

## Appendix 1

### Digital Strategy Engagement Summary

#### The approach

We provided opportunities for stakeholders to engage to help develop the Digital strategy. The engagement aimed to capture stakeholder feedback on the contents of the draft Digital strategy as well as understanding stakeholder's views and experiences in relation to digital.

The engagement was underpinned by a communications campaign containing key messages and specifically targeted our key stakeholders. The engagement also provided opportunities for stakeholders and the public to comment or feedback on what they feel the Digital strategy should focus on.

A two phased approach to engagement is being undertaken.

**Phase 1-** Engagement with all stakeholders on the priorities within the draft strategy, including feedback on their current experiences in relation to digital and what the priorities are for each stakeholder group.

**Phase 2-** Further engagement on the final draft to ensure the views obtained from phase 1 are reflected within the final Strategy and it meets stakeholder needs.

#### Executive Summary

The Digital Strategy Engagement involved a range of engagement methods including survey, focus groups, Q&A session and Social Media posts. Across these methods, over 800 people were included in the engagement which resulted in over 4,000 comments.

When analysing the feedback, it was found that, in summary, staff felt that logging in once and being able to access patient information in one place were currently not being experienced within their roles. This was backed up throughout the comments with a strong message of their being too many 'disjointed systems' and a general lack of ICT resources available to allow staff to carry out their role effectively. Access to a single, digital patient record was the experience which staff would most like to have in the future. A lack of funding and lack of ICT resources was seen to be the number one reason why the organisation may not be able to deliver on the aims of the strategy according to staff.

The feeling of staff was also backed up by patients/public, who stated that the aspirations of the strategy were likely to be held back due to a lack of funding/costs as well as current poor systems. Investing in digital was seen to be the number one solution to this.

Throughout the patients/public survey, the theme of digital exclusion was evident with respondents concerned that the move to digital would exclude some patients across North Wales. Other themes which occurred were the concern regarding the security of their data and the request for there to be a single, digital patient record to avoid duplication/ create more joined up care.

A large number of respondents stated that they were happy to participate in consultation and engagement opportunities in the future to ensure systems are co-produced.

Although the responses from partners was low, a theme of partners wanting to work in partnership/collaboration was seen as well as partners wishing for more engagement opportunities to be available.

In summary, to be able to achieve the aims of the Digital Strategy and to provide better, patient focussed care, it was seen that it is important that the Health Board invest in digital solutions and ensure the right amount of resources are provided to allow digital solutions such as the Digital Health record to be achieved. Work should take place with service users to ensure that systems are co-produced and to avoid the prospect of digital exclusion.