

Meeting of the Board of Directors - **Public**

8 July 2021

Paper title:	Digital Strategy - Progress Update	Agenda item 11
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Purpose of the report		
<p>The purpose of the presentation aims to provide the Board with a progress update regarding the formation of the Trusts new Digital Strategy. This presentation contains background information plus the key outputs following a comprehensive engagement process. The presentation also briefly describes the next steps and activities required to finalise the strategy.</p>	For approval	
	For discussion	X
	For information	X

Executive summary
<p>In March 2021, the Trust engaged with Clever Together to support a crowd sourcing conversation aimed at providing a real-time insight into our current and future use of digital. The first conversation opened on 13th April for a period of two weeks. All Trust staff were invited to participate.</p> <p>In addition to the online conversation a series of facilitated workshops were held for staff unable to join the online process. This process involved participation from external stakeholders across Place, plus internal stakeholder sessions with clinical, non-clinical colleagues and a bespoke session involving service users and patients.</p> <p>Following the initial engagement, a process of analysis commenced that resulted in the detailed review of 168 ideas involving over 1000 contributions. The outcome of this process resulted in the creation of four strategic themes which form the basis for the new strategy. They are: 1) use of digital services, 2) ways of working, 3) accessibility and communication 4) understanding needs.</p> <p>In addition to the themes generated the process also produced a set of Principles which will form the basis for how we deliver our strategy. Details of the identified principles are contained within the attached presentation.</p> <p>In summation the initial analysis identifies some key areas and priorities which are likely to form the basis for the emergent strategy, such as digital support to help those who need to</p>

understand the basics of technology more and for those looking to maximise new ways of working using digital. The term digital buddies and champions were mentioned frequently.

Feedback also suggested a real focus on maximising our existing portfolio of digital technologies, applications, and data to realise previous investments made, but also a real appetite to drive service transformation through digital adoption and innovation.

The final theme was sensitive to those patients and service users who are digitally excluded (inclusive of staff) and clear consideration and action must be built into the design and delivery of new services. From a Patient and Service User perspective choice and access to services is very important as is their confidence in the security and confidentiality of service interactions.

Next steps following Board insight is to develop and complete the wider strategy framework. This will also include some first horizon (short term) priorities and deliverables. Ideas have also been considered with regards to how this adaptive strategy is presented and importantly, maintained to enable continued visibility, engagement, and participation from the Trust.

Whilst much of our insight has been generated at a local level, the strategy will also align to Place, ICS and National strategy and Policy. The strategy will also have a level of external scrutiny from Gartner who will provide a global healthcare perspective. The design of the strategy also follows the best practice guidance as set out by the NHS Providers Digital Boards programme.

Do the recommendations in this paper have any impact upon the requirements of the protected groups identified by the Equality Act?

**State below
'Yes' or 'No'**
Yes / No

If yes please set out what action has been taken to address this in your paper

Recommendation

The Board of Directors is asked to:

- Note the progress made and the outputs from the engagement process and the next steps towards finalising the strategy.

Strategic vision

Please mark those that apply with an X

Providing excellent quality services and seamless access	Creating the best place to work	Supporting people to live to their fullest potential	Financial sustainability growth and innovation	Governance and well-led
X	X	X	X	X

Care Quality Commission domains				
Please mark those that apply with an X				
Safe	Effective	Responsive	Caring	Well Led
x	x	x	x	x

Relationship to the Board Assurance Framework (BAF)	<p>The work contained with this report links to the following strategic risk(s) as identified in the BAF:</p> <ul style="list-style-type: none"> • SO 1,2,3,4,5,6
Links to the Supporting Operational Risk Register	<p>The work contained with this report links to the following corporate risk(s) as identified in the Supporting Operational Risk Register:</p> <ul style="list-style-type: none"> • N/A
Compliance and regulatory implications	<p>The following compliance and regulatory implications have been identified as a result of the work outlined in this report:</p> <ul style="list-style-type: none"> • N/A