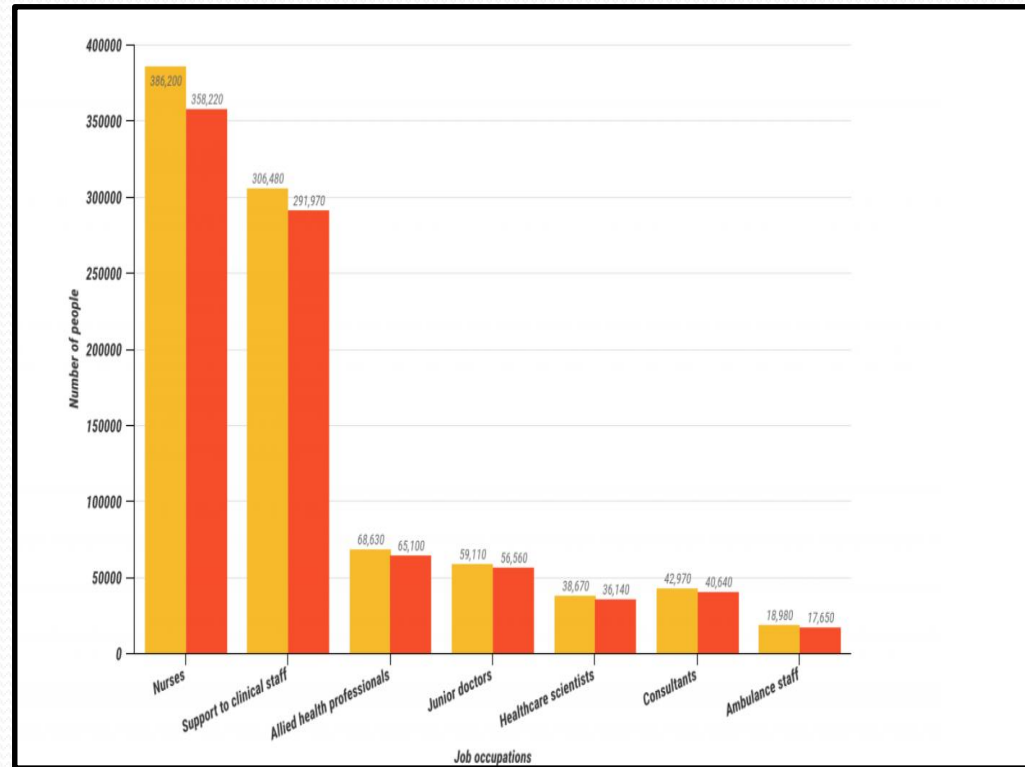


Figure 3: Staff-shortage in NHS
(Source: Openaccessgovernment.org, 2018)

CHALLENGE BEFORE INTRODUCING TECHNOLOGY (CONTD..)

- There was a significant increase in waiting time for routine-surgeries, and approximately 92% of patients had to wait for elective medical care services from GPs (Health.org, 2019)
- Most patients had to experience delays in their critical conditions, which caused them to sue NHS.

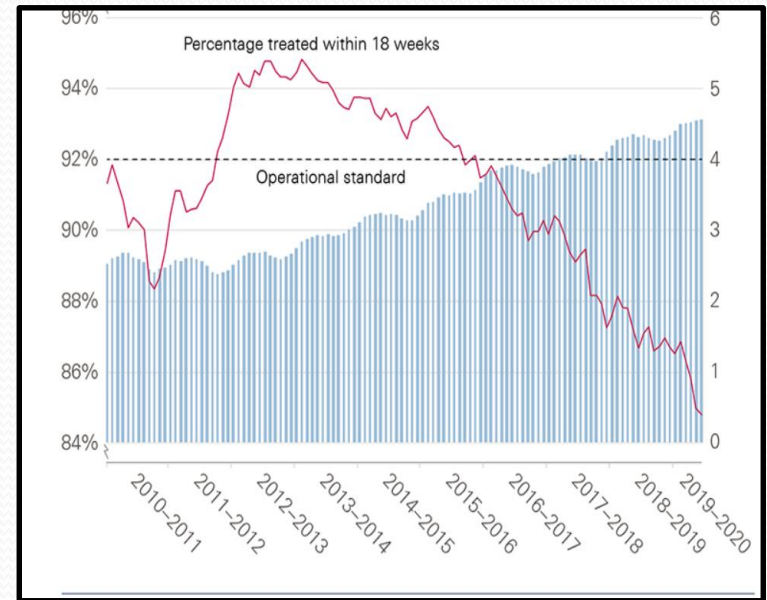


Figure: Increase in waiting-time
(Source: Health.org, 2019)

CHALLENGE BEFORE INTRODUCING TECHNOLOGY (CONTD..)

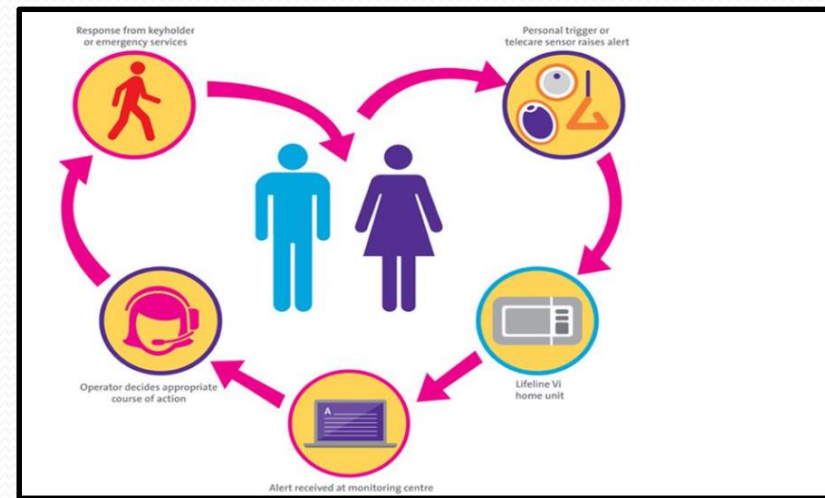
- NHS has found that one of main reasons for an increased waiting time can be time spent in travelling (England.nhs.uk, 2019)
- Therefore, it required them to come up with an advanced technology to address growing health-care requirements of patients.

