



SUPPORTING DIGITAL HEALTH

Our involvement with national digital initiatives means we are well placed to support partners in our region with their own digital transformation projects.

MAKING THE RIGHT CONNECTIONS WITH SHARE2CARE



Digital health leaders in our region are working together to electronically share health and care records, to benefit the population across the North West Coast.

The Innovation Agency supported a bid for funding for 'Share2Care', a shared record programme across Cheshire, Merseyside, Lancashire and South Cumbria. The bid was approved as part of the second wave of Local Health and Care Record Exemplar schemes.

Share2Care is a collaborative programme between Cheshire and Merseyside Health and Care Partnership and Healthier Lancashire and South Cumbria.

Shared health and care records have been identified as an important part of transformation plans by leaders in both our local systems and feature prominently in both digital strategies.

Having access to data and using predictive analytics will lead to improved services, better targeting of disease prevention and the ability to manage the health of the population in a much more co-ordinated, planned way.

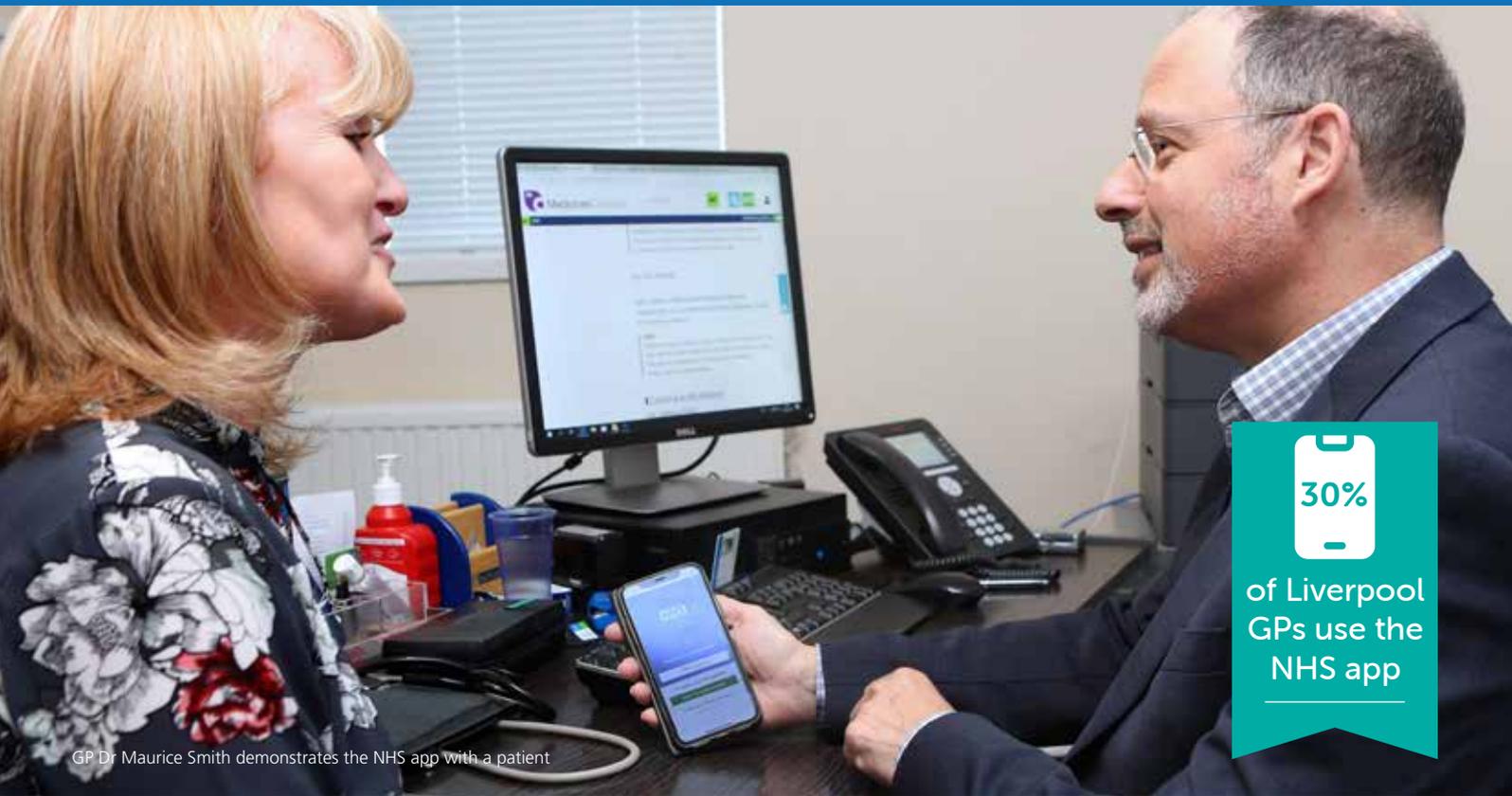
Share2Care will draw on our region's wealth of expertise gained over recent years, deploying shared care records locally.

