

Board of Directors
Item 3.3

Subject: Digital Excellence
Date of Meeting: 29th November 2023
Presented by: Kate Warriner, Executive CDIO
Purpose: For assurance

BAF Reference	Impact on BAF
BAF 9	The paper provides assurance in respect of digital transformation and operational IT delivery.

Level of assurance (please tick one) <i>To be used when the content of the report provides evidence of assurance</i>					
<input checked="" type="checkbox"/>	Acceptable assurance Controls are suitably designed, with evidence of them being consistently applied and effective in practice	<input type="checkbox"/>	Partial assurance Controls are still maturing – evidence shows that further action is required to improve their effectiveness	<input type="checkbox"/>	Low assurance Evidence indicates poor effectiveness of controls

1. Executive Summary

The purpose of this report is to provide the Board of Directors with a digital update including national direction of travel and local Digital Excellence progress.

Key headlines include:

- Good progress with Digital Excellence delivery
- Good progress with clinical and nursing developments
- Good Operational Performance

The Board of Directors is asked to receive the report and note good progress to date.

2. National and Regional Updates

2.1 National Digital Leadership

NHSE have recently undergone some changes within the digital and transformation directorate. Colleagues were introduced through the inaugural National joint CCIO/CXIO MDT meeting, which brings together digital and clinical leaders across the country.

The leadership team have signalled their key priorities for the next 12 months:

- Improvements to the NHS App to include better appointment management functionality and integration with 111
- Frontline Digitisation – Ensuring all Trusts have or are working towards full electronic patient records
- Shared Care Records – joining up patient records across multiple diverse regions
- Population Health Management including the launch of the federated data platform

LHCH will continue to engage with the group and keep the Board of Directors abreast of progress and further developments.

2.2 Digital Maturity Assessment Update

Following on from all Trusts completing the National Digital Maturity Assessment, there was a roundtable event held in November to discuss the findings and outline any themes that may have emerged. It was highlighted by the National Chief Information Officer that based on the analysis they have identified 5 priority areas:

1. Establish basic infrastructure and standards
2. Deploy and Build capabilities around clinical systems
3. Build data foundations and system intelligence
4. Accelerate digital front door
5. Drive population health at scale

LHCH will ensure these priorities are reflected in the refreshed Digital Excellence strategy which is due to commence shortly and aiming to be ready for 2025.

3. Digital Excellence Update

3.1 Digital Excellence / Digital Aspirant Programme Progress

The Digital Excellence programme is on largely on track and progressing well. Digital Excellence Committee (DEC), which governs the Programme, continues to meet on a regular basis with good attendance from its members.

3.2 Digital Excellence Finances

Overall, the Programme remains in budget as of 23/24 and is forecast to deliver slightly under the original plan by 25/26. From an external funding perspective, the Digital Aspirant Programme remains on track and the Trust have successfully received and invested the scheduled £6million to date. As per the Digital Aspirant agreement the Trust have delivered a matched investment of circa £3.9million to date and have an agreed plan to match the full total by 25/26.

A financial overview was well received by the Digital Excellence Committee in October with no concerns raised. The team continue to work with financial colleagues to complete the Capital Planning for 24/25

3.3 Back to Basics Workstream

The Tech Bar continues to perform well with a growing number of visitors each month. In the last three months the tech bar team have resolved 198 tickets. Common issues presented are device

issues, smartcard resets and general advice.

Work is underway for the printer replacement programme; the first trial devices are now on site and testing is underway. Delivery and installation of the first set of devices is currently being co-ordinated. This will then see a rolling replacement programme across the coming weeks.

The transition has now been made to a new 'free' wi-fi solution, which went live on 1st November. The solution offers our staff, families and patients a quicker and easier way to get connected to the internet. The new network has received good feedback from teams, with minimal calls logged to the service desk upon switchover.

3.4 Clinical and Nursing Digital Developments

Phase 1 of the implementation of the new Anaesthetic & Perfusion system is progressing well and remains on track to be delivered by the end of the financial year. The technical build is in progress and the solution provider are attending regular site visits with the Trust. The Programme has established the second phase of this work, which includes onboarding Critical Care.