CHALLENGE BEFORE INTRODUCING TECHNOLOGY (CONTD..)

- NHS laboratories are also facing different challenges as there is an increased pressure on laboratories with an increase in life-expectancies
- NHS laboratory-information-management-system helps in generating faster results (Epmmagazine.com, 2020)

INSIGHTS INTO TECHNOLOGY

- NHS has embraced technologies in various fields of its operations to increase efficiency of providing health and medical care services
- For instance, patients, who are suffering from Dementia have been provided with facilities of telecare-devices, which monitor their well-beings in homes (England.nhs.uk, 2020)



INSIGHTS TO TECHNOLOGY (CONTD..)

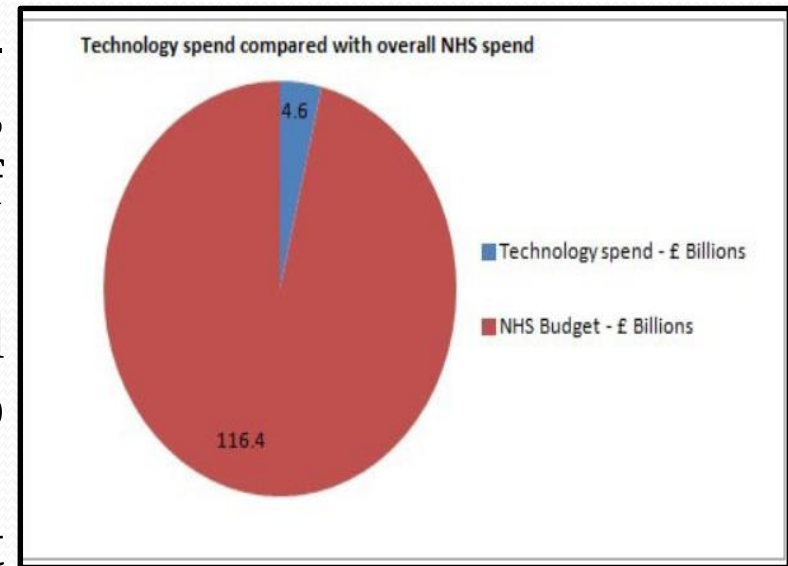
- Technology-enabled health-care system was a strategic move by NHS to commission and plan its resources in an effective manner.
- NHS has collaborated with Accenture for creation of digitalised ways for providing best care-services (Accenture.com, 2020)

INSIGHTS TO TECHNOLOGY (CONTD..)

- NHS has started providing adequate training to clinicians, GPs and nurses for providing them with an opportunity to enhance their digital skills
- Apart from this, It has launched various applications for their patients such as "Red Book" for improving their lives.

INSIGHTS TO TECHNOLOGY (CONTD..)

- According to Avramova-Todorova and Todorov (2019), digital-technologies in health-care systems can increase cost-effectiveness of delivery of care-services
- As NHS is currently facing fund shortage to provide services to chronic disease survivors, technology would be helpful to cut down certain expenditures



IMPACT OF TECHNOLOGY

- As discussed previously, NHS has embraced different technologies such as video consultations, remote meeting and telehealth services (England.nhs.uk, 2019)
- These helped it to provide proper support and consultations to patients and to local GPs



IMPACT OF TECHNOLOGY (CONTD..)

- A great attention has been paid to ensure well-being of people working under NHS system
- For this, NHS has started providing facilities of online consultations to GPs and hospitals in their home-environment with comfort (England.nhs.uk, 2019)

IMPACT OF TECHNOLOGY (CONTD..)

- AI healthcare-technologies introduced by NHS nowadays help patients to self-manage their health (Aomrc.org.uk, 2019)
- For instance, NHS has started notifying its patients regarding their routine-checkups by recording their previous data



IMPACT OF TECHNOLOGY (CONTD..)

- NHS has introduced digital database for engaging patients suffering from long-term diseases with management to provide personalised-service (Telegraph, 2016)
- This digital-database helped health-care organisations under NHS to provide best services to patients

LESSON FROM STUDY

- I have learnt that it has become crucial to harness technologies for improving efficacies in every field of health-care systems
- NHS has been facing a lot of challenges prior to adopting advanced health-care technologies

LESSON FROM STUDY (CONTD..)

- I have also learnt that digitisation of health-care services not only includes digitisation of services provided by doctors and hospitals; however, laboratories also need immediate reform ((Epmmagazine.com, 2020)



LESSON FROM STUDY (CONTD..)

- With an enhancement in life expectancies by patients, their expectancy to get adequate support from medical care organisations have increased
- Patients with long-term diseases like Dementia need constant support

CONCLUSION

- Finally, it can be concluded that, every health-care organisation, GP and doctor have been benefited by NHS's proposed technologies, which keeps them satisfied
- Technologies enabled health-care organisations to provide virtual services

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