**Sustainable Health Care in East Kent**

**Joint Committee of NHS Clinical Commissioning Groups**

**Date of Meeting:** 25 April

**Title of Report:** East Kent Digital Strategy Update

**Author:** Andrew Barker/Iain Anderson

**Executive/ Lay Sponsor:** Caroline Selkirk

**This paper is for:**
- Approval: X
- Decision: X
- Assurance: X
- Information: 

**Are any members of the meeting conflicted?**
- N

None identified: members to declare conflicts as necessary.

**Is circulation restricted?**
- No
- Yes: X

**Report summary/purpose:**

The presentation provides an update on the East Kent Digital Strategy progress with regard to delivering against the requirements of the NHS Long Term Plan, Investment and Evolution 2019/20 GP contract and the 2019/20 EK CCGs operational plan.

The presentation will also show full alignment with the Kent and Medway STP Digital work-stream and the emerging Kent and Medway Care record procurement.

**Recommendation:**

The Joint Committee is asked to:

- a) Consider the content of the presentation and comment on prioritisation and alignment.
- b) Agree that our digital journey is aligned with strategic and operational requirements detailed above.
- c) Consider if any further actions are needed in response to the feedback collected.

**Governance**

The paper including appended reports has been reviewed and prepared by members of the East Kent IT Strategy board and was presented to the Kent and Medway STP Digital work-stream on the 6th March, 2019. The East Kent IT Strategy was positively received.
East Kent Digital Strategy
Progress update

Person centred design delivering needs based outcome
### Align with Kent & Medway STP Digital Strategy

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIVERSAL PATIENT RECORD</td>
<td>Professionals have real time access to shared care records to ensure safe and timely patient/client journey across appropriate pathways.</td>
</tr>
<tr>
<td>UNIVERSAL CLINICAL ACCESS</td>
<td>Operate in a standardised manner independent of professionals geographical location within Kent and a wider UK perspective.</td>
</tr>
<tr>
<td>UNIVERSAL TRANSACTIONAL SERVICES</td>
<td>Professionals can access a common directory of services and instigate an electronic referral to the next point of their pathway journey.</td>
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<td>SHARED MANAGEMENT INFORMATION</td>
<td>Professionals can access a common directory of services and instigate an electronic referral to the next point of their pathway journey.</td>
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<tr>
<td>ONLINE PATIENT SERVICES</td>
<td>Patients can access their medical / social care records online and use other online services (e.g. online consultation and triage, prescriptions)</td>
</tr>
<tr>
<td>EXPERT SYSTEMS</td>
<td>Professionals and patients have access to knowledge bases to support pathways and individual patient journeys.</td>
</tr>
<tr>
<td>PERSONAL DIGITAL HEALTHCARE</td>
<td>Patients can use personal technology to support their healthcare e.g. a device can send data to alert the appropriate across East Kent.</td>
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**Person centred design around local need**
Introduction

• A collaborative approach to delivering patient centred digital solutions.
• Focused on delivering:
  – NHS Long Term Plan
  – 2019/20 East Kent Operational Plans / UTC digital enablement
  – Investment and Evolution GP Contract 2019/20 / PCN digital enablement
• East Kent Digital Strategy Group now meeting regularly
• Fully align with current STP digital programme – KMCR and Analytics
• NHSE Digital First Unscheduled Care accelerator
• Share our current priorities digital programmes
• Our approach - a co-design approach driven by our population and professionals.
East Kent – our strategic approach

Short - Medium Term

✓ Shared Health Record for East Kent
✓ e MIG

Longer Term

✓ Business case and procurement options for a Kent & Medway Care Record (KMCR) are well underway.

Professionals have real time access to shared care records to ensure safe and timely patient/client journey across appropriate pathways.
Integrated Pathway Management

- National eReferral System implemented.
- Careflow in the Community launched
- Aspiration is to improve patient flow using electronic patient pathway management. Examples include:
  1. Electronic tracking of patients through the acute and into community.
  2. Support for SECAMB to refer a mental health patient to social prescribing.

Professionals can access a common directory of services and instigate an electronic referral to the next point of their pathway journey.
East Kent – Digital First Unscheduled Care accelerator

- NHSE sponsored programme driving person centred design digital solutions enabling the East Kent’s Unscheduled Care Pathway.
- East Kent are one of seven accelerators, 6 other across NHSE – Devon and five in London.
- Build delivery blueprints that can be shared across Kent and Medway / England to accelerate spread and sustain needs based outcome.
- East Kent will focus on two key areas
  1. Digitally enabling Primary Care Network Hubs / Care Homes – Hythe
  2. Digitally enabling Acute Response Team / UTC / Care Homes - Thanet
- East Kent will learn from London / Devon
  - NHS App interoperability, online services and in-built video consultation.
  - AI and Machine Learning Population Health Intelligence.

