

DUMFRIES AND GALLOWAY
INTEGRATION JOINT BOARD

DIGITAL HEALTH AND CARE STRATEGY



2020-2024

DRAFT

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August 2020

Dumfries and Galloway Digital Health and Care Strategy

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Foreword



I am delighted to present the Dumfries and Galloway Integration Joint Board (IJB) Digital Health and Care Strategy 2020 to 2024.

These days, people use digital technologies as part of their everyday lives including shopping, banking, communicating and learning. We believe that digital technologies should also be available to people whenever they need health and social care and support to experience the convenience, quality and choice that it can deliver. This is why 1 of the 10 key priority areas of focus for the Integration Joint Board in Dumfries and Galloway is, and will remain, “making the best use of technology” (Dumfries and Galloway Integration Joint Board, Health and Social Care

Strategic Plan (2018 – 2021).

We are experiencing substantial demographic, workforce and finance challenges and recognise that the way care and support is delivered will need to change. During the Covid-19 pandemic in 2020 the use of digital technologies has increased significantly, enabling people to access health and care while reducing or avoiding the risk of infection. It will be important that we learn from people’s experiences of this to effectively maintain and build on this change of approach.

Digital technology has a fundamental and central role in delivering care and support that

- Supports the delivery of better outcomes for people
- Offers people greater choice in how they access care and support
- Helps us to make the best possible use of available resources
- Makes services sustainable into the future
- Enables us to deliver on the ambitions within the IJB strategy to take a preventative, early intervention approach with a focus on self-management

Digital approaches that help develop excellent relationships between partners are vital in optimising people’s wellbeing and independence. Successful integration of health and social care teams requires the timely sharing of information to deliver care and support that is flexible and seamless. Through this strategy, we seek to realise all of the potential that digital technologies can bring to the people of this region.

This is the first local strategy for digital health and care for Dumfries and Galloway and, as such, heralds a new way forward for us. As Chair of the IJB, I am committed to taking this work forward.

Andy Ferguson

Chair of the Integration Joint Board

August 2020

1. Introduction

The Dumfries and Galloway Health and Social Care Partnership (the Partnership) recognises the critical importance of embedding and mainstreaming technology in order to sustain high quality, safe, efficient and effective care and support.

1.1 What is digital health and care?

Digital health and care is the use of technology to

- help people to maintain their health and wellbeing
- enable people to have greater choice and control over decisions affecting their care and support
- deliver more integrated, efficient and effective care and support
- improve access to care and support
- provide people with more information about their own health and wellbeing
- enable people to remain living independently for longer
- safely share and access relevant health and social care information

Digital health and care builds on existing technology such as telecare, telehealth and eHealth.

- **Telecare** – is the use of technology to provide support and assistance to vulnerable people living at home or in a homely setting. It does this by using equipment connected to emergency alarms that trigger a request for help.
- **Telehealth** – is the use of technology to gather and provide information electronically to support long distance delivery of clinical care.
- **eHealth** – is the use of technology to join health information systems together. This enables health professionals to access real time, relevant information about people's health and care.



1.2 Why do we need a strategy for digital health and care?

Digital technology is transforming the way people live their lives. More and more people routinely use digital technology to

- shop
- bank
- arrange travel
- connect with family and friends
- find information
- access services

This local digital strategy has been developed within the framework of ‘Scotland’s Digital Health and Care Strategy: Enabling, Connecting and Empowering’ (the national digital strategy), published in April 2018. This local strategy describes what digital health and care will need to be delivered in our region to ensure that

- information about people’s health and care is secure, accurate and up to date
- people are provided with greater choice regarding how they access and experience care and support
- technology is used effectively to deliver integrated care and support, enabling people to have improved experiences and outcomes
- the local infrastructure needed to offer digital choices is in place, reliable, robust and secure
- training is easily accessible for people who use and deliver care and support

1.3 Who is this digital health and care strategy for?

This strategy is for adults living in Dumfries and Galloway. This includes people

- with long-term conditions or disabilities
- who have unpaid caring responsibilities
- who are well and want to maintain or improve their health and wellbeing
- who have a degree of vulnerability or are in need of protection
- who need an intensive or acute level of service
- who are experiencing health or social care inequalities

It is also for staff, managers and policy makers across the Partnership, which includes NHS Dumfries and Galloway, Dumfries and Galloway Council and Third and Independent Sector partners.



