



**AGENDA ITEM NO 17**

**REPORT NO IJB 42/23**

**ANGUS HEALTH AND SOCIAL CARE**  
**INTEGRATION JOINT BOARD – 21 JUNE 2023**  
**NHS TAYSIDE AND SOCIAL CARE DIGITAL UPDATE**  
**REPORT BY GAIL SMITH, CHIEF OFFICER**

**ABSTRACT**

Further to the meeting in November 2022 where Digital Directorate provided an update on the delivery of programmes supporting the ambition of the Digital Strategy, the Board will note from this report the further advancement in the delivery of the 2023-24 programmes of work.

As outlined this strategy lays out the ambition to develop digitally powered services that will help the people of NHS Tayside live longer, healthier, and happier lives. In this strategy we identify the areas where digital can have the biggest impact on our services, reducing pressure on resources and improving outcomes for patients.

**1. RECOMMENDATIONS**

It is recommended that the Integration Joint Board:-

- (i) Acknowledge the Digital Directorate have created an overarching Digital Strategy for the 2022-27 and have identified key programmes of work to deliver this ambitious strategy. These are reflected in our Annual Operating Plan (Appendix 1), with progress on each deliverable clearly outlined for the Board's awareness.
- (ii) Acknowledge the Angus progress in relation to the subset items in the Annual Operating Plan.

**2. BACKGROUND**

As part of the Directorate's commitment to continued sound governance and alignment of activities to the organisation's priorities, this report provides updates on the key programmes contained within the Annual Operating Plan (AOP) 2023-24. The AOP supports the delivery of the Digital Strategy for 2022-27.

**3. CURRENT POSITION**

The Digital Strategy has five key themes listed below, which our programmes of work are designed to support.

1. **Improving Decision Making** – improve the accuracy and effectiveness of decision making by providing the right information at the right time
2. **Helping Staff** – create intuitive digital tools and experiences for staff that save time and help them on what matters most for patient outcomes

3. **Empowering Patients** – give patients access to the right information and interactions with their care to help them make informed decisions
4. **Connecting Services** – join up different health and care services by making relevant information accessible and creating shared technology
5. **Building Closer Partnerships** – work with Local Authorities, 3<sup>rd</sup> Sector partners, academia, private enterprise, and regional and national groups to transform care together

### **Angus update on subset items in Digital Annual Operating Plan (Appendix 1).**

#### **Assessment of replacement for Adult, Child and Mental Health Community system**

The EMIS Web Community Electronic Patient Record (EPR) in use in some Angus community services is end of contract term from February 2023, this contract has been extended for a period to allow the migration to an alternative solution. The current system can only be accessed within a work base (or a guaranteed internet link), this means that for community nursing for example, in order to use the system they have to return to base frequently, which is not feasible with a busy community workload. Community nursing therefore still continue to use a paper record.

The new system has been built as a community based system and can be utilised “off-line” e.g. staff can download patients records when connected to the internet, they can update the records even if they are unable to connect to the internet in the person’s home and the records can then be updated at a later time when the mobile device is again connected to the internet.

The NHS Tayside Executive Leadership Team has approved the purchase of Morse system. The project is being initiated, the governance established and stakeholder engagement commenced. The SRO will be Gail Smith.

#### **Device refresh and upgrades/Mobile Device Management**

Angus HSCP have reserved funding for the purchase of suitable mobile devices in preparation for the new EPR. Services which will then be using the same system include; Community Nurses, Allied Health Professions, Mental Health, Substance Misuse and Learning Disability Services. Currently a decision is pending on which mobile device will be purchased based on user feedback, reliability and cost. A programme to purchase the required devices will then commence. The full benefit of mobile devices will not be realised until Morse has been implemented, however there will still be some benefit in introducing laptops and/or tablets in advance of this, as other clinical systems can be accessed away from base if there is a link to the internet via 3G/4G or 5G.

#### **Microsoft 365 Programme**

The federation for the 3 Partnerships and NHS Tayside is now in place, permitting the visibility of calendar and ability to use Teams Chat.

