

Our Digital Future

Digital Roadmap for Health in North Wales

2021 - 2024



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Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Contents

1	How to use this document	3
2	A message from Jo Whitehead, Chief Executive of Betsi Cadwaladr University Health Board	4
3	Introduction	6
4	Ambition 1 & Ambition 2	8
5	Enabler 1 Strengthened digital foundations	15
6	Enabler 2 Information for improvement	15
7	Enabler 3 Digital organisation	16
8	Enabler 4 Strong partnerships	16
9	Enabler 5 Digital Inclusion	17
10	Enabler 6 Embracing innovation	17
11	Delivery	18



How to use this document

This is an easy read document, but you may still need support to read it. Ask someone you know to help you.

Where the document says we, this means Betsi Cadwaladr University Health Board.

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A message from Jo Whitehead

Chief Executive of Betsi Cadwaladr University Health Board

Since the start of COVID-19 it has been more important than ever to use digital ways of working to support our patients and staff.

Over the last year, our ways of working have already changed and now include:

- Virtual appointments and meetings
- New systems to provide easy access to the latest data
- Supporting staff to work from home



Virtual: This means something takes place online rather than in person, such as a video call.

Access: Access means to be able to see or get information that is kept in a certain place.

Data: This is patient or staff information which includes their personal details, test results and medical history.

Systems: These are computer programs used by people to carry out specific tasks.

Digital ways of working are becoming more common and our vision for the future is:

‘Digital first – leave no one behind’

We understand that our plan needs to support people through this change so that our patients, carers and staff have a better experience every day, e.g. better waiting times.

We know some of our patients are not online but will work hard to make sure we don’t forget anyone and all patients will have a better service.

Thank you to those who helped with the plan. We look forward to working with you to deliver it.



Digital: This is technology such as computers, cameras and sound equipment that generates, processes and stores data electronically.

Introduction

“Transforming the patient experience, safety and outcomes through digital ways of working”

This means improving the healthcare journey of our patients, carers and staff.

We have made some changes over the last three years, but need to do more.

Staff are frustrated as they:

- Cannot simply access patient data
- Have to use different log in details
- Continue to work with out-of-date equipment, e.g. old computers



Equipment: Can include things such as computers, laptops or phones.

Being able to access the right information, in the right place, at the right time, is important in helping staff be able to treat their patients in the best possible way.

We want to give patients a choice in how they speak with us, help them receive care more easily and quickly, and to know their information is safe and secure.

Changing to digital ways of working is not easy, so we will support staff to do this. With the digital world continuing to change, we will update the plan every year.



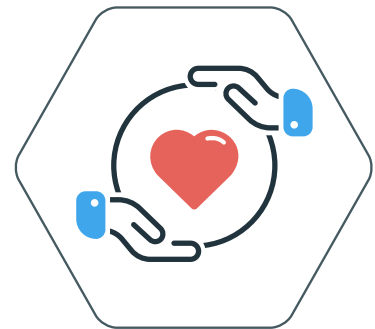
Ambition 1 & Ambition 2

Through our plan, we have two ambitions, which are goals we hope to fulfil.

These are:

1 Enabled Patients and Carer Experience

For patients and carers to be able to use digital methods to manage their own care or the care of others, and to have their say on services