2. Vision for health and social care

2.1 National

The national vision for health and social care is

“Scotland offers high quality services, with a focus on prevention, early intervention, supported self-management, day surgery as the norm and when hospital admission is required, that people are discharged as quickly as it is safe to do so”. (*Health and Social Care Delivery Plan, 2016, page 3*)

2.2 Local

The vision for health and social care in Dumfries and Galloway is

“Supporting our communities to be the best place to live active, safe and healthy lives by promoting independence, choice and control.” (*Dumfries and Galloway Integration Joint Board Health and Social Care Strategic Plan 2018-2021, page 9*)

Digital technology will enhance the national and local vision for health and social care by supporting people to experience safe, high quality, efficient and effective, more integrated care. It will enable greater choice and control with regard to how people access and experience health and social care.



3. Policy context

3.1 National context

3.1.1 Scotland's Digital Health and Care Strategy: Enabling, Connecting and Empowering

The national digital strategy was published by Scottish Government in April 2018. It sets out how care and support for people in Scotland can be enhanced and transformed through the use of digital technologies that are widely available and familiar to most people.

To enable this to happen, 6 key domains have been identified



Domain A - National direction and leadership

Clear leadership is needed to drive the digital agenda forward within health and social care. To achieve this, a national decision making Board was established in July 2018.



Domain B - Information governance, assurance and cyber security

People who access care and support want their information to be safe, used appropriately and with the right professionals accessing it at the right time. By 2020 there will be clear national arrangements for information sharing in place. These will comply with the General Data Protection Regulation (GDPR).



Domain C - Service transformation

Over the next 20 years, Scotland will face significant demographic, financial and workforce challenges. Care and support needs to be transformed, using digital technology to meet these challenges.



Domain D - Workforce capability

People delivering care and support need to have the knowledge and technology to deliver this effectively and efficiently. New training will be developed to ensure the workforce has the right digital skills.



Domain E - National digital platform

The new platform being developed will enable appropriate exchange of information about people's health regardless of location. It will be able to be accessed by people using and delivering health and care in real time.

