

<b>Meeting of South Ayrshire Health and Social Care Partnership</b>	<b>Strategic Planning Advisory Group</b>
<b>Held on:</b>	<b>19<sup>th</sup> December 2023</b>
<b>Agenda Item:</b>	<b>9</b>
<b>Title:</b>	<b>Digital Strategy</b>
<b>Summary:</b>	
<p>Having a digital strategy for South Ayrshire Health and Social Care Partnerships (SAHSCP) which aims to revolutionise social care planning and delivery in South Ayrshire through advanced technology is a key objective for the HSCP. During 2023, following the appointment of a Digital Strategy Lead Officer there has been significant progress towards a refreshed Digital Strategy for South Ayrshire HSCP. It is essential that the new Strategy which will replace the existing Digital Strategy 2020-23 focuses on enhancing service efficiency, data-driven decision-making, Education and Accessibility, prioritising user-centric design and aligning with national policies and local needs, whilst delivering appropriate support for service users in a person centred, empowering and asset based way. Key initiatives include telehealth expansion, integrated data platforms, and wearable health technology. We face challenges like the digital divide and data security, but opportunities can be found in improved access and innovative care models. This report provides progress to date and intended actions to inform SPAG and seek agreement for these.</p>	
<b>Author:</b>	<b>Thomas Griffin - Digital Programme Manager</b>
<b>Recommendations:</b>	
<p>It is recommended that SPAG note the content of this paper and agrees for the proposed workstreams to progress.</p>	
<b>Route to meeting:</b>	
<p>Noted at SPAG December 2022, along with other Strategy work. The Digital Strategy 2020-2023 requires to be refreshed.</p> <p>This has been previously considered by the following groups as part of its development. The groups have either supported the content, or their feedback has informed the development of the content presented in this report.</p> <ul style="list-style-type: none"> <li>• South Ayrshire DMT</li> <li>• South Ayrshire SMT</li> <li>• South Ayrshire Locality Planning Partnerships,</li> <li>• VASA Champions Board</li> <li>• NHS Digital Group</li> </ul>	

<b>Directions:</b>		<b>Implications:</b>	
5	No Directions Required <input type="checkbox"/>	Financial	X
6	Directions to NHS Ayrshire & Arran <input type="checkbox"/>	HR	<input type="checkbox"/>
7	Directions to South Ayrshire Council <input type="checkbox"/>	Legal	<input type="checkbox"/>
8	Directions to both SAC & NHS <input type="checkbox"/>	Equalities	X
		Sustainability	<input type="checkbox"/>
		Policy	X
		ICT	<input type="checkbox"/>

## DIGITAL STRATEGY

### 1. PURPOSE OF REPORT

- 1.1 Our current Digital Strategy 2020-23 for South Ayrshire Health and Social Care Partnerships (SAHSCP) needs to be refreshed to revolutionise care delivery in South Ayrshire through advanced technology. Focused on enhancing service efficiency, data-driven decision-making, Education and Accessibility, we prioritise user-centric design, aligning with national policies and local needs. Key initiatives include telehealth expansion, integrated data platforms, and wearable health technology. We face challenges like the digital divide and data security, but opportunities can be found in improved access and innovative care models. This strategy is a commitment to leveraging digital solutions for better health outcomes and service quality in our community.

### 2. RECOMMENDATION

- 2.1 It is recommended that SPAG note the content of this paper.

### 3. BACKGROUND INFORMATION

Background Information:

- Developed in response to evolving healthcare needs and technological advancements.
- Recognises the growing importance of digital solutions in health and social care.
- Aims to address current challenges in service delivery within South Ayrshire's HSCP.

#### 3.1 Aims of the Strategy:

- Enhance Accessibility and Efficiency: Utilise digital tools to make health and social care services more accessible and efficient.
- Improve Quality of Care: Leverage data analytics for informed decision-making, leading to improved service quality and patient outcomes.
- Ensure Learning and Leadership: Implement a robust information and educational sessions to help educate both staff and our citizens.

#### 3.2 How It Will Help Deliver the Strategic Plan:

- Aligns with National and Local Policies: Ensures that the digital strategy is in sync with broader healthcare objectives and legal frameworks.
- Addresses Specific Community Needs: Tailors digital solutions to meet the unique needs of South Ayrshire's diverse population.
- Promotes Sustainable Healthcare Practices: Focuses on long-term sustainability and adaptability in health and social care services.

