GM Health and Care
Digital Transformation Strategy

2023 - 2027

Contents

Summary

We want Greater Manchester to be a world-leading city region.

But many areas in our health and care system are old, disconnected and separate from each other.

Digital can make services and experiences better for everyone, and by working together we can become a truly digital health and care system.

The Greater Manchester Health and Care Digital Transformation Strategy outlines how we will achieve this ambition.

Our Digital Strategy on a page

Why Digital?

From paying bills, to online shopping, to keeping up with news… the way we do things has been completely transformed because of digital technology.

Digital, data and technology also have the potential to transform care for everyone in Greater Manchester. Digital transformation can help people stay well, detect illness earlier, and give people greater control over their own health.

The importance of digital inclusion

We understand the importance of creating a health and care system that is inclusive, accessible and usable by everyone, regardless of our cultural background, language or age.

By listening to over 500 citizens and professionals across Greater Manchester, we have a better understanding of our citizens, the problems they experience, and how digital can help.
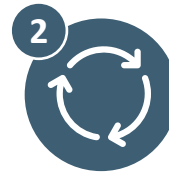
Our strategy

This strategy explains how we will use digital, data and technology to transform our health and care system, and improve outcomes for everyone in Greater Manchester.

Our Vision: At the centre of our digital strategy we have 5 ambitions

1. We deliver **joined-up, coordinated** and **safe** care to citizens.

2. We enable staff and services to **work efficiently** and productively.

3. We **empower citizens** to manage their health and care needs.
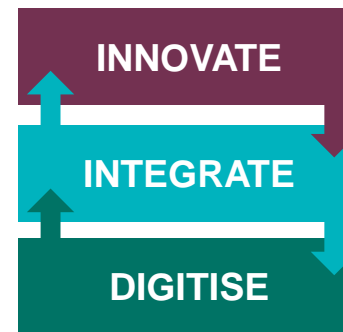
4. We understand **population health** needs and act upon insights.

5. We accelerate **research and innovation into practice**, as a globally leading centre.

Our Method: We will achieve our 5 ambitions through 3 areas of focus

INNOVATE
- Deliver **new technologies and approaches** that improve quality of care for everyone

INTEGRATE
- **Connect** patients, carers, healthcare professionals and services

DIGITISE
- **Get the basics right,** making sure all our services are up to date and work efficiently

Why digital?

Digital transformation = using digital technology to drive change in how we work

From paying bills, to online shopping to keeping up with news, the way we do things has been completely transformed because of digital technology.

Digital, data and technology have the potential to transform care for everyone in Greater Manchester.

It can help people stay well, detect illness earlier, and give people greater control over their own health.

What have we done so far?

We have started to bring digital into the way we work, and this is starting to improve care for citizens.

- For the first time, we can now share information across different areas in Greater Manchester, leading to safer and more timely care.

- During Covid-19, we used technology to monitor and care for people with Covid-19 in their own homes. We also set up the vaccination booking system for Covid-19.

But this is not good enough. Health and care professionals are still using outdated systems and old equipment, which has an impact on being able to provide the highest quality of care that everyone deserves.

To understand how we can transform care through digital transformation…

- We created a Greater Manchester Health and Care Digital Maturity & Investment Framework to help us understand where we are at, and what our priorities need to be. This framework is now being used by NHS organisations across the country.

- We listened to citizens, health and social care professionals to understand what matters to them. This has been fundamental in the development of our digital strategy.

Through our engagement…

…we've listened to over
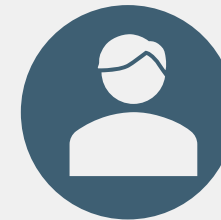
250 citizens

and

250

clinical, social care, operational and digital professionals

…to understand what matters to them

"

Through close collaboration with citizens and partners across the Greater Manchester health and care system, we have a strategy that will meet our ambitions for digital transformation, leading to enhanced efficiency and integration across services, greater understanding of our population's needs, and improved care for everyone."

Dr Gareth Thomas,
Digital Innovation Director at Health Innovation Manchester
and NHS Greater Manchester Integrated Care

Advancing our digital health and care system

In Greater Manchester, we already have a global reputation for doing digital differently.

We have led the way in establishing joined-up care systems, and we have learned that it takes time to deliver change and make a difference.

Building on the strength of partnership across the city region, we are in a unique position to deliver digital transformation and improve outcomes for our citizens.

Through developing strong relationships across health and care, the technology industry and academic institutions, we can move further and faster toward our ambitions.

Our partners

- Health and Care Providers
- Health Innovation Manchester
- NHS Greater Manchester Integrated Care
- Greater Manchester Combined Authority & Local Authorities
- NHS England
- Higher Education Institutions
- Industry

Digital inclusion matters

There are many people who cannot easily access digital tools, and there are many people who would prefer not to use digital tools.

