



Oxfordshire

Clinical Commissioning Group



South, Central and West  
Commissioning Support Unit

# Digital Transformation and new ways of working in Primary Care

Kassam Stadium, Oxford 12/07/2019



## Agenda for the day

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- 12:45    Tea & Coffee / Networking
- 13:00    Introduction to local Digital Transformation
- 13:30    Digital Primary Care – the National Picture
- 14:20    “World Café mini-workshops” (8 to 10 people)
- 15:15    What’s next and how can digital support PCNs?
- 15:30    Close / Optional session for outstanding Q&A



# Objectives for the day

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- Start to build a strategic community for digital primary care which will:
  - Increase collaboration and co-production of ideas
  - Ensure primary care has a **voice** in the wider digital system vision and is seen as an equal partner
  - Explore what good communications should look like going forwards
  - Build a foundation for successful engagement going forwards
- Share national and Oxfordshire-wide updates
- Share the evolving primary care programmes
- Help us to help you 😊



# Who are the “Digital Transformation” team?

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- We are a small team who are commissioned to provide digital transformation support
- We work closely with other teams such as IT services and Business Information, acting as an interface where necessary
- We provide local Programme and Project support across Oxfordshire (we will talk about the programmes a bit later on)
- We support practices with national initiatives and must dos
- We work closely with Oxfordshire CCG to ensure the work we undertake is aligned to Oxfordshire’s objectives, while providing specialist expertise
- We need to get better at some things and embed a way of working that supports you as a primary care community
- We need to do more at a strategic level to support you to transform



# Why Transformation? A story.....

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Rich is a GP who lives with his wife, their 5 year old daughter and 10 month son. Rich's wife also works for the NHS as a registrar in the local hospital.

They have both worked long days and shifts for 10 years and have realised they need to do something differently to stop them burning out. The impact on the system, one which is going through a workforce crisis, is losing another skilled clinician.

An opportunity came up and Rich has recently been involved in a pilot for online consultations. He is able to do the school run and nursery drop off before running an online clinic from home. He will refer urgent patients as necessary, seeing some himself later that day in the surgery.

As he has got more used to using the online tool, he is able to assess and manage patients quicker, with all the relevant information available to him via remote access.



# What would you like help with? This is what we have heard....

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## Technical Issues

How do I get new hardware?

How do I manage costs of hardware/software?

Why is X Y Z so slow?

How can I get access to X system?

## Process / Transformation

Can we support remote working?

Can we eliminate duplicative processes (e.g. scan and code)

How can we free up estate space?

How can we work in new ways to give us back some time?

## Comms & Engagement

Too much information – what are **my** actions?

Who can help me?  
Who is responsible?

What should we be doing? National & Local Must Dos?

How can we share learning beyond practices?

## Culture & Change

How do we support those who don't like change?

How can we co-produce and contribute?

How can we upskill our clinical & admin staff?

How can we get our patients engaged and involved?



# Creating an Oxfordshire Digital Vision

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- “Oxfordshire Digital Strategy Group” brings together representatives from across Oxfordshire
- There is a need to ensure we have a collaborative view across the system which is co-produced with clinicians, all staff and citizens. **Part of today includes how we best give Primary Care a voice and understand how to keep you informed**
- The resulting work programmes should be coproduced with patients, carers, the public and staff from health and care organisations, including the community, voluntary and enterprise sector.
- ODSG will also have an overarching responsibility to align messages and opportunities with supra-Oxfordshire programmes such as the TVS LHCR and evolving BOB ICS digital plans
- When ODSG speaks with one voice – we need to ensure that voice is representative of Primary Care - **a common thread we will keep coming back to**





# Oxfordshire I Statements

These are not just high level vision statement but should be used as the criteria against which we measure the success of the digital programme.





# What system wide programmes do I need to know about?

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OXFORDSHIRE HEALTH FOR **YOU**