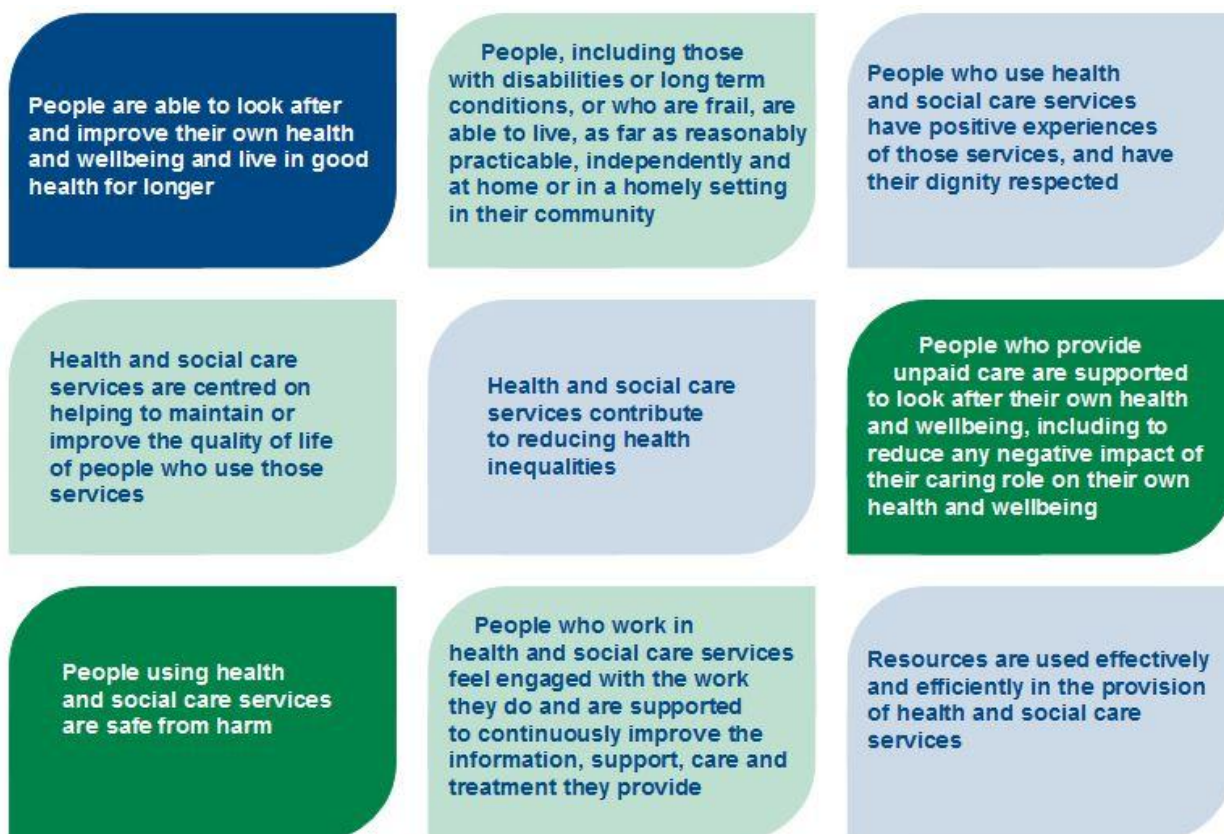


Domain F - Transition process

Delivering this change will be challenging, take time and require significant input from delivery partners.

3.1.2 National Health and Wellbeing Outcomes

The Scottish Government has set out 9 national health and wellbeing outcomes for people.



Digital technologies have a role to play in delivering all 9 of the above outcomes.

3.1.3 The Public Bodies (Joint Working) (Scotland) Act 2014

The Public Bodies (Joint Working) (Scotland) Act 2014 sets out the legal framework for integrating health and social care in Scotland. The main purpose of integrating health and social care is to improve the wellbeing of people who access care and support. This is particularly important for people with more complex needs who require support from a range of providers at the same time.

3.1.4 Health and Social Care Delivery Plan

The Scottish Government's Health and Social Care Delivery Plan (2016) sets out a framework and actions to meet anticipated national demographic, workforce and financial challenges. Its focus is on

- the integration of health and social care
- prevention, anticipatory care and supported self-management
- the provision of the highest standards of quality and safety, whatever the setting, with the person at the centre of all decisions
- enabling people to get back into their home or community as soon as appropriate

The plan recognises that digital technology is central to transforming health and social care.

There are a range of other national policies that demonstrate the increasing importance of digital technologies in the delivery of health and social care and support. These include Health and Social Care Standards (2017), Scotland's National Dementia Strategy 2017-2020, The Active and Independent Living Programme 2016-2020, and Creating a Digitally Confident Third Sector in Scotland: A Call to Action (2016), and What Next? (2018).

Links to all of these relevant documents can be found in Appendix 2.

3.1.5 General Data Protection Regulations 2018 (GDPR)

These regulations relate to data protection and privacy for all individuals and aim to give people control over their personal data.

Organisations must

- keep records of all personal data
- demonstrate that consent was given
- show where the data is going and what it will be used for
- explain how data will be protected

3.1.6 Digital Participation Charter

To encourage and support people to access services digitally the Scottish Government developed the [Digital Participation Charter](#). All organisations delivering health and social care and support are encouraged to sign up to this charter which promotes digital participation and basic digital skills.

3.2 Local context

3.2.1 Dumfries and Galloway Integration Joint Board Health and Social Care Strategic Plan 2018-2021

This plan has been developed by consulting with, and listening to, people who access care and support, their families, Carers, members of the public and people who work in health and social care.

The Plan outlines 10 priority areas of focus

- enabling people to have more choice and control
- supporting Carers
- developing and strengthening communities
- making the most of wellbeing
- maintaining safe, high quality care and protecting vulnerable adults
- shifting the focus from institutional care to home and community based care
- integrated ways of working
- reducing health inequalities
- working efficiently and effectively
- making the best use of technology

Digital technologies have a role to play in delivering all of the above priorities.