- 3.3 In summary, the digital strategy for South Ayrshire's HSCP is a forward-thinking approach to integrating technology into healthcare. It aims to make services more accessible and efficient, improve the quality of care through data-driven insights, and ensure the security and privacy of patient data. By aligning with national and local policies, addressing specific community needs, and promoting sustainable practices,

this strategy is a key component in delivering the overarching strategic plan for health and social care in the region.

3.4 SPAG are asked to note the progress being made in delivering against these ambitions.

#### 4. REPORT

4.1 The Digital Strategy is designed to build upon our existing strategic plan, with a strong focus on enhancing overall wellbeing. It aims to address the current fragmented nature of service delivery and promote a more integrated, efficient, and user-centric approach. We also face known demographic challenges where demands on services continue to rise, staffing capacity and demand remains pressured and an ageing population with good health care are living longer, independently. Developing a Digital Strategy to support other care models available will give a commitment to leveraging digital solutions for better health outcomes and service quality in our community.

Key aspect include:

- Digital Platforms will enable different health and social care services to work together seamlessly.
- Shared data systems will improve coordination and communication between various service providers
- Digital tools will facilitate easier and more effective engagement with services by the community.
- Tailored online resources and platforms will empower citizens to actively participate in their care.
- Current service delivery often operates in silos, leading to inefficiencies and a disjointed user experience.
- The digital strategy is informed by this understanding, aiming to create a more cohesive and responsive system.
- A dedicated board will be established to oversee the digital strategy, ensuring alignment with the strategic plan and wellbeing goals.
- This board will play a crucial role in driving the programme of work and supporting key decision-making processes.
- Staff and community engagement will be ongoing throughout the lifecycle of the digital strategy, serving as a continuous 'pulse check'.
- A comprehensive questionnaire has been developed to gather feedback from both staff and citizens, ensuring their voices are heard and integrated into the strategy.

4.2 There has been some developmental work carried out to progress including:

<i>Project</i>
<p><b>Corporate Website options appraisal</b></p> <p><b>Telephony Appraisal</b></p> <p><b>Case Management System Scoping</b></p> <p><b>Technology Enabled Care scoping</b></p> <p><b>Recruitment to NearMe post</b></p> <p><b>Progress of Digital Author post</b></p> <p><b>Process mapping sessions for Digital Opportunities</b></p>

4.3 The following table outlines the actions intended to progress to a final draft version of a refreshed Digital Strategy

*Appendix 1 – Draft Digital Strategy 2024-2029*

*Appendix 2 – DS Timeline*

- 4.4 A final draft version of the next generation of Digital Strategy will be presented to the IJB for formal agreement in spring 2024.

## **5. STRATEGIC CONTEXT**

- 5.1 The SAHSCP Digital Strategy is fundamental to our work, contributing to a range of strategic outcomes. The successful delivery of the strategy will contribute to the following IJB Strategic Objectives in particular:

- We are an ambitious and effective Partnership,
- We are transparent and listen to you

## **6. IMPLICATIONS**

### **6.1 Financial Implications**

- 6.1.1 Finance for the resources required will be provided by South Ayrshire Council and the SAHSCP's Improvement and Innovation fund.

### **6.2 Human Resource Implications**

- 6.2.1 No immediate implications

### **6.3 Legal Implications**

- 6.3.1 No Implications

### **6.4 Equalities implications**

- 6.4.1 An Equalities Impact Assessment and Children's Wellbeing Rights Impact Assessment

### **6.5 Sustainability implications**

- 6.5.1 No Implications

### **6.6 Clinical/professional assessment**

- 6.6.1 No Implications

## **7. CONSULTATION AND PARTNERSHIP WORKING**

- 7.1 There is extensive partnership work and engagement in the development of the Digital Strategy delivery plan.

## **8. RISK ASSESSMENT**

- 8.1. There are no immediate risks associated with the approval of this report. Delivery of the action items set out in the Plan at Appendix 1 will minimise risks to the successful integration of health and social care services in South Ayrshire and lead to effective and collaborative working at all levels – strategic and operational – across the system.

## **REPORT AUTHOR AND PERSON TO CONTACT**



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## **BACKGROUND PAPERS**

*Provide details here or links to any supporting papers relevant to the report here and, if possible, include a web link.*

*Appendices to the report should not be provided as background papers. These should form part of the main report.*

05/12/2023