Patients can access their medical / social care records online and use other online services (e.g., online consultation and triage, prescriptions).
East Kent – Quality Improvement Collaborative

- NHSE sponsored programme that will deploy a QI Statistical Process Control (SPC) analytics platform to support local improvement initiatives.
- Fully aligns with NHSE Making Data Count programme – run charts and commentary.
- Clinically led Steering Group chaired by Dr Sarah Phillips, includes professionals from East Kent CCG, EKHUFT, KMPT, KCHFT, KCC.
- Will build on KCHFT QI workforce development ‘Joy in Work’ programme.
- Will initially align around the East Kent Frailty Integration programme led by Dr Shelagh Riordan and Local Care aims/objectives.
- Whole system ED and Inpatient insight will be available May/June 19
  1. Frailty pathway
  2. Respiratory pathway

EXPERT SYSTEMS

Professionals and patients have access to knowledge bases to support pathways and individual patient journeys.
Health and Social Care Network (HSCN)

• HSCN switchover underway
  – Lower cost, higher capacity
  – Enables the delivery of the East Kent delivery strategy
• Has been challenging with delay
• Initial GP practice perception of new service – positive now delivered!
• Acute sites now changing over
• Patient WiFi exists across East Kent
• Speed up access to key digital enablers:
  – Enhanced MIG

UNIVERSAL CLINICAL ACCESS
Operate in a standardised manner independent of professionals geographical location within Kent and a wider UK perspective.
Healthcare @ Home

- Innovative developments in home and assisted living.
- MiiCare in Dementia Home
- Real time Vital Sign monitoring at home
  - Support safe and timely discharge
  - Enable ongoing vital sign for short periods following discharge.
- Digital Outpatients
- Telehealth in Care Homes
  - Ensure safe and timely deployment of the right resource.
  - Admissions avoidance.

Patients can use personal technology to support their healthcare e.g. a device can send data to alert the appropriate across East Kent.
Artificial Intelligence

• East Kent currently looking out for exemplars to learn from.
  – Automating administrative processes e.g. eRS
  – Clinical enablement – Cancer, Radiology, Ophthalmology
• Digital First accelerator in Devon
  – Population Health Intelligence
  – Choosing the right patients / population

What are the evolving technologies that will change the shape of the workforce?

EXPERT SYSTEMS

Professionals and patients have access to knowledge bases to support pathways and individual patient journeys.
Questions and Answers
**Sustainable Health Care in East Kent**  
**Joint Committee of NHS Clinical Commissioning Groups**

<table>
<thead>
<tr>
<th>Agenda Item:</th>
<th>025/19A</th>
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<tr>
<th>Date of Meeting:</th>
<th>25 April 2019</th>
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<tbody>
<tr>
<td>Title of Report:</td>
<td>Kent and Medway Care Record Progress Update</td>
</tr>
<tr>
<td>Author:</td>
<td>Evelyn White</td>
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<tr>
<td>Executive/ Lay Sponsor:</td>
<td>Caroline Selkirk, Managing Director East Kent CCG</td>
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**Report summary/purpose:**

The purpose of this presentation is to update on delivery of the Kent and Medway Care Record (KMCR) including the structure of the programme of work, the rationale for the KMCR, and key milestones in the delivery of phase two, the procurement.

**Recommendation:**

The Joint Committee is asked to:

a) Review the Kent and Medway Care Record Progress Update

**Governance**
Transforming health and social care in Kent and Medway is a partnership of all the NHS organisations in Kent and Medway, Kent County Council and Medway Council. We are working together to develop and deliver the Sustainability and Transformation Plan for our area.

Kent and Medway Care Record

Progress update
Background

- Development, procurement and mobilisation of the KMCR is a key deliverable of the Kent and Medway Sustainability and Transformation Plan (STP).
- Represents a significant transformational change for the health and social care system
- KMCR will enable health and social care professionals to access a single shared data record of individuals requiring care or treatment.
- Three project phases
  - Phase one Solution design and market readiness
  - Phase two Procurement
  - Phase three Mobilisation
- Design of the solution has been driven by clinicians and professionals representing all the core organisations that will use the solution.
  - These include Kent and Medway CCGs, GPs, Kent County Council, Medway Council, the four Kent and Medway acute trusts, KMPT, KCHFT, Virgin Care, NELFT, SECAmb, IC24 and MCH
Key Functions

• **Crucial enabler** in the delivery of the STP strategy: and in particular, the Local Care Model and Local Government Association High Impact Change model for discharge.

