

Long Term Care Management

70% of NHS spend is on the care of people with LTC, most spent on the complications of disease not early stage

Two examples of digital tools for LTC that have scaled well in the UK thanks to AHSN Network support:

- **AliveCor** – a small device that turns your smartphone into a clinical grade ECG so can pick up undiagnosed Atrial Fibrillation and thereby start treatment and prevent strokes
- **myCOPD** – a digital platform designed by a British respiratory physician to support people living with this progressive lung condition that responds well to evidence based lifestyle interventions

6,000

- digital AF Detection devices provided across the country thanks to AHSN support
- ECG on a mobile
- on track to prevent 1,200 strokes

@livecor [livecor.com](https://www.livecor.com)

AliveCor®

Next steps on the

NHS Five Year Forward View

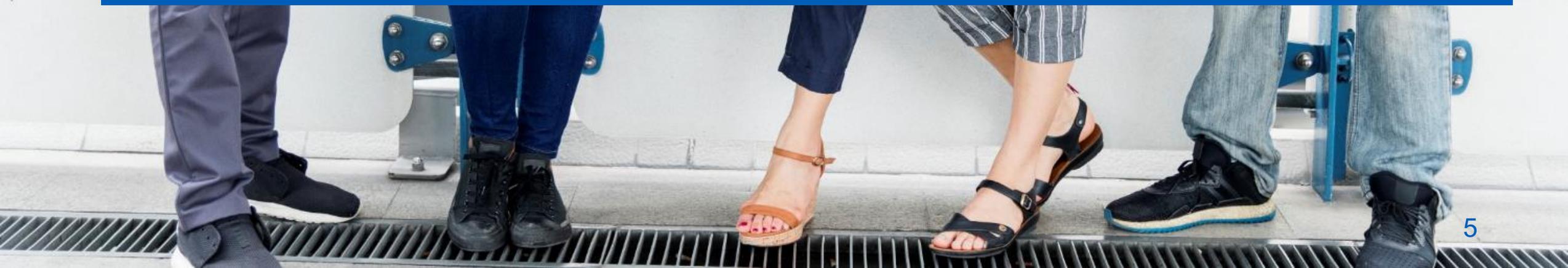
Digital innovation, leadership and supporting adoption

- Do you recognise these issues?
- How much is **the same** here in Melbourne and how much is **different** to our experience in London?
- Do you have **ideas and suggestions** of methods of speeding up adoption you can share?
- Please **turn to your neighbour** and discuss this
- We will then take **key points of feedback** to the wider group

4



We will empower people to **participate** in their health and care using digital services that meet their needs, target **prevention** and offer a **personalised** experience



Our vision

People will:

Use **digital tools and services to stay healthy, manage long term conditions, self-care and access services**

Know the top things that they can do to manage and improve their health and are motivated and reminded to do them

Find the end to end experience intuitive and accessible (through text, voice, visual and conversational interfaces), blending into how they use their devices and other services

Recognise and trust digital tools and services and find that the experience in navigating these is consistent

Benefit from their carers and family using digital tools and services on their behalf when they don't want to or can't engage themselves

Find it **simple, rewarding and desirable** to engage with their health digitally, becoming a habit

Where does our mandate come from?

DHSC Technology Vision



The technology vision is the foundation for a new generation of digital services focused on: user need; privacy and security; interoperability and inclusion

NHS Long Term Plan



The NHS Long Term Plan reinforces the importance of delivering an integrated digital health and care system

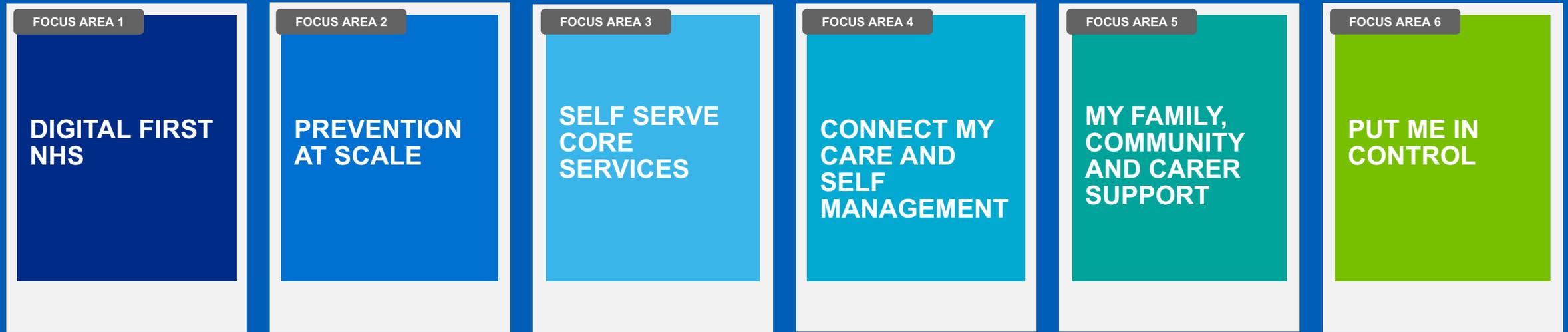
User needs



Digital tools and services can help meet people's needs and expectations as well as offer a personalised experience