OXFORDSHIRE HEALTH FOR **ME**



OXFORDSHIRE HEALTH FOR **ALL**



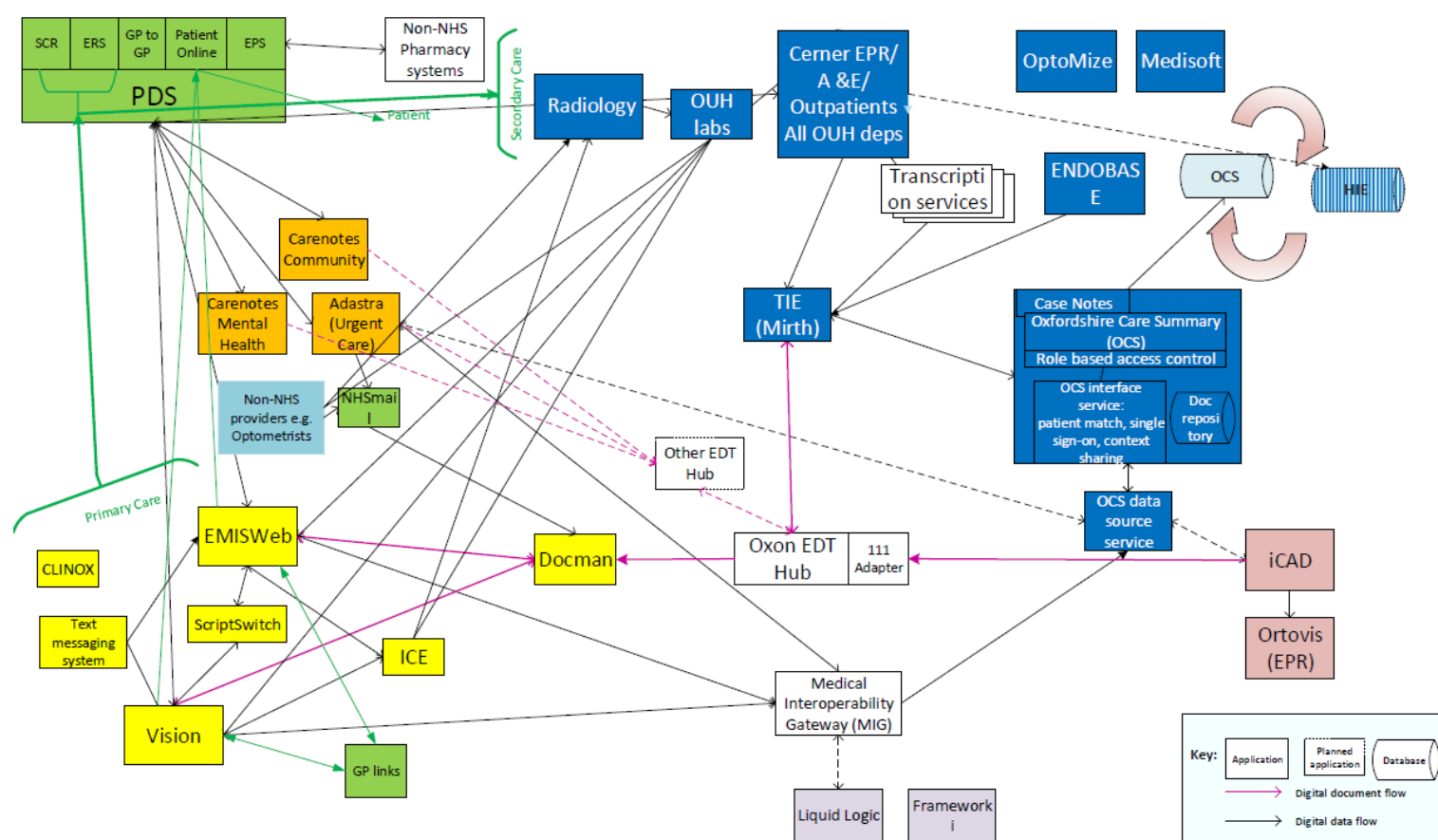
THAMES VALLEY AND SURREY  
**CARE RECORDS**

Also:

Cyber Security

Information Sharing

...and....?



