



Surrey Heartlands

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# Surrey Digital Roadmap 2.0

November 2016

# Digital themes

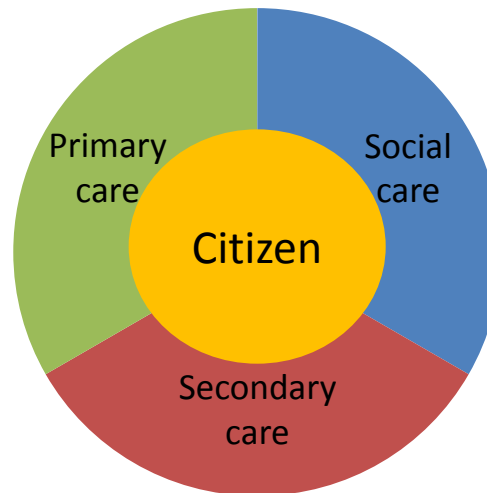
*Three challenges identified in the Five Year Forward View:*

Reduce the health and wellbeing gap

Reduce the care and quality gap

Reduce the finance and efficiency gap

## Current situation



*Key digital themes:*

Paper free at the point of care

Digitally enabled self-care

Real time patient data and analytics

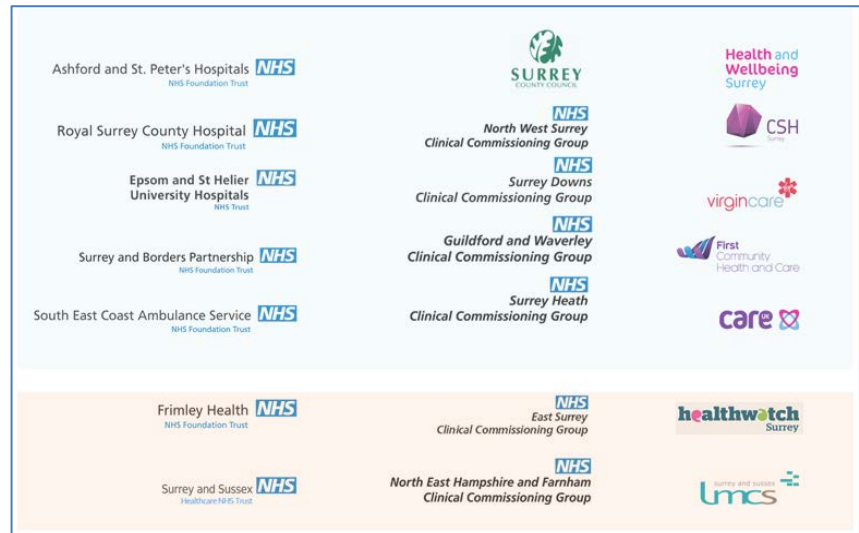
Whole system intelligence

# Context

## Vision

*“Surrey Heartlands will utilise digital technologies as enablers to complement existing practices of physical, social and mental health care delivery. Additionally, through embracing open innovation methodologies we will seek to define new ways of delivering services by using and developing technologies that are appropriate to need. Experience based co-design will enable Surrey citizens to meaningfully engage with digital solutions as we strive to promote more autonomy and our citizens taking great responsibility for their own wellbeing.”*

### SDR Membership:











**Surrey Digital Roadmap (SDR)** primarily serves a Surrey Heartlands (SH)\* population of approx. 1 million citizens.

- **Surrey Heartlands** = North West, Surrey Downs and Guildford and Waverley CCGs & Partners

**Surrey Heartlands Transformation Board** are now the driving force behind the SDR. Having defined the vision, guiding principles and objectives for the SDR; and agreed the governance structure to both implement the roadmap and support ongoing innovation. The STP programme has actively drawn out, from across it's many clinical and enabler work streams, the digital requirements of the system, and informed the prioritisation of key digital enabler projects necessary to meet these requirements.

*\* Surrey Heartlands currently represents 90% of the SDR footprint, and could soon represent 100%. Surrey Heath CCG is a member of the original SDR Group, now operationally aligned to Frimley Health STP and likely to realign to Frimley DR.*

# Enablers

Group	Capability	System
Records, assessments and plans	Professionals across care settings can access GP-held information on GP-prescribed medications, patient allergies and adverse reactions	
	Clinicians in U&EC settings can access key GP-held information for those patients previously identified by GPs as most likely to present	
	Patients can access their GP record	
Transfers of care	GPs can refer electronically to secondary care	
	GPs receive timely electronic discharge summaries from secondary care	
	Social care receive timely electronic Assessment, Discharge and Withdrawal Notices from acute care	
Decision support	Clinicians in unscheduled care settings can access child protection information with social care professionals notified accordingly	
	Professionals across care settings made aware of end-of-life preference information	
Medicines	GPs and community pharmacists can utilise electronic prescriptions	
Remote care	Patients can book appointments and order repeat prescriptions from their GP practice	

BY16-17

BY17-18

BY18-19

BY19-20

BY20-21

## Benefits

Citizen  
(Citizen, Patient or Gaurdian)

- I get repeat GP prescriptions online
- I manage my treatment plan online
- I have remote consultation with my GP
- I securely update my personal details
- I securely view my personal record
- I get help online when needed
- I book appointments online
- I know my health is monitored

Carer  
(Clinician, GP, Nurse, Social worker, care attendant)

- I use my normal systems wherever I work
- I have remote consultations with specialists
- I see the complete Citizen data
- I perform all transactions electronically
- I have standard clinical systems
- I deliver remote care to Citizens
- I can use my clinical system remotely (pilot)
- I am making informed decisions
- I make proactive care interventions
- I electronically access the services I need
- I deliver care wherever it is needed
- My network performs
- Assets are GS1 tagged

Care commissioner  
(Primary Care, Secondary Care, Mental Health, Community Care, Social Care)

- Data I use is safe and secure
- We are making best use of resources
- We have a shared care record ITT
- I use e-tools to increase my productivity
- We have an agreed single digital strategy
- We have the right staffing
- I can work remotely
- I remotely monitor vulnerable Citizens
- I use fact based feedback
- I use real time data across all pathways
- We have a digital capability audit
- Care is delivered consistently
- I use my normal systems wherever I work
- My business processes are optimised

STP key dates