Phase 1 of Urgent Referrals Portal is now live with 1293 referrals received to date. Phase 2 development work is progressing well for bi-directional flow, allowing referrers access to edit referrals once submitted. A 3-week pilot is planned with Warrington Hospitals to commence in mid-November and the project aims to go-live with 17 other Trusts shortly after this.

In September, the Trust successfully upgraded its Electronic Patient Record (EPR) from version 18.4 to 22.1. This later version delivers an array of new key features and enhancements across clinical teams now and in the future.

3.5 Digital Safety Programmes

The team are progressing well with Phase 2 of Electronic Consent, which involves deploying e-consent to the remaining services across Cardiology. This phase of work is scheduled to be delivered by the end of November 2023.

The reporting element of the new Risk & Incident management system is in development and the team are working closely with the supplier to deliver all reporting functionality by the end of November. Scoping has started for the next phase of work, which includes the implementation of dashboards, charts and visual aids to enhance the quality, speed and efficiency of future reporting.

3.6 Remote Monitoring/Virtual Wards

Since the last remote monitoring workshop in April, good progress has been made with identifying and collating specifications regarding prospective applications, as well as identifying all existing devices currently being used at LHCH. Next steps for the group are to adopt centralised governance approach to strategically align the remote monitoring solutions.

3.7 Patient Interactions

The new Friends and Family Test went live in July and has captured 2826 responses to date. Phase 2 of the project is on schedule to be complete by the end of November. This includes the migration of response data into the Trusts data warehouse, whereby enhanced dashboard and reporting functionality can be introduced to better measure and analyse information.

The new LHCH website went live on Monday 4th September. Since go live there have been 110,000 visits to the website which has received positive feedback from a range of different stakeholders. For the LHCH intranet, development work is progressing well and testing has now started. The new intranet go-live is scheduled for 27th November.

Following a review of options at Safe Waiting List Management group and based on the Trusts clinical and operational requirements, a preferred supplier has been chosen for the Trusts Patient Portal. This technology is designed to streamline the healthcare experience, by offering a solution which enhances communication, engagement, and information sharing between patients and healthcare providers throughout the entire patient pathway. National funding has been made available to support Specialist Trusts in implementing the technology. LHCH have submitted a bid and are awaiting confirmation as to whether this has been successful.

3.8 Data and Analytics

Significant progress has been made against the Data & Analytics 12 month plan. The Data Engineering team have progressed with the flow of Advice and Guidance which is chargeable to ICB's into our income management system, which is now Live.

There have been further developments identified to the ACS Dashboard, once these have been completed the focus will then switch to deployment. Work also continues to develop committee papers with Quality of Care the remaining report which has engagement meetings in diaries for November.

The One Patient Tracking List (PTL) is progressing well with the teams well underway with its development. The project plan is currently being revised to integrate the deployment of the Waiting List Validation solution, which is seen as a precursor to consolidating the PTL.

The work to incorporate Outpatient coding into the data warehouse for our income, cost management and external commissioner reporting system is in its early stages with a proposed completion date of April 2024.

3.9 Information Governance and Health Records

Main highlights for the service are as follows:

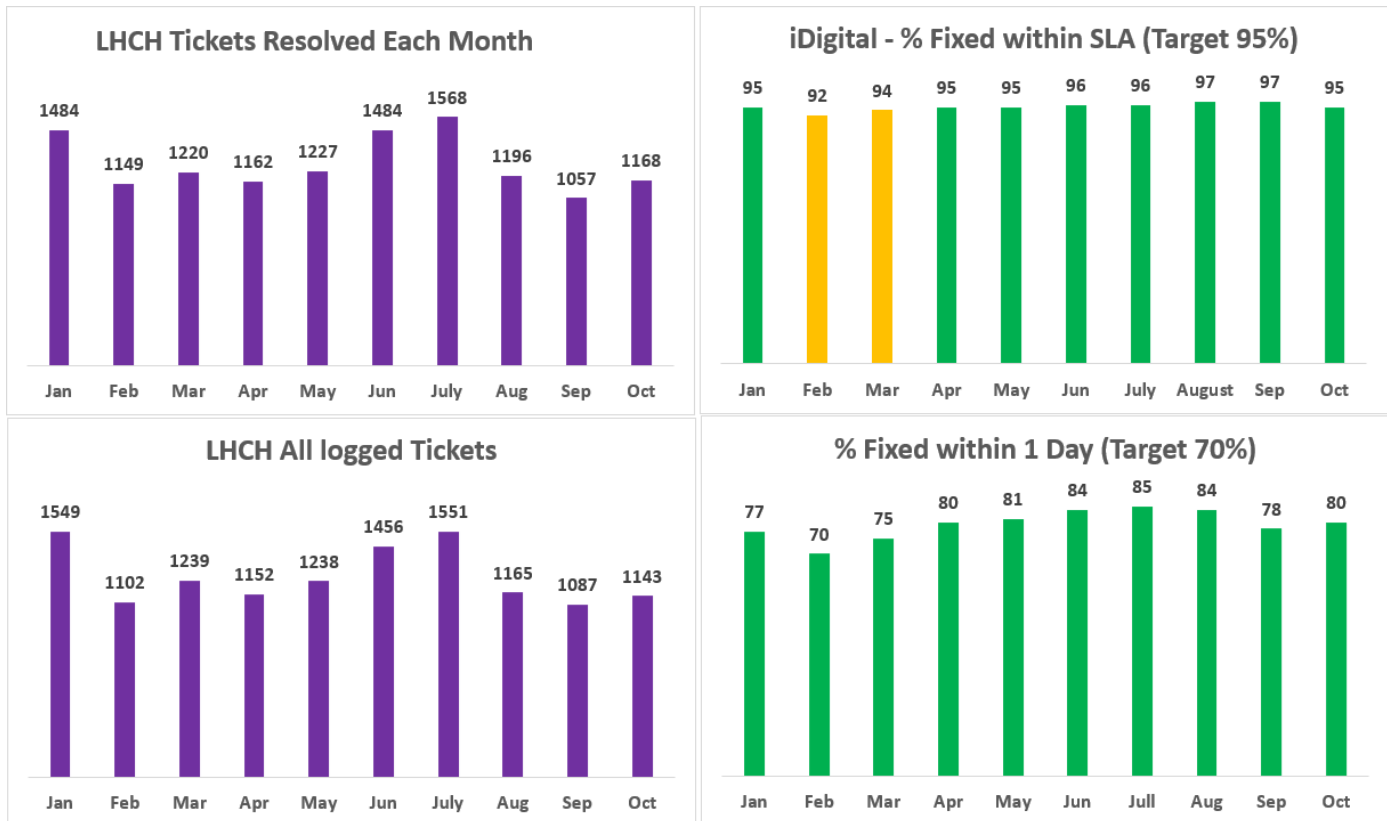
- Strong performance year to date compliance for legal and statutory data disclosures:
 - Data protection subject access compliance – 100%
 - Continuance of Healthcare compliance – 100%
 - Freedom of Information Act compliance – 98.9%
- 2023/24 Data Security and Protection Toolkit Task and Finish Group established to support delivery of action plan and evidence collation, monitored via IT Operational Group
- 2022/23 annual SIRO report completed to provide assurance on data protection and cyber related activities
- Zero serious incidents or data protection breaches have been required to be self-reported to the Information Commissioners Office year to date

4. Operational Performance and Technical Updates

This report provides performance from October 2023. Key highlights include:

- The service resolved 95% of tickets within SLA

- Targeted focus on early morning checks in Critical Care, ITU and POCCU
- Service Desk resolved 46% of tickets
- Tech Bar resolved 140 tickets



5. Summary and Recommendations

Since the previous reporting period, there have been lots of developments and progress delivered at pace. Progress against plans is excellent. Our national and external reputation and profile is high and internal feedback from colleagues is positive.

The Board of Directors is asked to receive the report and note good progress to date.