# **Title: Oxfordshire enterprise-wide clinical application architecture**

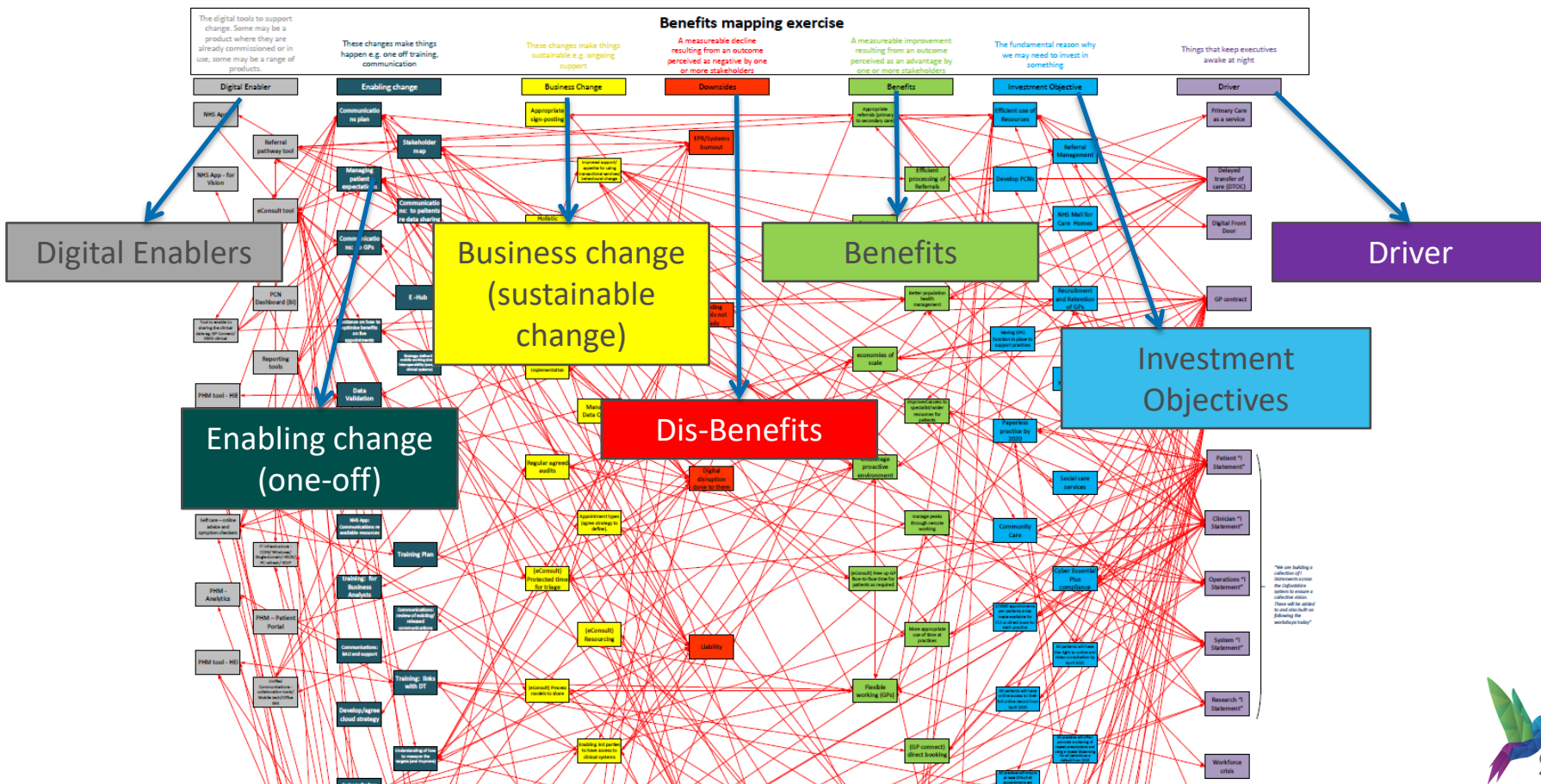
**Author:** Sevil Badin, Digital Transformation Service, South Central and West Commissioning Support Unit

**Date:** July 2019

**Version:** 1



# Back to Primary Care – What happened when we tried to map everything?



# GPIT: The Story So Far

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Visual Information  
Screens

Patient  
Online/Patient Wifi

Record  
Interoperability

Improve Efficiency  
VOIP (telephony)

Mobile Working -  
Pilot

Online Consultation  
(eConsult)

Docman upgrade from Version 7 to Version 10 halted due to on-going problems with the solution.



