

Care in the Digital Age

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To achieve our aims, and ultimately our vision, we are focusing on six priority areas:



Digital access:

- ◆ People have flexible digital access to information, their own data and services that support their health and wellbeing, wherever they are.

Digital skills and leadership:

- ◆ Digital skills are seen as core skills for the workforce across the health and care sector.

Digital services:

- ◆ Digital options are increasingly available as a choice for people accessing services and staff delivering them.

Digital futures:

- ◆ Our wellbeing and economy benefits as Scotland remains at the heart of digital innovation and development.

Digital foundations:

- ◆ The infrastructure, systems, regulation, standards, and governance are in place to ensure robust and secure delivery.

Data-driven services and insight:

- ◆ Data is harnessed to the benefit of citizens, services and innovation.

Pandemic and disruptive change to service delivery

- Sudden shift to **home working** using video conferencing
- The shift from face to face appointments to Near Me, **video consultations**
- Communication through ipad and upgraded wifi in care settings
- Growth in **digital self help guides** – from NHS Inform to CBT therapies
- Experience of **self-booking vaccination appointments**

Delivery Plan



Scottish Government
Riaghaltas na h-Alba

Care in the Digital Age: Delivery Plan 2022-23

Scotland's Digital Health and Care Strategy

Scottish Government and COSLA

COSLA

Digital Health & Care Scotland

- Initially aimed at those working in health and care
- Annual updates to be applied
- Further mapping of key systems with contract management milestones
- Future link to Annual Delivery Plans
- Updated for 2023-24



Digital Foundations:
NIS Audits – ensuring ongoing resilience of our current state (NHS)

Digital Services:
Existing telecare services – community safety, wellbeing checks, fire safety

Digital Skills & leadership:
Digital maturity assessments; Skills audits

Digital Futures:
Sponsorship of DHI; International Engagement

Digital Services:
Converging vaccines delivery across Scotland

Digital Services:
Proactive telecare (outbound calls, wellbeing checks)

Digital Services:
NHS 24 App (self care guides, Inform)

Data-Driven Services & insight:
National Clinical Data Store

Digital Foundations:
Business systems

Digital Futures:
Digital telecare (ARC)

Digital Futures:
Theatre Optimisation (scheduling)

Digital Access:
Preventing Drugs deaths – digital lifelines

Digital Foundations:
NHS Winter Planning/Recovery Work (e.g. O365 across health & local gov)

Digital Access:
Digital inclusion – housing & mental health (skills, devices, data)

Digital Foundations:
Enhancing capability in the housing and social care sector

Digital Access:
Virtual access to care (e.g. Near Me)

Digital Foundations:
Driving improvements in information governance

Data-Driven Services & insight:
SEER Platform – improving MI

Data-Drive Services & insight:
Robust standards; automation; BI; Cloud strategy; Data Strategy

Digital Foundations:
Digital Identity

Digital Services:
Connect Me – managing conditions at home

Digital Foundations:
Developing excellence in cyber

Digital Foundations:
National digital platform (data hosting/access)

Digital Access:
NHS Inform & Care Information Scotland redesign

Digital Skills & leadership:
Competency frameworks

Digital Skills & leadership:
Masters course in leadership

Digital Foundations:
Close down Covid Activity & transition

Digital Futures:
Implementation of ANIA pathways/ Innovation Design Authority

Digital Skills & leadership:
tool for measuring staff digital and data literacy skills

Digital Access:
Digital front door

Citizens have access to, and greater control over, their own health and care data and access to the digital information, tools and services they need

Services built on people-centred, safe, secure and ethical digital foundations

Secure access to data for planners, researchers and innovators to increase efficiency and develop new and improved ways of working.

Digital Services:
Digital First approach to service delivery

Data-Driven Services & insight:
All activity underpinned by MI, patient access etc.

Digital Foundations:
Ongoing investment in core capabilities

Digital Futures:
Continue to innovate

Digital Access:
Virtual access to care (e.g. Near Me)

Digital Skills & leadership:
Digital thinking as foundational skill



Data Strategy Consultation

**Data Strategy for Health and
Social Care: Consultation
Paper**

May 2022




- Public consultation over summer plus 70 engagement sessions
- Over 160 responses received
- Key messages reflected in emerging themes
- Planning publication in early 2023