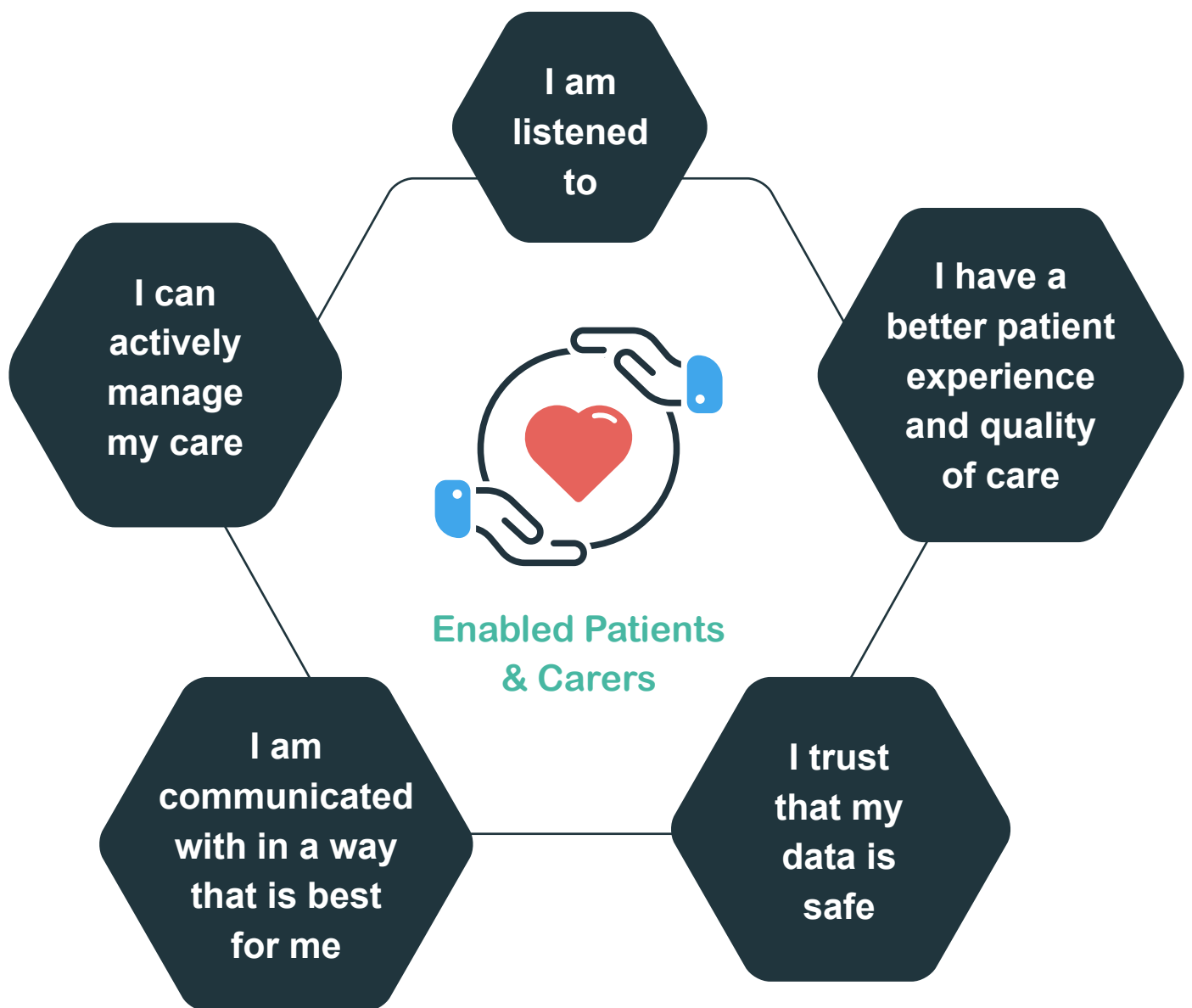
2 Connected Staff

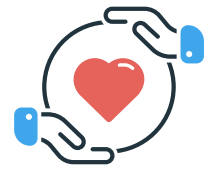
For staff to access the right information, in the right place, at the right time, with the right equipment and to feel supported in using technology to improve the services they provide



Ambition 1

Through this plan, we want our patients and carers to have the following experiences:





How will these experiences help different patients and carers?

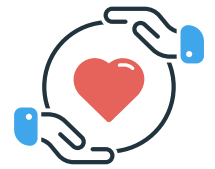
- Mum Lowri saved 1 hour on the bus and £30 in childcare costs as she can now meet with her Doctor online to manage her kidney condition
- Elin can now see her asthma test results online and compare them with her other results. She is also able to see her other appointments and make changes if needed



For our plan to be successful we all need to be involved.



Ambition 1



Here's what some of our patients and other members of the community thought they could do when introduced to the new plan:

1. Test the new technology, learn how it works and feedback on how to make it better
2. Use the new technology at home and ask for help if needed
3. Tell family and friends what's good
4. Provide up to date information to Doctors



Ambition 1 will include changes like:

- Moving to online appointments
- Using digital letters and texts
- Setting up access to digital health records

Digital Health Record: This is an electronic version of a patient's paper health record. It contains information such as a patient's medical history, treatment and test results.

Ambition 2

Through this plan, we want our staff to have the following experiences:



Ambition 2



How will these experiences help our Staff?

- Sam is a Doctor who works across two of the three hospitals. Sam saves time by now being able to log in to one system rather than two
- Meinir, a District Nurse, Rob, a Social Worker and Lesley, a local GP all work together as a team. They are able to share and update patient information safely with each other, so they don't have to keep asking the patient the same questions

For our plan to be successful we all need to be involved.



Ambition 2



Here's what some of our staff thought they could do when they saw the new plan:

1. Take part in training to improve their digital skills
2. Talk with other staff to say how these new ways of working have helped them and their patients
3. Discuss changes with patients and know how to help them



Ambition 2 will include changes like:

- Making and receiving online referrals
- Taking part in courses to improve digital skills
- Keeping digital information up to date
- Signing in to different systems using one set of log in details

Referral: A referral is when one healthcare professional asks another to see the patient.

To be able to deliver our ambitions, we will focus on the following six enablers. An enabler is a person or thing that makes something possible.



1. Strengthened Digital Foundations

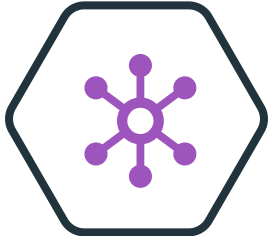
It is our goal to make sure we have the digital systems and equipment in place to be able to deliver the changes that are needed, as safely and quickly as possible.



2. Information for improvement

The amount of data we have is growing and it is important it is correct, easy to access and usable.

Enabler: This is an action that makes something possible.



3. Digital organisation

To be able to deliver our plan, we need to be a Digital Organisation which means more than just having systems and processes in place. We want our staff, patients and carers to “Think Digital.”



4. Strong partnerships

Many of our patients receive their care from different settings and we want to be able to share and receive their information easily, whilst making sure it is safely stored and kept private. This will also mean patients don't have to repeat themselves during appointments.



5. Digital Inclusion

When discussing our plan with our partners, staff and patients, concerns around digital exclusion was a common theme. Older people, people with disabilities and people with long term health conditions are less likely to be online. We will support people to be able to use our services non-digitally, for example through face-to-face appointments.



6. Embracing innovation

We will keep up-to-date by reviewing new and existing technology to see how we can use it in our plan.

Inclusion: This means everyone can take part.

Digital Exclusion: This is where some people may not have access to the equipment, the skills or confidence to use digital methods.

Innovation: This is a new way of doing something.

Delivery

We have a plan in place to deliver each Ambition and Enabler. More details about these can be found in the full version of the [Digital Strategy located here](#).



Strategy: This is a plan to achieve certain aims.

This document was written by Betsi Cadwaladr
University Health Board. It is an easy read
version of 'Our Digital Future' Strategy.



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