Digital Health Lead at Healthier Lancashire and South Cumbria Declan Hadley said: "This programme will help frontline staff access essential information at the point of care, plus give them access to tools that will help to predict and prevent disease."

Digital Programme Director for Cheshire and Merseyside Health and Care Partnership Kate Warriner said: "It's fantastic that we can continue our excellent local work on shared records through Share2Care in a strong partnership with our neighbouring local system. The programme of work is vitally important in supporting high quality patient care through the delivery of shared information with health and care professionals."



Staff at the Royal Liverpool and Broadgreen University Hospitals using their electronic patient records system



GP Dr Maurice Smith demonstrates the NHS app with a patient

30%

of Liverpool GPs use the NHS app

PILOTING THE NHS APP

The Innovation Agency is supporting the introduction of the NHS App, which began with a pilot in several areas including Liverpool.

Four practices in the city took part in a four-month test of the app, with 385 patients using it to order repeat prescriptions and book and cancel appointments.

Liverpool CCG Digital Lead Dr Maurice Smith said: "We know that a high proportion of people in Liverpool use digital services and products to interact and transact with services so this is a great opportunity to engage with people in a different way. People can register on the app without going to a GP so we see huge benefits with this."

"Overall it is going really well for us; we are learning that to unlock the potential of the app all of our staff need to embrace it and we need to ensure that our patients understand how to use it to best effect."

Dr Ian Pawson
Liverpool GP

The NHS App is being rolled out in a phased approach, with all GP practices due to be connected by 1 July 2019. Once a practice has connected to the NHS App, its patients can book and cancel appointments, renew their prescriptions, securely view their GP medical record, connect to the national data opt out process and the national organ donor register.

At the end of March 2019 over 30 per cent of GP practices had connected to the NHS App – making it available to more than 17 million people.



"The launch of the NHS login and App as a trusted source is a game-changer in how those of us who choose to use a digital medium can consume health and care services."

Alan Davies
Innovation Agency Director of Digital

DIGITAL APPOINTMENTS REDUCE DNAs

An award-winning tech company has helped a trust in Lancashire save more than £120,000 in one year, after support from the Innovation Agency.

East Lancashire Hospitals NHS Trust launched an appointment reminder campaign and introduced a reminder prompt messaging system provided by local business Healthcare Communications. A year later in July 2018 the trust expanded its digital service with the addition of a digital patient portal. The patient portal, which can be accessed via smartphones, tablets and desktops, provides patients with their appointment times and locations with the ability to confirm, rebook or cancel.

When comparing the calendar years of 2016 and 2017, there was a drop in the trust's did-not-attend (DNA) rate from 9.4 per cent to 7.5 per cent, significantly lower than the regional average of nine per cent and freeing up 10,000 additional appointments that would otherwise have been wasted.

This reduction continues to be evident to date. The patient portal was launched in July 2018 and by September 54 per cent of patients had opted to receive their appointment letters and other information digitally, cutting the cost