Strategy Themes



Ethical Approaches to Data

Data Access



Industry, Innovation & Research

Technology & Infrastructure



Information Governance & Security

Skills, Talent & Culture



Data Standards & Interoperability

National Information Governance Programme

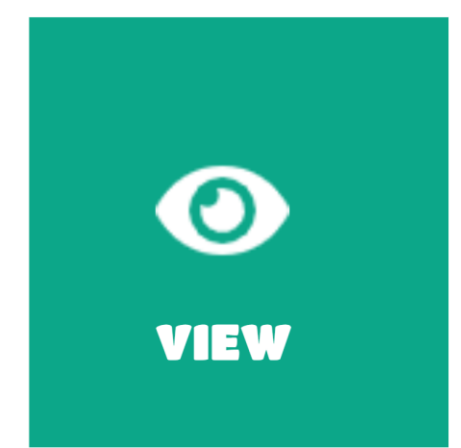


National Information
Governance
Programme

Commitments within Care


- NCS and information sharing regulations
- NCS commitment to co-design services including on integrated records
- Joint work with LGDO on telecare services preparing for the analogue to digital switch by December 2025
- Testing pro-active telecare with promising, early results
- Improving and using data to inform service innovation and developments
- Digital Front Door for health and care

Digital Front Door - Health and Care



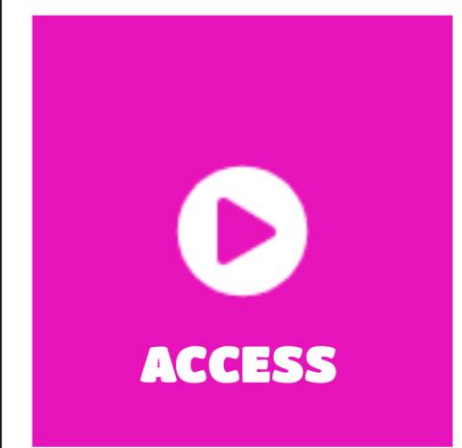
VIEW

See what basic data is held about me,
Check my latest blood test results




BOOK

Book a sexual health appointment,
Rearrange a vaccination



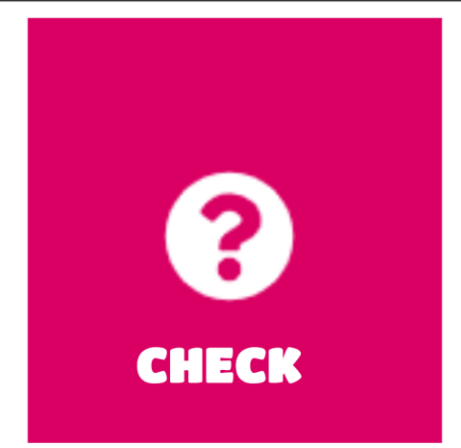
ACCESS

Attend a virtual appointment, Use an
online learning platform to support
my mental health



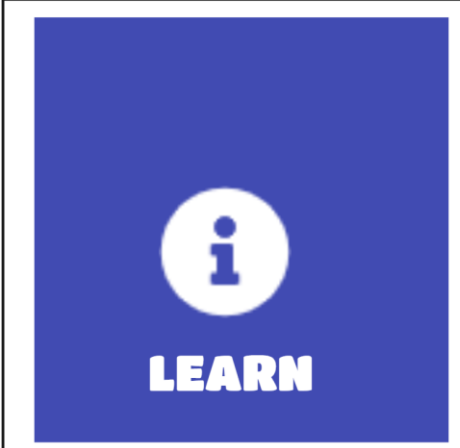
REGISTER

Request a care assessment, Request a
smoking cessation support pack




CHECK

See if you're eligible for a particular
care assessment, Where am I in the
waiting list for Service X?



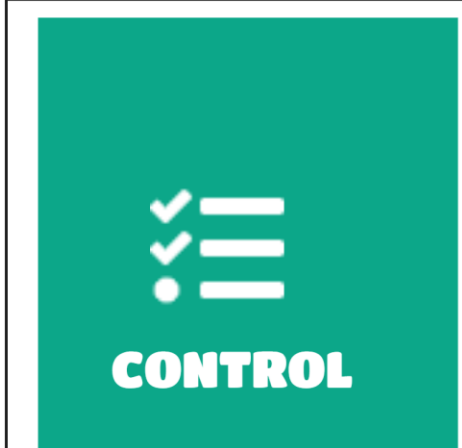
LEARN

Self-assess your mental wellbeing
needs, Find your closest Minor Injuries
Unit, What types of care can I get?



TELL

Share feedback on a particular
service, Update my comms
preferences, Change my mobile



CONTROL

Share your anticipatory care plan,
Manage how your data is used,
Register a proxy to act on your behalf



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Digital Health and Care in Scotland

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