• **Not possible** to deliver consistent integrated local care across the county without a shared care record.

• **Improve safeguarding:** ensuring that children and vulnerable adults that are at risk are immediately known as being so, enabling care decisions to be better informed and reducing the level of risk.

• **Improve the quality of clinical and professional decision making:** taking into account all relevant information, especially in complex cases.

• Support **better integrated care** by sharing data for handovers and MDTs; and **enabling new models for delivering integrated care**, e.g. cross-organisational workflows.
Key functions continued

• **Enable quicker communication between care organisations**: less wastage of professional and clinical time identifying and contacting other professionals involved in the care of that individual.

• **Add an additional dimension to all Electronic Patient Record (EPR) systems at scale** across the county, enabling data held across the system to be viewed from within each organisation's own EPR system.

• **Enable health and social care professionals to access consistent data sets** thereby **improving the timeliness and accuracy of clinical decision making**, through an interoperable solution that enables view of the patients' care needs and arrangements held across the system.

• **Improve system capacity by providing more complete information** about the patients' care needs and **improving integrated communication and working and the timeliness of decision making**.

• **Enable ambulance and health and social care professionals across the system to access data** relating to the care needs of a patient held across the system.
Key attributes

- **Single solution** for deployment across Kent and Medway that will enable the sharing of health and social care data.
- The solution also has the **capacity to expand** in scale and scope to include:
  - access being opened up to other organisations such as Hospices, Pharmacies and London acute trusts
  - interoperability development such as telehealth functionality and link to EPR systems to enable appointment bookings etc.
- Likely to **eventually replace current tactical deployments** in place for sharing data **principally CPMS and MIG**.
- **Cloud portal** and therefore **agile to deploy**
- **Embedded in each separate organisations own EPR** or equivalent system for social care
- **Access** will be **organisation and role based** so that views and access to data delivers maximum benefit as well as ensuring security of patient identifiable data
## Phase two timeline

<table>
<thead>
<tr>
<th>Activity</th>
<th>Start</th>
<th>Completion</th>
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<tbody>
<tr>
<td><strong>Phase 2</strong></td>
<td></td>
<td></td>
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<tr>
<td>OBC development and pre procurement activities</td>
<td>1st August 2018</td>
<td>30th September 2018</td>
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<tr>
<td>OBC approval</td>
<td>1st October 2018</td>
<td>14th November 2018</td>
</tr>
<tr>
<td>Initiate Procurement using HSS framework</td>
<td>14th November 2018</td>
<td>2nd April 2019</td>
</tr>
<tr>
<td>Tender documentation approval</td>
<td>21st March 2019</td>
<td>23rd April 2019</td>
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<tr>
<td>Publish contract notices and issue invitations to tender</td>
<td>25th April 2019</td>
<td>25th April 2019</td>
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<tr>
<td>Tender close</td>
<td>4th June 2019</td>
<td>4th June 2019</td>
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<tr>
<td>Quality evaluation of written submissions</td>
<td>6th June 2019</td>
<td>1st July 2019</td>
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<tr>
<td>Price evaluation of top four scoring submissions</td>
<td>8th July 2019</td>
<td>23rd July 2019</td>
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<tr>
<td>Demonstration and road testing of proposed solutions (top four scoring submissions bids)</td>
<td>23rd and 24th July 2019</td>
<td>24th July 2019</td>
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<tr>
<td>Review of scores by evaluators following demonstrations</td>
<td>25th July 2019</td>
<td>31st July 2019</td>
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<tr>
<td>Final moderation</td>
<td>5th August 2019</td>
<td>9th August 2019</td>
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<tr>
<td>Tender outcome and contract award recommendation report prepared</td>
<td>12th August 2019</td>
<td>16th August 2019</td>
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<tr>
<td>FBC development and Contract Award recommendation development</td>
<td>1st August 2019</td>
<td>31st August 2019</td>
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<tr>
<td>FBC and Contract Award Recommendation presentation and approval</td>
<td>1st September 2019</td>
<td>30th November 2019</td>
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<tr>
<td>Contract Award</td>
<td>1st December 2019</td>
<td>2nd January 2020</td>
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<tr>
<td>Contract mobilization planning</td>
<td>2nd January 2020</td>
<td>1st April 2020</td>
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