3.2.2 Dumfries and Galloway Integration Joint Board Workforce Plan 2016-2019

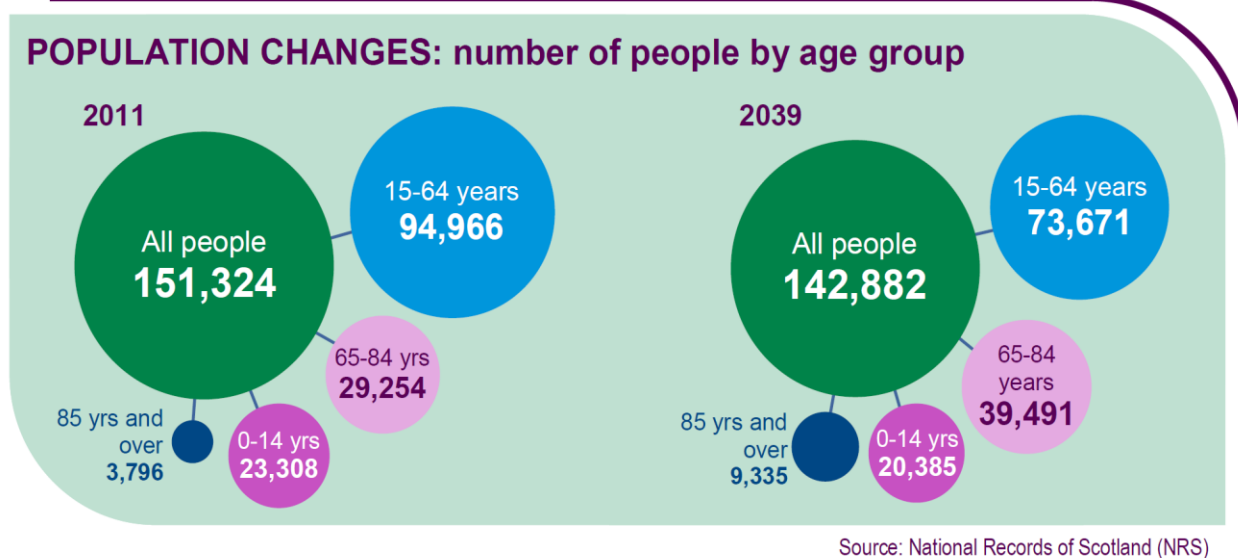
This plan was developed to support the integration of adult health and social care. Integration presents us with an unprecedented opportunity to develop, strengthen and transform existing partnerships, to work more collaboratively and innovatively. The Integration Workforce Plan identifies and outlines the positive contribution that digital technology will have in transforming care and support and how it will support people to manage their own health and care.

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4 The case for change

4.1 Demographics

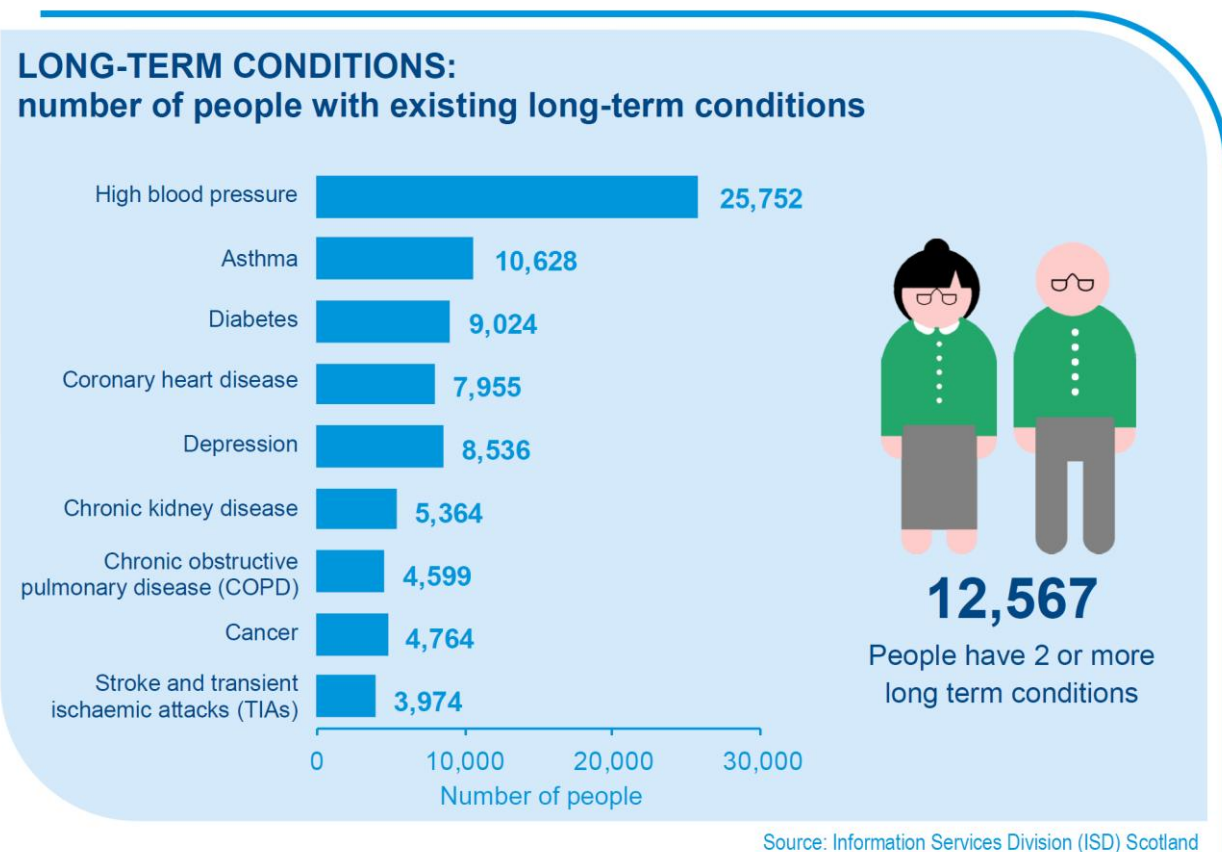
People in Dumfries and Galloway are living longer which is good news. However the number of years that people live in good health has not increased. People are living longer with multiple long term conditions and this can present challenges in providing the care and support they need. These challenges are compounded further by reducing resources