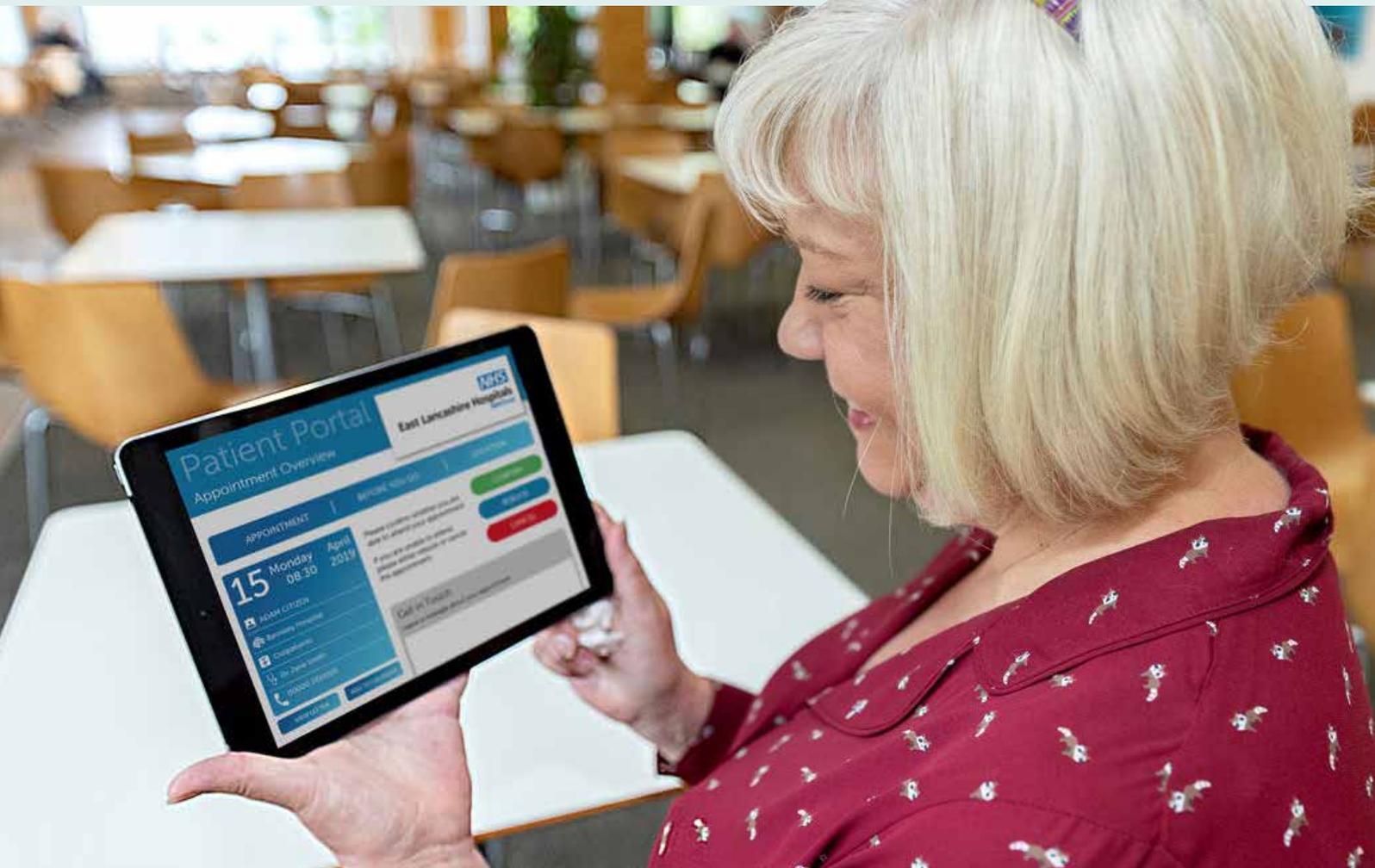
of appointment letters by 51 per cent. The trust estimates that as of March 2019 their digital services have freed up 30,000 reusable appointments and saved £120,000 in a year.

Healthcare Communications' Envoy Messenger platform is in use with a number of trusts in the North West, and the company has worked closely with both the Innovation Agency and Health Innovation Manchester, who facilitated the company's application to the NHS Innovation and Technology Payment (ITP) 2019/20.

Kenny Bloxham, Managing Director Healthcare Communications, said: "The Innovation Agency has been instrumental in increasing our northern footprint. Through their events, advisory meetings and ecosystem conferences, we've had access to key NHS decision makers to introduce our digital patient portal. East Lancashire Hospitals NHS Trust are now saving £120,000 a year in postal costs by adopting our solution and we are now in talks with several other northern hospital trusts thanks to the support of the Innovation Agency."

30,000

extra
outpatient
appointments



DIGITAL BAG TO HELP PATIENTS AFTER A HOSPITAL STAY

A project in Lancashire and South Cumbria aims to provide patients with a 'digital bag' of products to support them after being discharged from hospital.

It follows a grant of £150,000 from the Innovation Agency to Healthier Lancashire and South Cumbria, which is a partnership of local authority, NHS and other public sector bodies and communities.

