

Citizens Digital Forum

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Agenda



- Digital Notts Priorities
- Public Facing Digital Services Programme
- Digital Inclusion
- Citizens' Digital Forum
- Our challenges
- The Ask

Digital Notts Priorities

Public-Facing Digital Services

We will empower and enable our population to have great control over their health and care by providing them with access to their digital health and care record so that they can self serve, self manage and access key information and services.



WORKFORCE

Provider Digitalisation

Our workforce will have access to effective and efficient digital assets and infrastructure to enable them to provide the best health and care services. Utilising digital assets such as electronic patient records, electronic prescribing and medicine administration systems and state of the art automation technologies to reduce burdensome processes.



INFRASTRUCTURE

Supporting Intelligent Decision Making

Use data to better understand the health and care needs of our local population, helping to focus and tailor resources where they have the most impact. Design and target interventions to prevent ill-health, and to improve care and support for people with ongoing health conditions. Recognising key factors helps us to adapt future local healthcare services to improve the overall health of the population.



Interoperability (Shared Care Records)

Our population will receive the right care at the right time always. By providing health and care providers access to key information about the person they are treating reduces unnecessary diagnostics, treatment and enables efficient access to health and care services.

Digital & Social Inclusion

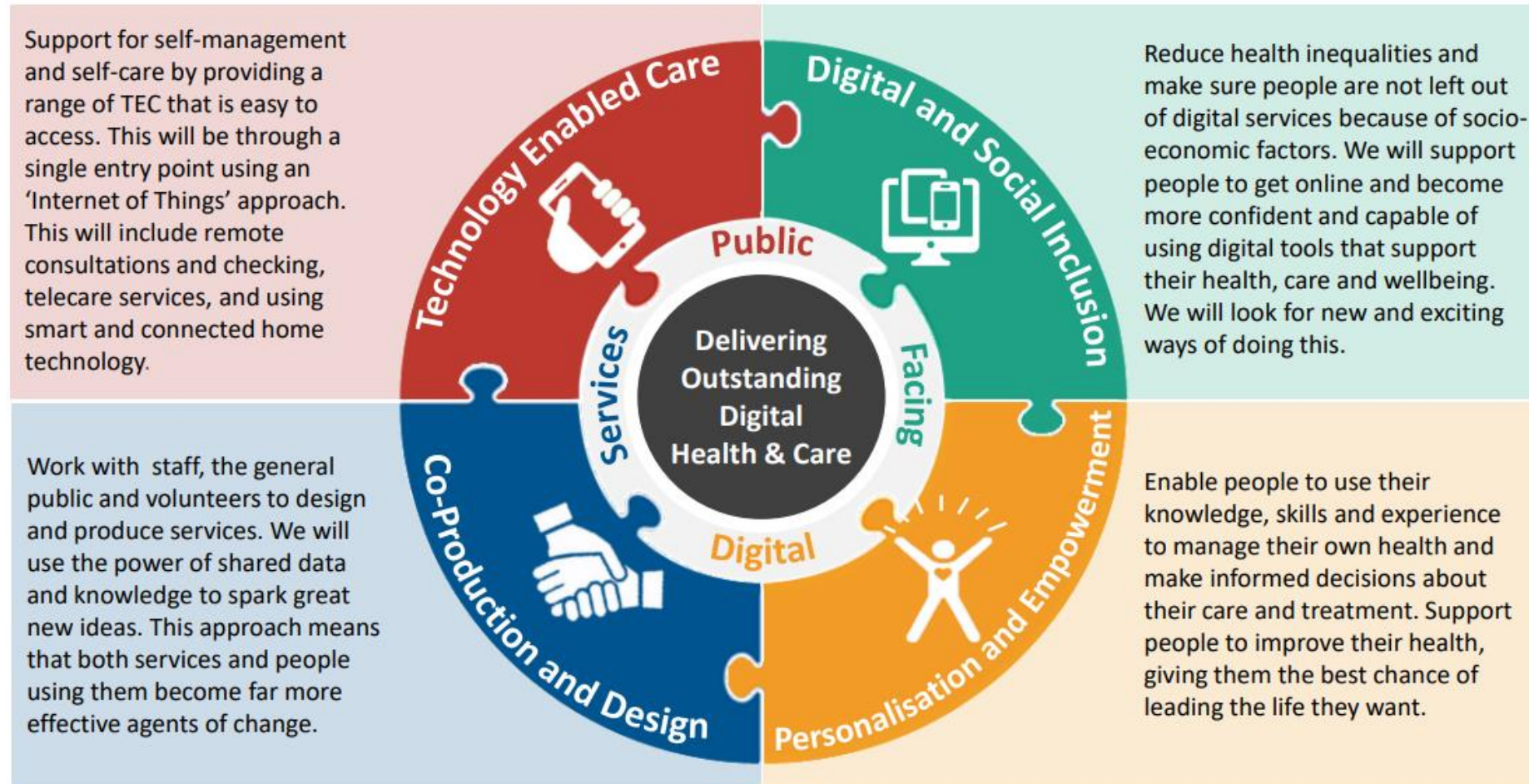
Our population and our workforce are given access to support, training and equipment to enable them to use digital assets to benefit their health and wellbeing or deliver effective care services.