We need to make sure we don't create more health inequalities, and so it is crucial that we use digital in the right way to make sure health and care services are accessible and easy to use - for everyone who wants to.

Working closely with partners and citizens, we will make sure that our health and care system is **inclusive, accessible and usable**. We will design solutions together that will improve the experience of services and outcomes for everyone.
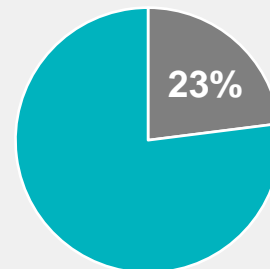
In Greater Manchester…
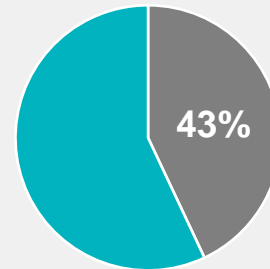
43% of our population are **excluded in some way** for the opportunity that digital brings.
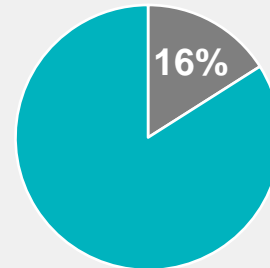
16% of our population are **'non-users' of the internet** - over half of whom are over 60 years of age.

23% of our population are not using digital services because of a **lack of money**

"

These new digital services, such as apps and patient portals, will cause considerable stress to patients if not developed properly.

What we need is a few digital functions that are easy to use and focused on making access to services and their delivery much easier for everyone.

Then there is potential to have a big impact, improving the wellbeing and quality of life for many."

Greater Manchester citizen

In Greater Manchester, digital can makes services and experiences better, improving care and outcomes for everyone.

By listening to over 500 citizens and professionals across Greater Manchester, we now have a better understanding of the opportunities for digital transformation.
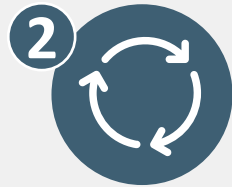
Our 5 ambitions

We have 5 ambitions for our digital strategy:

1 We deliver **joined-up**, **coordinated** and **safe** care to citizens.

2 We enable staff and services to **work efficiently** and productively.

3 We **empower citizens** to manage their health and care needs.

4 We understand **population health** needs and act upon insights.

5 We accelerate **research and innovation into practice**, as a globally leading centre

As a citizen I want to:

- Feel confident that the people looking after me have access to my medical history, my preferences, my lifestyle and cultural needs
- Feel confident that health and care professionals are working together to make the best decisions for me.
- Trust that health and care professionals can access my information to make sure my care is personalised to my needs.

Health and care professionals want to:

- Use digital technology to solve clinical safety problems
- Deliver continuity of care across different members of staff and services
- Gain appropriate access to the right information at the right time

1

We deliver **joined-up**, **coordinated** and **safe** care to citizens.

Receiving joined-up care from different services and professionals, especially for patients with multiple long term conditions

We have listened:

Ambition 2:

What this really means for your care:

As a citizen I want to:
- Order repeat prescriptions easily
- Sort referrals on the spot so I don't have to remember to schedule another appointment
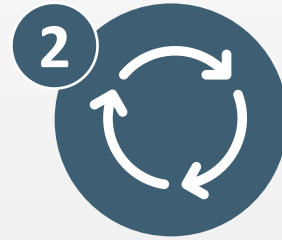- Have my medications available for pick up from my local pharmacy

Health and care professionals want to:
- Use digital and data to help with resource pressures
- Attract and retain a professional and skilled workforce
- Use digital and data tools to improve the care they can deliver

2

We enable staff and services to **work efficiently** and productively.

Services that work well, with health and care professionals who enjoy focusing on delivering the best possible care, supported by the power of digital technology

As a citizen I want to:

- Easily find and access trusted information, advice and services
- Communicate with health and care professional, even if they don't speak my language
- Know what is going to happen next, and who to contact when something goes wrong

- Maintain my independence and feel involved in my care
- Feel empowered to manage my own conditions and wellbeing
- Have the choice to receive care in my home, or use technology that supports my care

- Easily access all my health and care records, appointments and contact details in one place
- Choose how I contact my health and care professional
- Access care from my health and care professional when I need it

Health and care professionals want to:

- Make navigating a complex system easier for citizens
- Support patient involvement in care and their experience
- Use digital to enhance patient-centred care and interactions

3

We **empower citizens** to manage their health and care needs.

Enabling you and your community to manage your own physical and mental needs, helping you stay well and maintain your independence at home.