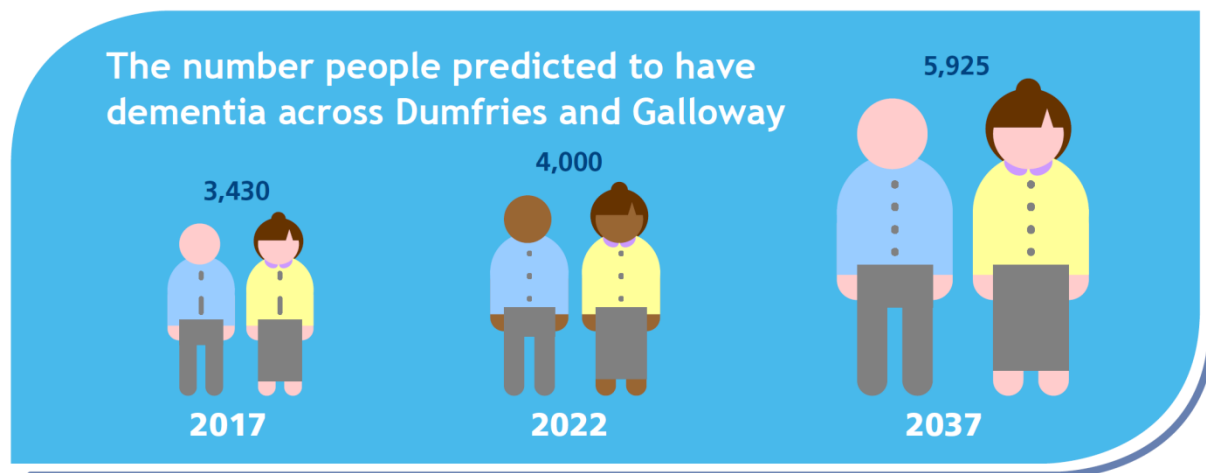


available to deliver care and support.

4.2 Increased complexity of need

As in other parts of the world, there are an increasing number of people in Dumfries and Galloway with multiple long term conditions, including dementia, who require higher levels of support to enable them to remain safely at home.