Digital technologies will enable patients and carers to self-care and monitor, and for alerts and information to be sent to clinicians in neighbourhood teams, primary care and hospital discharge support teams. The investment will see personalised 'digital prescriptions' at the point of hospital discharge which could include some of the following:

- *Wearable devices to monitor health, e.g. heart rate*
- *Home sensors that can detect whether they have fallen or not moved for a long period of time*
- *Text message based reminders, e.g. about medication or diet*
- *Automated call handlers offering daily monitoring*
- *Video technology so they can talk to care professionals from home*
- *Digital personalised coaching, to encourage them to actively manage their own health and wellbeing*

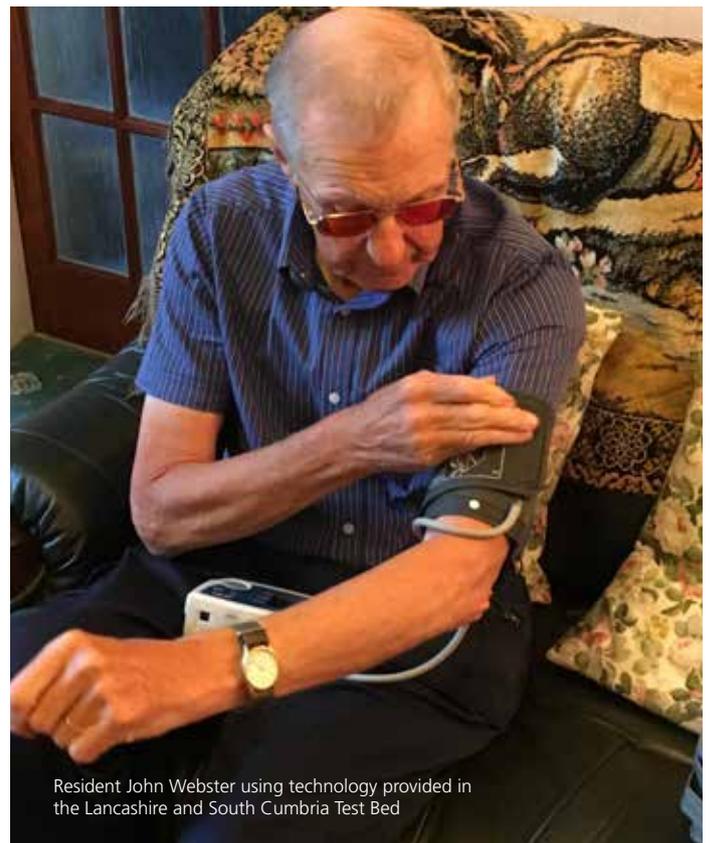
"Thank you to the Innovation Agency for funding this initiative; we are all committed to this and will collectively work hard to use the funding to collaborate in order to enable local people to live longer, healthier lives."

Dr Amanda Thornton
Healthier Lancashire and South Cumbria
Digital Health Clinical Lead

This scheme will draw heavily on the learning from Lancashire and South Cumbria's NHS Test bed site, in which digital technology in people's homes was used by an extensive care team to monitor patients with long term conditions and prevent exacerbations leading to hospital admissions. It will also help partners to understand how community services will need to be resourced to accommodate these new ways of working.

Healthier Lancashire and South Cumbria Digital Health Clinical Lead Dr Amanda Thornton said: "Thank you to the Innovation Agency for funding this initiative; we are all committed to this and will collectively work hard to use the funding to collaborate in order to enable local people to live longer, healthier lives."

Healthier Lancashire and South Cumbria is providing match funding as well as additional transformation funding; and a bid has been submitted to the European Transformation Fund for further resources to help the concept.



Resident John Webster using technology provided in the Lancashire and South Cumbria Test Bed

SMARTPHONE APP TRANSFORMS LIVERPOOL HOMECARE

Liverpool is leading the way in the use of smartphone technology to deliver and monitor care in people's homes – and it was made possible through a grant of €1 million of European Union funding secured by the Innovation Agency.

The city is the first to introduce a digital system with almost all domiciliary care providers, giving instant information about 9,000 vulnerable residents to their families and professionals.

Following the success of the Liverpool programme, the system has seen huge uptake across the UK and is now deployed by over 700 care businesses across every commissioning region in England and parts of Scotland, Wales and Northern Ireland.

The use of an app allows care providers and families to see when a visit is carried out by a carer, for how long, and how the person responded. The effect is better informed families and care managers and improved care.

Liverpool is the only authority in Europe to be using the technology across the city, with all but one of its 18 domiciliary care providers using everyLIFE PASSsystem.

All domiciliary care companies commissioned by Liverpool City Council are inspected by the Care Quality Commission (CQC) and ratings have improved for those who have been inspected since the introduction of the PASSsystem.