FINANCIAL SUSTAINABILITY



Public Facing Digital Services



Key achievements

National
Exemplar

Public Facing Digital Services

- ✓ 53% utilising NHSApp (568,112 people)
- ✓ 69,815 repeat prescriptions ordered every month via NHS App
- ✓ 90% of GP practices now offering patients an Online Consultation service.
- ✓ Digital correspondence already active at SFHT and NUH. **Every digital letter sent saves 75p! And reduces DNA by 2.13%** (early phase data)
- ✓ Over £3m national funding awarded with £1.6m national funding awarded 23/24
- ✓ Adult Social Care Technology Fund/Digitising Social Care Funds: £580,000 in 2021/22; £690,249 in 2022/23; £375,300 for 2023/24. Delivering digital social care records in Care Homes; Domiciliary Care
- ✓ Adult Social Care D2A remote monitoring pilot delivered – reduced delays for discharge; avoiding residential care needs; reduction in PW2 beds needed. Active bid for £600,000 to extend pilot to more citizens.

Digital and Social Inclusion Initiatives



Digital Support Hubs



Pop-Up Digital Support Hubs



Widening Digital Participation Pathfinder



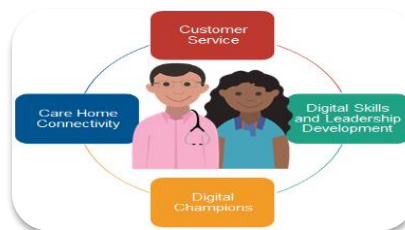
Digital Support Line



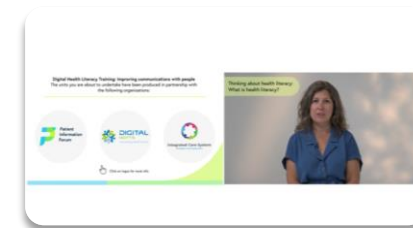
Tablet Lending Scheme



Digital Champions Network



Workforce Development Package



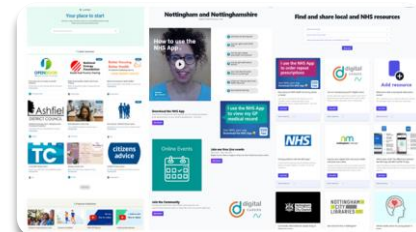
Health and Digital Literacy



CVS Collaboration



PCN Digital Inclusion Co-ordinators



Community Resource Hubs



Thrive by Design

Key achievements

National
Exemplar

PFDS - Digital Inclusion

- ✓ Partnership with Healthwatch on local Digital Exclusion population research: identified cohorts experiencing learning disabilities, dyslexia and visual impairment.
- ✓ Established a Workforce Digital Development Package, giving all employees the ability to access a range of digital skills development courses. With 529 employees enrolled
- ✓ Created a Digital Champions Network, bringing together employees and volunteers to champion digital health care tools to the population. 61 digital champions trained.
- ✓ Set up our Digital Health Support Hub concept and facilitated sessions within GP Practices, Libraries, Jobcentres amongst other venues.
- ✓ Developed Digital and Social Inclusion Co-ordinator roles across Primary Care Network footprints; creating a wider provision of proactive, personalised, coordinated support that is targeted towards local populations.
- ✓ Partnership with working with Thrive by Design to further explore impact of digital exclusion challenges across the region, including...
 - Digital Inclusion Toolkit and Interactive Map created to determine areas at greatest risk.
 - Co-produced a learning and coaching programme for our team of DSI Co-ordinators.
 - Place Based Partnership Deep Dive analysis work being carried out with Nottingham City and Bassetlaw place.

PCN Digital Inclusion Co-ordinators

Since 1st June 2022, our co-ordinators have;

- Supported **13,221** local people across the PCN area to get online and improve their skills and confidence using digital health tools.
- Delivered **482** digital support sessions to support people across the PCN area in improving their digital skills and confidence of accessing health online
- Increased NHS App registrations by **13,410**
- Increased PKB registrations by **6,133**
- Improved information held on GP Practice Websites relating to access digital health tools
- Created PCN specific targets around
 - increasing online prescription requests via the NHS App
 - explore ways to use PKB to support pathways (Blood Pressure monitoring and Asthma reviews)



The role of the Citizens Digital Forum

- Provide representation of the views of the local Nottingham and Nottinghamshire population;
- Ensure that the PFDS Programme engages with and involves local people in an effective and proactive way;
- Provide support, challenge, guidance and advice to the PFDS Board;
- Support the development of the Patient and Public Involvement (PPI) plan and monitor the effectiveness of its implementation;
- Use every opportunity to engage with other PPI groups and wider population to promote the PFDS programme of work.



Citizens' Digital Forum Impact

- Influence in primary care – encouraging online consultations, use of digital inclusion co-ordinators, digital champions.
- Range of patient views: Carers, Multiple LTC patients, retired health professionals, visually impaired.
- Raise challenges: test result delays; messaging; frustrations when slow to change.
- Important voice: case study support, community contacts,
- Aligned with local HealthWatch organisation, Breathe Easy group, PPGs

The challenges

- Limited number of members
- Members are mostly primary care focused
- No specific representation from Acute Hospitals or Community
- Relatively narrow demographic range



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The Ask

How can we increase the membership of the Citizen Digital Forum to ensure we have a diverse and inclusive representation of the local population of Nottingham and Nottinghamshire ?



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Thank you