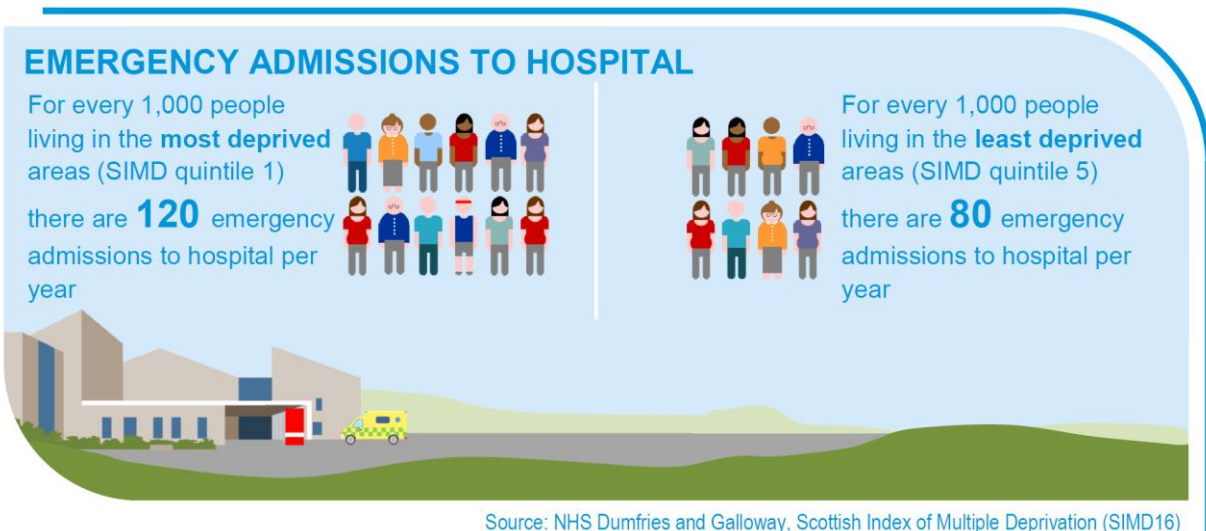


Sources: EuroCoDe and National Records of Scotland

4.3 Health Inequalities

There are many examples where we can see that social inequalities, the unequal opportunities and rewards experienced by different groups of people, are linked to health inequalities or worse health outcomes for people.

The illustration below shows that, between the most deprived and the least deprived communities in Dumfries and Galloway, there is a difference regarding how often people are admitted to hospital in an emergency.



4.4 Workforce

By 2039 it is predicted that the working age population in Dumfries and Galloway will decline by 20%. This means that there will be fewer people of working age to provide care and support to the increasing number of people who will require it. Recruiting and retaining key health and social care professionals across the Partnership is challenging.

POPULATION CHANGES: dependency ratio

2014
For every 10 working age people there were...



7
non-working people

2039
For every 10 working age people there will be...

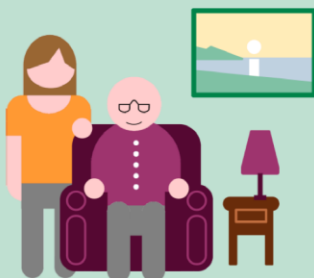


9
non-working people

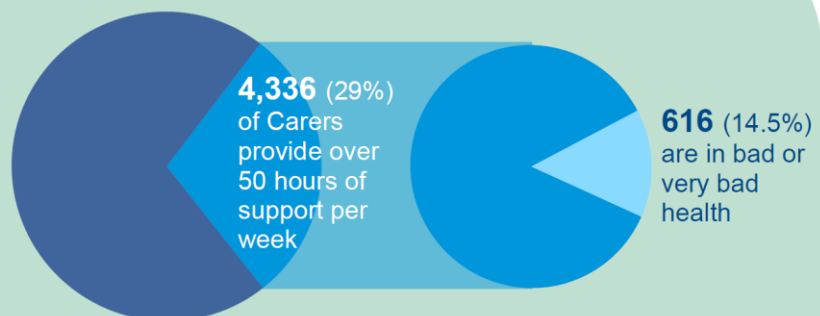
Source: National Records of Scotland (NRS)

Across Dumfries and Galloway there are an increasing number of Carers who may require support to continue in their caring role and maintain their own health and wellbeing.

CARERS: number of people who provide unpaid care and support



14,995
Carers in Dumfries and Galloway



Source: Scotland's Census 2011

4.5 Rurality

Dumfries and Galloway is one of the most rural areas of Scotland. This means transport, access to services and rural deprivation makes delivering care and support efficiently and effectively more difficult