#### **GP IT Re-Provisioning**

All Angus sites now migrated to new GP IT System Managed Technical Services: -

Ravenswood	31/10/2022	Castlegait Surgery	08/02/2023
Arbroath Medical Centre	20/02/2023	Townhead Surgery	10/02/2023

Springfield Centre (West)	Medical	22/02/2023	Springfield East	14/11/2022
Carnoustie Group	Medical	06/03/2023	Kirriemuir Health Centre	17/02/2023
Edzell Health Centre		05/05/2023	Academy Medical Centre	17/04/2023
Brechin Health Centre		22/05/2023	Lour Road Surgery	17/04/2023
Annatbank		06/02/2023	Monifieth Health Centre	24/04/2023
Abbey Health Centre (Practice 1)		07/04/2023		

### **Trakcare (MEUI) Encounter Record**

This will allow Trakcare (the current bed utilisation and appointment system in NHST) to be used to record a patient record for all in-patient services, this is likely to include Community Hospitals, allowing the transition from paper records.

### **Angus Digital Partnership**

This group has now been formed and meet every 2 months. The Terms of Reference are finalised and the primary aim of the group will be to drive forward digital developments in the HSCP, make recommendations to the Executive Management Team and act as the main communication hub for digital developments to be shared across Angus Council, NHST and the HSCP. This group is jointly chaired by Angus Council IT Lead and Angus HSCP Digital Lead.

Other work is underway to improve our digital presence across the partnership to support corporate branding. This includes the production of a video to communicate and engage Partnership information to all staff. A demo of this can be found at <https://www.angushscp.scot/wp-content/uploads/2023/06/PartnershipMatters.mp4>

## **4. PROPOSALS**

The IJB acknowledge progress and Angus progress in the areas of the Digital Directorate Annual Operating Plan and recognise how the work streams are positively impacting the key themes of the strategy and how organisations can connect to transform care together.

## **5. FINANCIAL IMPLICATIONS**

There are no financial implications arising directly from this report.

## **6. RISK**

There are no risk implications arising directly from this report.

## **7. OTHER IMPLICATIONS (IF APPLICABLE)**

N/A

## **8. EQUALITY IMPACT ASSESSMENT**

An Equality Impact Assessment is not required.

**9. DIRECTIONS**

The Integration Joint Board requires a mechanism to action its strategic commissioning plans, and this is provided for in Section 26 to 28 of the Public Bodies (Joint Working) (Scotland) Act 2014. This mechanism takes the form of binding directions from the Integration Joint Board to one or both of Angus Council and NHS Tayside.

<b>Direction Required to Angus Council, NHS Tayside, or Both</b>	<b>Direction to:</b>	
	No Direction Required	X
	Angus Council	
	NHS Tayside	
	Angus Council and NHS Tayside	

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List of Appendices:

Appendix 1 Summary - Digital Annual Operating Plan items, for the period of 2023/2024:

Summary - Digital Annual Operating Plan items, for the period of 2023/2024:

Programme	Summary/Deliverable	Benefit/Strategic Theme (ST)	Planned End	RAG
<b>Lifecycle</b>	Device refresh and upgrades	Staff will have access to high spec devices running the latest operating systems (ST 1, 2)	Cyclic	
	Netcall Upgrade	Provide a platform to implement patient facing digital appointments management (ST 3)	Q4 2022/23 To carry over to 2023/24	
	Infrastructure components	Replacing of legacy digital infrastructure equipment across our estate. Managed by strategic risk 679.	Cyclic	
	Application Compatibility Lifecycle Management	Upgrade and decommission of legacy systems and applications. (ST 1,2,4)	Cyclic	
<b>Simplify</b>	ForgeRock Decommission	Removal of legacy environment that governs staff digital accounts. Will reduce login requirements and simplify end user experience (ST 2)	Q3 2023/24	
<b>Secure</b>	Quarantine VLAN (QVLAN)	Enhanced cyber security and increased compliance (ST 1)	Completed	
	Advanced Threat Protection rollout	Increased cyber security resilience, ability to detect incidents and reduce likelihood of spread (ST 1)	Completed	
	Mobile Device Management	Allows us to securely manage mobile devices ensuring the data accessed on them remains secure and accessible to those who need it (ST 1, 2, 4)	Completed	
<b>Modernise</b>	Upgrade of PC's to Windows 10 OS	Rollout of fully supported operating system	Completed	
	Data Centre infrastructure replacement – Phase 1	Removal of legacy technology and replacement with modern responsive, secure and scalable infrastructure fit for current and future digital demand (ST 1, 2)	Completed	