Susan Brown, whose mother Beatrice is a homecare patient in Liverpool, said: "I use the openPASS daily. It gives me peace of mind as I can see instantly that mum is up, washed and dressed, has eaten her breakfast and taken her medication. I also know that she's had a chat with her carer and all is well. I can check the openPASS easily anytime, anywhere."

Liverpool City Council Commissioning and Contract Manager Ann Williams said: "We know the technology is benefiting our most vulnerable residents. No longer do we find out late in the day that a carer was unable to visit or a resident wasn't taking medication. We know immediately and then we can take action – and the family is reassured that the right care is being provided."



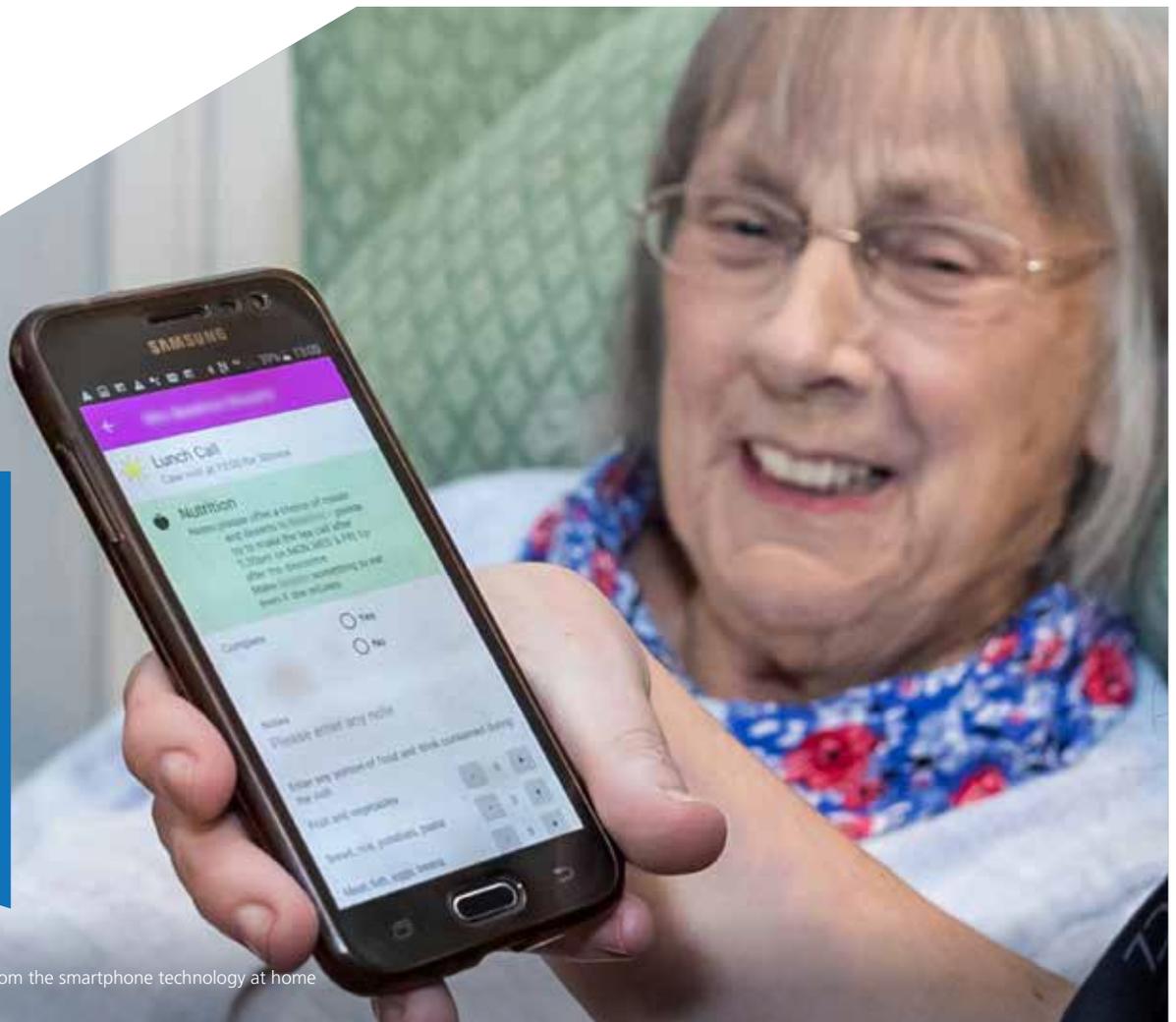
EUROPEAN UNION

European Regional Development Fund

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9000
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tech



Beatrice Murphy benefits from the smartphone technology at home