As a citizen I want to:

- Know if I'm at risk for a particular condition and receive proactive support, including being connected with others in my neighbourhood to share what's worked
- Know that advances in technology don't exclude me
- Be assured, as a taxpayer, of minimising waste

Health and care professionals want to:

- Deliver responsive services that are timely, personalised and appropriate
- Collaborate across care providers to promote healthy living and prevention
- Systematically identify patients with high levels of need and intervene earlier

4

We understand **population health** needs and act upon insights.

Health and care services that are more proactive in helping you to manage your health and wellbeing, providing more personalised care when it's needed – including detecting illness and intervening earlier

As a citizen I want to:

- Know that new digital services provided are safe, confidential and effective
- Benefit from the most advanced and leading-edge care and treatment in the world
- Know that when my information is being used for research, it is anonymous and benefits the communities where I live, including for prevention of disease

Health and care professionals want to:

- Learn from and scale what's worked elsewhere in the locality or in Greater Manchester
- Harness the transformative power of health and care, industry and academia working together to address major challenges and tackle inequalities

5

We accelerate **research and innovation into practice**, as a globally leading centre

Receive leading edge care and treatment that meet your individual needs, and benefit from digital technologies that support you to have equal access to health and care
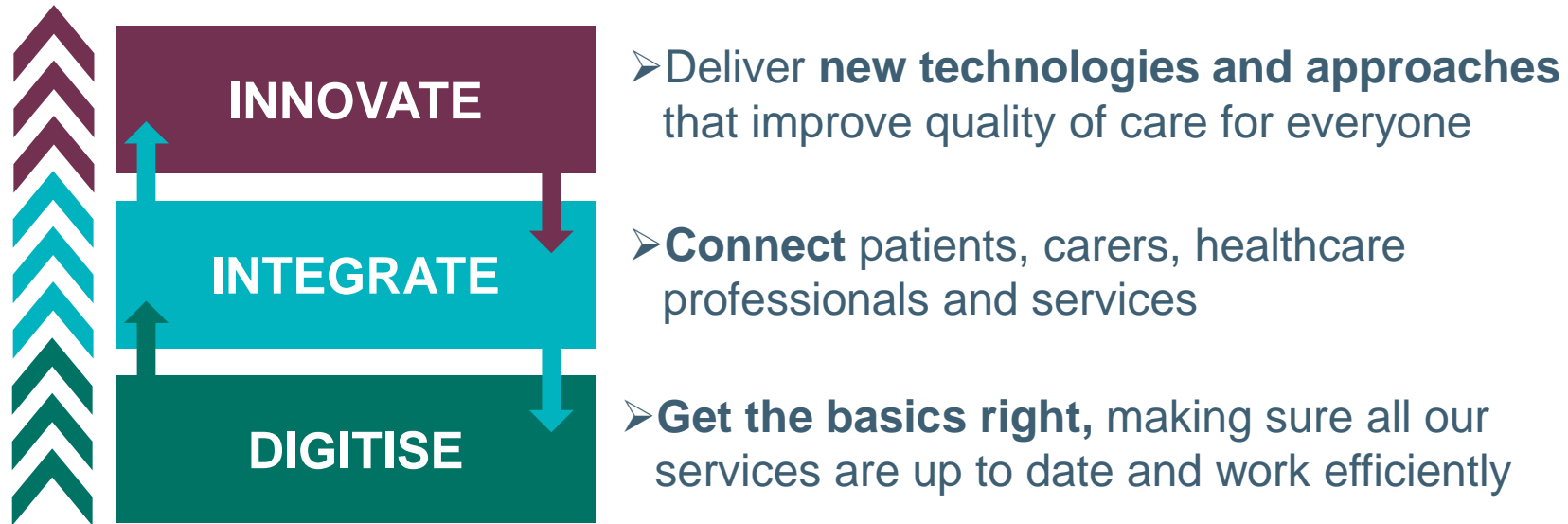
By understanding our citizens and the problems they experience, we can focus on the types of digital and data tools that will truly transform experiences and outcomes for everyone

Meeting our ambitions

We will achieve our 5 ambitions through 3 areas of focus:

INNOVATE

INTEGRATE

DIGITISE

➢ Deliver **new technologies and approaches** that improve quality of care for everyone

➢ **Connect** patients, carers, healthcare professionals and services

➢ **Get the basics right,** making sure all our services are up to date and work efficiently

1 We deliver **joined-up**, **coordinated** and **safe** care to citizens.

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1. Digitise

In order to deliver our ambitions, we must digitise.

We need to get the basics right, making sure all our services are up to date and work efficiently.

Digitising is about moving from using paper or manual processes to using information technology (IT) systems.