Our strategic approach

A consistent consumer user experience gives the NHS ability to learn from and optimise around the millions of daily digital and physical interactions



These strategic pillars are underpinned by key enablers to ensure consistent branding, experience, safety and security and either built or bought to encourage and retain innovation within the market

Delivering digital transformation

National platforms, products and components

- NHS App
- NHS website (nhs.uk)
- NHS Apps Library
- NHS login
- NHS 111 online



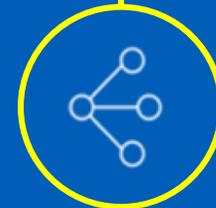
Toolkits and standards

- Code of conduct
- Digital design standards
- PHR toolkit
- Developer toolkit
- Digital assessment questions (DAQs)



Support for local

- Widening Digital Participation
- Personal Health Record (PHR) adoption toolkit
- Global digital exemplars
- Online consultations
- Digital care plans
- Digital redbook
- Maternity EHR
- Driving adoption and uptake of all digital tools and services



Our programmes

The NHS App is a new simple, secure way for people to access a range of NHS services

NHS login makes it easier and quicker for people to access digital tools and services

Widening digital participation helps the millions of people who lack the skills and means to use digital health services

111 online allows people to get urgent healthcare online, using their laptop, smartphone or other device

The NHS Apps Library is a public facing web page to providing people with access to trusted digital tools



The NHS website is a trusted health website providing trusted information to 1.3 million visitors daily.

Digital maternity delivers a digital pathway of care from conception to post-natal improving the experience of women accessing care

Digital child health will ensure key health information can be shared appropriately with all those involved in the care of a child

Personal health records offer online, secure ways for patients to manage their health and care

Patient facing online services enable people to book GP appointments, order repeat prescriptions and view parts of their GP record online

Latest headlines ...

15.5 million

People signed-up for digital services through their GP practice

40 million

Monthly visits to the **NHS website** from UK. Over 10m more from across the globe. Now optimised for mobiles

52 million

Patients now with access to free **NHS WiFi** in primary and secondary care – whole NHS estate

100%

CCGs offering access to **NHS 111 online services**

80

Assured apps on a range of health and social care categories on **NHS Apps Library**, **117** under review

800,000

Visits and 85,000 click-throughs to app stores to date from **NHS Apps Library**

163,000

People engaged through our **Widening Digital Participation** programme

50,000+

Women with **electronic maternity records** in 14 areas

NHS App is live on app stores and implemented across c2,000 GP practices aiming for all by the summer of 2019

NHS login in public testing with the app, providing a single, safe patient verification service

Digital Services Design Manual with content styles, patterns and design principles in one place

PHR adoption toolkit for developing and managing personal health records and other citizen-facing tools

Evidence Standards Framework ensures new technologies are clinically effective and offer economic value

NHS App

- A “digital front door” to the NHS
- Private beta ended Dec 18
- Available on Google Play and App Store
- Creating a universal offer to people across England

NHS App provides

- Symptom Checker
- Appointment Booking and Changing
- Repeat Prescriptions
- Access to your summary care record
- Organ donation preferences

Timescales

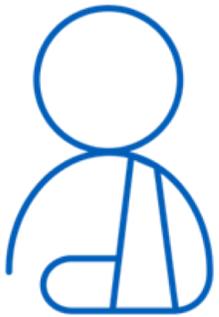
- There are 7,300 GP practices to activate
- Currently at c2,000 practices, around 30%
- Seeking to have whole country enabled by this summer



NHS App

Who is this for?

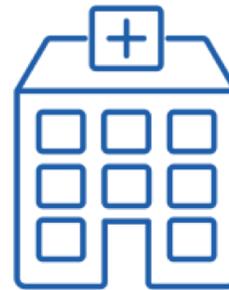
We work across the system with patients, commissioners, clinicians, the voluntary, community and social enterprise sector, professional health bodies and royal colleges, and suppliers of digital health services to ensure digital tools and services are safe, secure, effective and meet user needs.



**Patients
and people**



Commissioners



**Health and care
professionals**



**Developers and
partners**

Looking to the future

Stats on ageing are amazing, 15k 100+ now in UK ...

Little home robot using voice and facial recognition technologies to help you take your medicines correctly

"Your Daily Dose of Better Health: voice activated at-home companion that manages a total wellness programme for you and your loved ones"

pillohealth.com

@PilloHealth

The logo for Pillohin, featuring the word "pillo" in a dark grey font, a stylized "o" with a blue-to-teal gradient, and "hin" in a teal-to-green gradient font.

Thank you – Questions?



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