Programme	Summary/Deliverable	Benefit/Strategic Theme (ST)	Planned End	RAG
	Microsoft 365 Programme	We have delivered the criteria from the national programme and continue to work with them as they close down and pass over next steps to local boards.	Timescales undetermined – await national direction.	
	TrakCare application migration to new infrastructure environment	Upgrade to newly supported evergreen environment for legacy out of support infrastructure (ST2, 4)	Q2-3 2023/24	
<b>Scale</b>	Wifi expansion	Major project to roll out enhanced Wi-Fi coverage across the NHST estate. Allowing staff to access information without barriers to location (ST 1, 2)	Q4 2023/24	
	Internet Capacity Increase	Increased capacity of our Internet link to ensure digital experiences are satisfactory and our infrastructure is capable of meeting demand for virtual meetings, virtual consultations etc. (ST 1, 2)	Complete	
<b>Electronic Patient Record (EPR)</b>	TrakCare Upgrade v2022	Upgrade of TrakCare application to version 2022 (ST 1, 2, 4)	Complete	
	Implementation of TrakCare Mobile Enabled User Interface (MEUI)	Provision of new user interface in Trak with key functionality features including ability to record encounter notes and patient questionnaires (ST 1, 2, 4)	Q3 2023	
	HEPMA	Key partner of Tayside HEPMA Programme, pilot commencement with further rollout scheduled (part of the NOS HEPMA Programme) (ST 1, 2, 4)	Q4 2022/23	
	GP IT Re-Provisioning	Direct Award contract from national Framework for provision of GP IT Managed Technical Services – migration of existing practices in Cohort to new solution (ST 1, 2, 4)	Q1 – Q3 2023/24	
	eObservations (Patientrack)	Patient safety nursing application, for the recording of National Early Warning Scores and patient questionnaires (ST 1, 2, 4)	Q1-2 2023/24	

Programme	Summary/Deliverable	Benefit/Strategic Theme (ST)	Planned End	RAG
	Clinical Portal v3 Development	New development of Clinical Portal on a modern, robust platform – migrating minimum viable product functionality and providing a baseline solution to further enhance and develop. (ST 1, 2, 4)	Q2-3 2023/24	
	CHI & GPRS National Project	Implementation of new national CHI and GPRS system. Planned migration timescales delayed, new dates to be issued by national Programme Board (ST 1, 4)	Q2 - 3 2023/24 (TBC)	
	SCPHWS National Project	Implementation of new Child Health systems (ST 1, 4)	Q1 2024/25 (TBC)	
	Assessment of replacement for Adult, Child and Mental Health Community system	Development of Specification of Requirements and Market assessment for replacement system of current system which is end of contract (ST 1, 2, 4)	Q1-2 2023/24	
	TrakCare (MEUI) Encounter Record	Implementation of new user interface and improved functionality in TrakCare. Programme initiated to look at the transition on to an electronic record in Trak. Dedicated clinical resources seconded to the programme. Key testing and configuration activities underway. Pilot anticipated to begin ED, further implementation to be assessed in due course (ST 1, 2, 4)	Q1-2 2023/24	
<b>Service</b>	Service Desk	The Service Desk continues to handle our BAU workload well, with an average of 10,000 user interactions each month, via both phone and self-service. Despite a large turnover in staff, the team have maintained our first line fix rate.	Cyclic	
	Service Improvement	We are modernising our Service Desk team structure to help standardise activity across teams and to implement industry best practice standards.	Complete	