INNOVATE
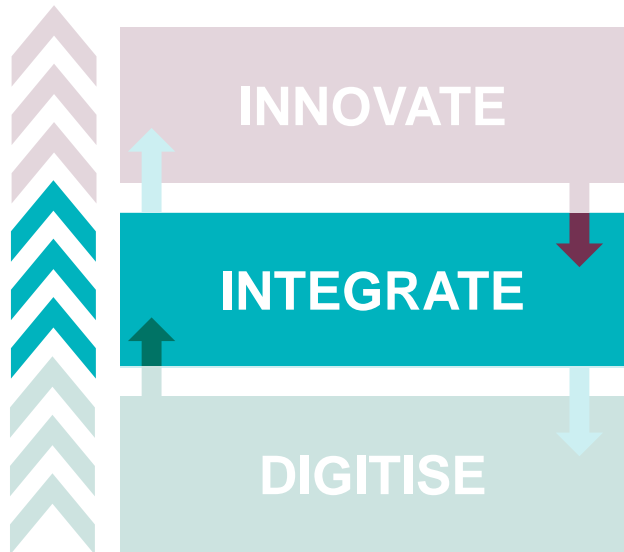
INTEGRATE
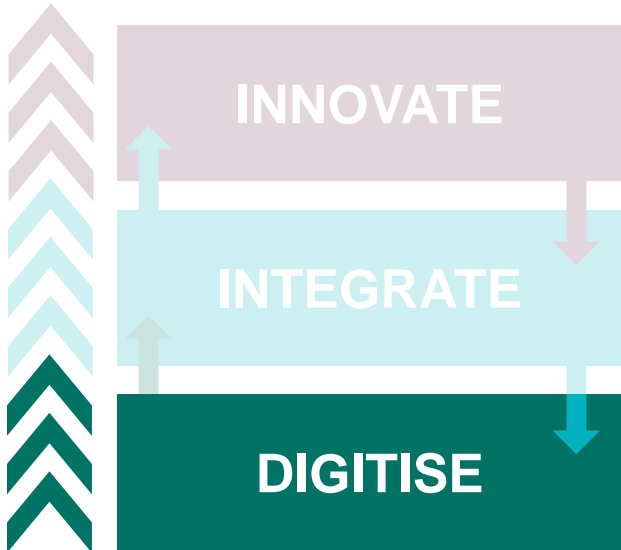
DIGITISE

An example of digitisation is the implementation of an **Electronic Patient Record (EPR)** system. An EPR means health and care professionals can access more information more quickly, allowing them to make better informed decisions.

2. Integrate

In order to deliver our ambitions, we must **integrate**.

Integration is about getting the right information in a safe and secure way at the right time to the right people in the right place, to deliver the best care for each and every individual.

INNOVATE

INTEGRATE

DIGITISE

An example of integration is the **GM Care Record.** It brings together your information from NHS and care services across Greater Manchester in a safe and secure way into one joined up record, so that your information can be accessed by frontline health and care workers, wherever you receive your care. Read more: https://gmwearebettertogether.com/

Another example is the **Secure Data Environment** (SDE), which is a highly secure computing environment that provides remote access to health data for approved researchers. Having access to real data means researchers can better understand our population's needs, and develop solutions that can improve the health and care of citizens across Greater Manchester.

Read more about how your personal data is kept safe and secure: https://gmwearebettertogether.com/your-privacy/

3. Innovate

INNOVATE

INTEGRATE
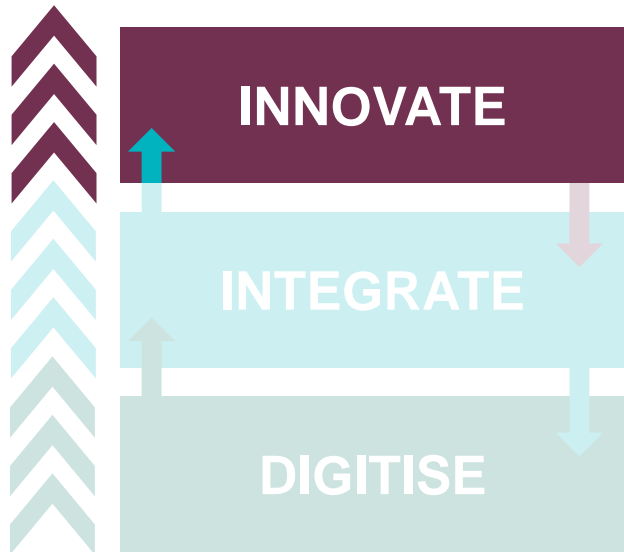
DIGITISE

To deliver our ambitions, we must innovate, building on the digitised and integrated capabilities, where care settings and places are ready.

We will develop and deploy proven innovations to improve people's health and wellbeing, building partnerships between health, care, academia and industry.

Examples of innovation include:

- Personalised care informed by genomics (genomics = the study of the genes in our DNA and how they can influence our bodies)

- Artificial Intelligence to support new models of care;

- Wearable technology to monitor your condition outside the hospital

Further information

For any queries relating to the GM Health and Care Digital Transformation Strategy, please contact Info@healthinnovationmanchester.com