## GPIT: There are some things that we have to do...

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Desktop Refresh

Commences July 2019

Cyber Security

On-going

GP COIN re-  
procurement

Completes December 2019

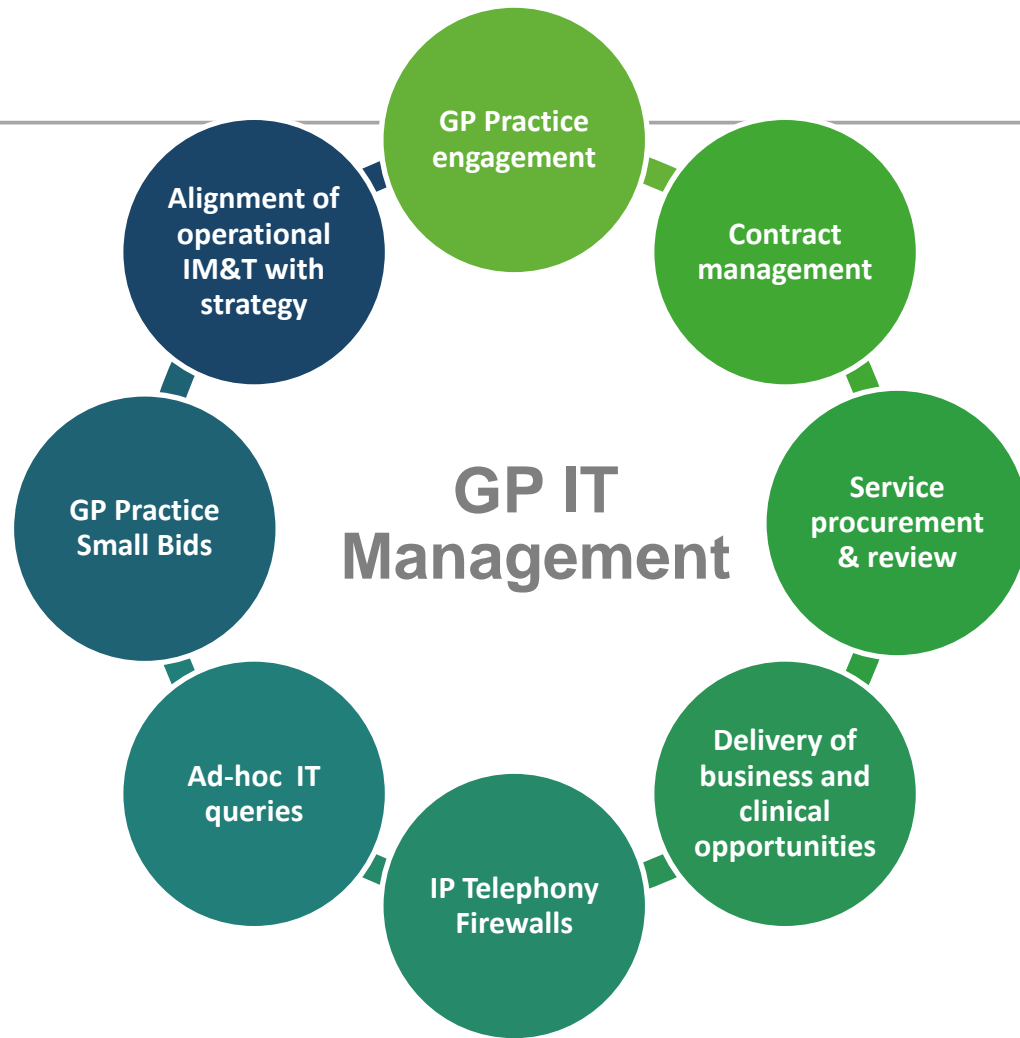
Windows 10 Upgrade

Linked with Desktop  
Refresh



# GP IT Support

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## Other areas we are involved in

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- GP Referral pro-formas – production and support service
- EDT Docman Hub – electronic clinical correspondence
- GP Practice Mergers
- GP System Migrations





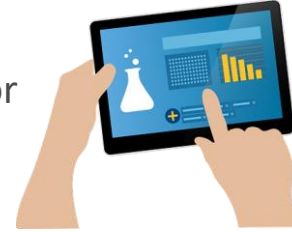
# How is the Digital Transformation Programme shaping up for 19/20?



Preparing Practices for the NHS App & baselining activity



Digital Front Door & Triage



Mobile/flexible working strategy



Integrated clinical teams access to clinical information for direct patient care (including access to appointments)



Patient access to transactional digital services & development of patient engagement



Exploitation of VOIP



Development of a Collaboration strategy

**Whole programme needs to support better co-production of requirements, outcomes and benefits with staff and patients**



# What's next?

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- We will continue to socialise our developing programme and benefits map to ensure we are doing the things we need to do
- We will be carrying out a triage activity to work with all practices and understand what levels of support they may require
- We will continue to build this community to ensure we can give primary care a voice in both primary care programmes but wider system programmes
- We will be working on our communications approach so you are getting relevant information and you are clear on what you need to do
- We hope to re-establish the quarterly digital strategy meeting with a clear purpose and remit

Please invite us to your meetings and forums so we can start to work with you!



# National Update



# WORKSHOPS

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## Workshop 1: Information Sharing Arrangements

(Facilitator: Stephanie Colborne)

## Workshop 2: A Patient Story: How Digital Can Help

(Facilitator: Kieron Martin)

## Workshop 3: Improving Ways Of Working

(Facilitator: Lois Lere)



# What's next? How can digital support Primary Care Networks?

Lois Lere, Consulting Partner

Any  
Questions?

