

<p>Vision - Digital Technology will:</p> <ul style="list-style-type: none"> Support initiatives to provide notable improvement in health and wellbeing outcomes for the people of City & Hackney and contribute to the development of sustainable health and social care services, built around the needs of local people Enable the development of new models of care to achieve better outcomes for all, focused on prevention and out of hospital care Provide the information needed to enable organisations to work in partnership to commission, contract and deliver services efficiently and safely 	<p>Strategic approach</p> <ul style="list-style-type: none"> Build on the existing approach of sharing patient information from the primary system in which it is stored, using the HIE system based at Homerton and direct system to system sharing (e.g. EMIS GP with EMIS Comm.) Enable patients to get appropriate access to their record to improve their engagement in their own health & wellbeing Use advanced analytics to provide insight to prompt changes (in both real time and aggregate form where needed) to treatment or care pathways Ensure that the infrastructure across the footprint is up to the job of supporting reliable fast access to systems
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Citizen Access - From a single and consistent user interface, citizens will be able to:	Approach and goals	Investment £000's / Timeframe
Register their care and information sharing preferences	Initially via local Information Sharing Agreement and registering preferences with each organisation. Moving to HLP Citizen Access when available.	2016/17 local 2017/18 HLP
Access health and care records including test results	Access to own record, including secondary and social care, initially provided via link from HIE, then HLP Citizen Portal	Q4 16/17 local H2 17/18 HLP
Continue to order repeat prescriptions	Promote the use of Patients Online	
Book appointments across the healthcare setting, according to choice	Maximise use of e-referrals service, expanding the use of Directory of Service in each provider. Cease the use of faxes from general practice. Initially promote use of booking via GP practice system.	
Contribute to care plans	Use CMC to allow patients and their carers to contribute to care plans	
Monitor and track own progress	Access to own record, including secondary and social care, initially provided via link from HIE, then HLP Citizen Portal	
Receive alerts and reminders	Via physical & mental health apps linked into GP held record and pulling through other information via HIE	
Supporting systems for care professionals	Approach and goals	Investment required
Real-time care record information sharing across local health and care professionals including medicines management for community pharmacies	Building on HIE to connect CHUHSE (portal Q1 16/17, full integration Q4 16/17), St. Joseph's (portal Q1 16/17, full integration Q4 16/17), Barts – Homerton (Q1 16/17), ELFT (Q1-2 16/17), St Joseph's reporting (Q1-2 16/17)	£883
Shared care plans for care professionals jointly providing patient care	Portal to enable viewing of care plans by clinicians and social care workers at the point of contact with the patient / citizen. Via CMC implemented (2016/17)	£80
Electronic referrals from GPs to hospitals	Maximise use of e-referrals service, expanding the use of Directory of Service in each provider. Cease the use of faxes from general practice. Initially promote use of booking via GP practice system (At least 80% Q2 17/18)	
Mobile working: real-time access to care record information at the point of care in the community and patient homes	Further work required locally to determine best device and system to use (16/17)	
Safeguarding: real-time communication of safeguarding concerns for children and adults	Implement CH-IS in LBH & CoL	See below
Population Health Management to provide early identification of patient needs across City and Hackney	Working with the Endeavour Foundation to deliver whole system planning supported by reliable information. Patient interventions can be made based on real insight from whole patient record	CCG contributed £75
Voluntary sector: support for the IT infrastructure for those commissioned to provide care	To be determined depending upon which systems are most appropriate to use	
Top social care plans	Approach and goals	Investment required
Share health and social care records to improve citizen care	Integration with HIE via N3 link 16/17. Further HIE integration 17/18	Included above
Share and receive information around at-risk children	Make use of national CH-IS solution. N3 links will enable NHS number lookups on NHS Spine 16/17	£625
HLP Digital Programme	Approach and goals	Investment required
Empowered and activated citizens	Citizens can have single log-in and trusted identity, registering their care and information sharing preferences once and accessing and using an extended range of digital services via a trusted community of connected apps	Top-slice funding. First products Q4 16/17
Connected care	An ability to connect organisations to each other and to the patient within a trusted environment for data sharing, including for	Q4 16/17-20/21
Citizen's journey	To be supporting information exchange between care professionals and citizens at each step in the citizen journey through care and in so doing make their journey more integrated, accessible, proactive, faster and personalised	By 2020
Significant system-wide risks	Benefits	
Information sharing agreement	ISA being agreed across C&H with a view to wider expansion to WEL and then joining with HLP process. A much fuller record view will be possible as HIE will be able to provide third party information, e.g. a GP able to see information from Homerton & ELFT	
Digital adoption	As systems come on stream, the business change requirements need to be met to ensure that staff make full use of the new functionality available to them. This is also true for the adoption of technology by citizens, which will need to be achieved through communication channels	
Finance	Significant investment is required to support channel shift to that has not yet been agreed	