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| Meeting of South Ayrshire Health and Social Care Partnership | | Integration Joint Board | |
| Held on: | | 12th June 2024 | |
| Agenda Item: | | 9 | |
| Title: | | Digital Strategy 2024 - 2029 | |
| Summary: | | | |
| <p>The purpose of this report is to present the refreshed Digital Strategy 2024 - 2029 to the IJB. This refresh will transition allow us to continue workstreams from the previous strategy whilst incorporating additional workstreams and recognising the National Strategies.</p> | | | |
| Author: | | Thomas Griffin – Digital Programme Manager | |
| Recommendations: | | | |
| <p>It is recommended that the Integration Joint Board notes the refreshed strategy and supports the content and workstreams in order for work to progress.</p> | | | |
| Route to meeting: | | | |
| Directions: | | Implications: | |
| 1. No Directions Required | <input type="checkbox"/> | Financial | <input type="checkbox"/> |
| 2. Directions to NHS Ayrshire & Arran | <input type="checkbox"/> | HR | <input type="checkbox"/> |
| 3. Directions to South Ayrshire Council | <input type="checkbox"/> | Legal | <input type="checkbox"/> |
| 4. Directions to both SAC & NHS | <input type="checkbox"/> | Equalities | <input type="checkbox"/> |
| | | Sustainability | <input type="checkbox"/> |
| | | Policy | <input type="checkbox"/> |
| | | ICT | <input type="checkbox"/> |

DIGITAL STRATEGY 2024 - 2029

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to update the Integration Joint Board on the implementation of the refreshed Digital Strategy 2024-2029.

2. RECOMMENDATION

- 2.1 **It is recommended that the Integration Joint Board agree to the presented strategy, note the progress to date and support the direction of this programme of works.**

3. BACKGROUND INFORMATION

- 3.1 The Health and Social Care Partnership Digital Strategy set forth objectives that targeted improvements in how we work foundationally, through technology, enhanced data, security, and streamlined service delivery across health and social care sectors. Significant progress was achieved under this framework, including the implementation of Microsoft 365.
- 3.2 The need for a refresh was due, in part, to the current strategy coming to a natural conclusion but also to reflect the organisational changes within the Health and Social Care Partnership as well as to reflect additional commitment from the Director and Integration Joint Board to invest in the Digital Programme and further the foundational work began under the previous strategy.

4. REPORT

- 4.1 This refreshed Digital Strategy is committed to improving efficiency and enhancing the user experience for those interacting with the Health and Social Care Partnership (HSCP). Over the next five years, we will embrace innovation, improve service integration, and invest in new, effective ways of working to meet the evolving needs of our community.
- 4.2 We are dedicated to streamlining processes and enhancing interfaces to improve both the accessibility and satisfaction of the services provided. Focus will be placed on user-centric design and feedback mechanisms to ensure that services are both effective and responsive to the needs of our users.
- 4.3 The strategy includes migrating multiple legacy platforms to more integrated, scalable systems. This will involve investing in state-of-the-art technologies and digital solutions that promote better collaboration and efficiency across services.
- 4.4 A core component of our approach is to deepen our understanding of those who use our services. Through enhanced data analytics and engagement strategies, we will gather insights to tailor our services to better meet the actual needs and preferences of our users.
- 4.5 An action plan has been developed to outline specific projects and initiatives that will be delivered over the next five years. This plan will detail timelines, responsible parties, required resources, and expected outcomes for each project.

- 4.6 Governance of the strategy will be overseen by a dedicated Programme Board, which will ensure that the strategy remains on track and is responsive to both local and national changes. The board will regularly assess the strategy's progress and make adjustments as necessary.
- 4.7 Recognising the dynamic nature of the digital landscape, our strategy will remain flexible to adapt to both local and national changes. This adaptability will be built into our planning processes to ensure our approaches are always relevant and proactive.
- 4.8 A systematic approach will be adopted to monitor, record, and address risks and issues. The Programme Board will maintain a risk register and issue log, ensuring that potential challenges are managed proactively and do not derail our strategic objectives.
- 4.9 To validate the impact of the digital strategy, a benefits realisation framework will be implemented. This framework will define expected benefits, methods of measurement, and reporting intervals. This will ensure that the strategy delivers measurable improvements in service quality, efficiency, and user satisfaction.
- 4.10 With a clear focus on improving service efficiency, enhancing user experience, and ensuring adaptability to changes, this refreshed digital strategy positions the HSCP to effectively meet future challenges while delivering significant value to our community. The next five years will be pivotal in transforming how we use digital solutions to enhance health and social care services.

5. STRATEGIC CONTEXT

- 5.1 In a strategic context each of the workstreams will impact the seven strategic objectives as follows:
- 5.2 Insight and Intelligence:
- We focus on prevention and tackling inequality: Enables data-driven decisions to target interventions where they are most needed, reducing health disparities.
 - We are transparent and listen to you: Enhances capacity for feedback and communication from the community, ensuring voices are heard and acted upon.
- 5.3 Creativity and Changes:
- We are an ambitious and effective Partnership: Supports innovative solutions that push the boundaries of traditional health and social care delivery.
 - We make a positive impact beyond the services we deliver: Drives broader social and community benefits through innovative health programs.
- 5.4 Leadership and Learning:
- We nurture and are part of communities that care for each other: Develops leadership skills within communities to foster a caring and proactive health environment.
 - We are an ambitious and effective Partnership: Cultivates a culture of continuous improvement and professional development among staff.
- 5.5 Infrastructure and Integration:

- We help build communities where people are safe: Establishes robust digital platforms that secure personal data and support emergency responses.
- We work together to give you the right care in the right place: Facilitates seamless integration of services across different care settings through improved IT infrastructure.

5.6 Accessibility and Inclusion:

- We are transparent and listen to you: Ensures that digital services are accessible to all, promoting inclusivity and enabling feedback mechanisms.
- We work together to give you the right care in the right place: Improves access to care through digital tools that guide patients to the most appropriate care settings based on their needs.

6. IMPLICATIONS

6.1 Financial Implications

- 6.1.1 Budget has been identified to be attributed to the Digital Programme which includes:
- 6.1.2 A contribution to replace our Case Management System.
- 6.1.3 A contribution to the Digital Programme for further investment in each workstream.
- 6.1.4 A contribution from the HSCP's Improvement and Innovation fund meet changes and improvements within services.

6.2 Human Resource Implications

- 6.2.1 At this time the Digital Programme will contribute to various changes within services and these services will conduct their own impact assessment in relation to staff.

6.3 Legal Implications

- 6.3.1 If the report has legal implications outline them here.

6.4 Equalities implications

- 6.4.1 An EQIA and CWRIA has been conducted in accordance with the process in place at the time of scoping.

6.5 Sustainability implications

- 6.5.1 It is expected that there will be a positive impact on the carbon footprint due to changes to process and systems in use.

7. CONSULTATION AND PARTNERSHIP WORKING

- 7.1 Service specific working groups will be established to ingather process and reporting information to ensure a successful system transition and to enable a post-implementation development work plan to be established.

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APPENDICES

Appendix 1 - SAHSCP Digital Strategy 2024-2029

Appendix 2 - Equalities Impact Assessment Digital Strategy 2024 – 2029

Appendix 3 – Digital Strategy Children’s Rights Impact Assessment

BACKGROUND PAPERS

N/A

1st May 2024