4.6 Finance

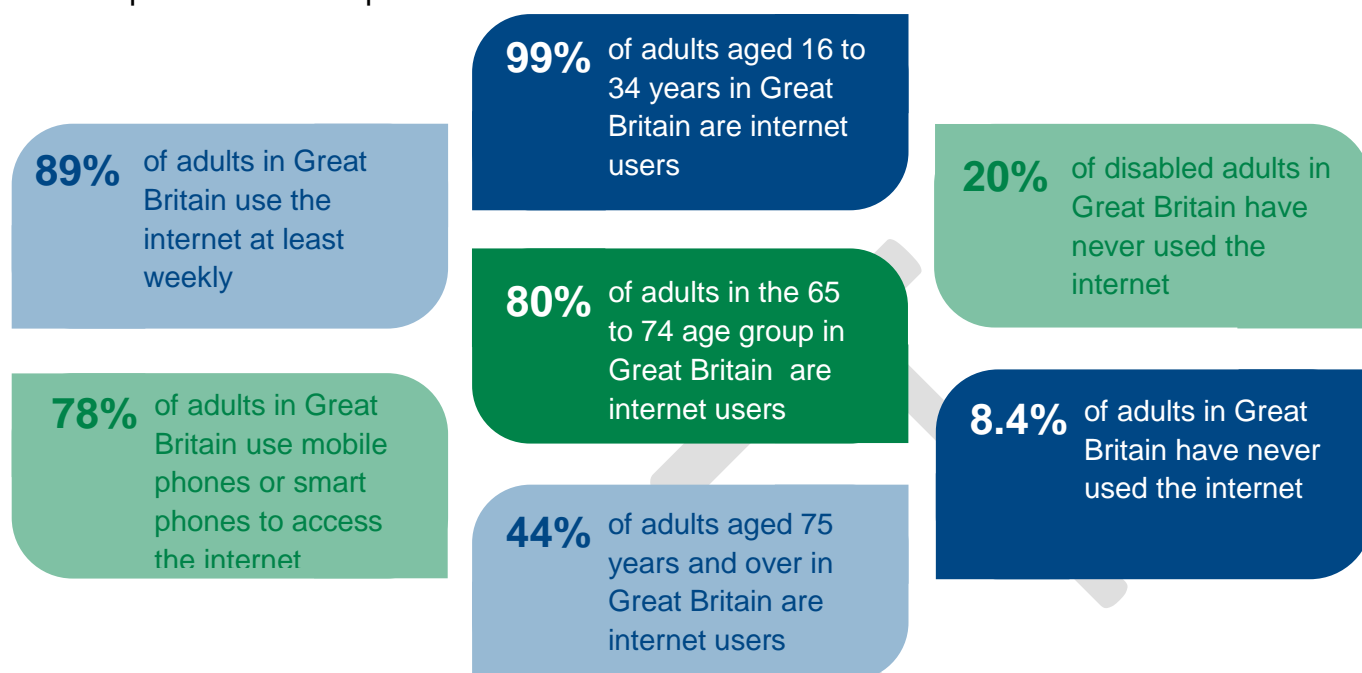
The delivery of high quality care and support must continue within the available budget while also meeting any identified savings targets. Any changes to models of care and support or new developments will need to be achieved through the use of existing resources.

Combined integrated draft finance plan – 2018 - 2021				
	2017/18 £million	2018/19 £million	2019/20 £million	2020/21 £million
Council services	67.1	71.1	73.8	75.3
NHS services	291.5	273.7	278.0	282.0
Total integrated finance plan	358.6	344.8	351.8	357.3

5 Digital technology in health and care

5.1 Building on people's experience of technology

The majority of people in Great Britain now have access to digital technologies such as smartphones and computers.



(Office for National Statistics, Statistical Bulletin Internet Users, UK: 2018)

Digital technology has the potential to make access to care and support more available and interactive, similar to online banking and shopping. Everyday digital technology enables people who use services to

- have more choice and control with regard to how they access care and support and information, including their own personal health and care records
- take more responsibility for their health and wellbeing
- receive care and support in their own home or community
- make appointments electronically

5.2 Building on existing work in Dumfries and Galloway

Over the last 8 years considerable work has been done locally to increase the use of digital technology in the delivery of health and care. This has resulted in an increased understanding of how technology can support the delivery of health and social care. Below are some examples of digital technologies which are being used locally.

5.2.1 Home and mobile health monitoring (HMHM)

HMHM is the use of mobile technology to enable people to **receive** record and share relevant information about their health and wellbeing. It is used to

- inform or guide self management
- support shared decision-making
- support treatment

'Florence' text messaging service and 'My Diabetes My Way' are examples of HMHM tools which have been used locally for some time.

Florence works by sending a series of automated text messages to request medical readings and provide appropriate advice. Readings sent to Florence can be viewed by healthcare professionals and, over time, can provide a picture of the person's health condition.

Florence is used to support the management of

- asthma
- chronic obstructive pulmonary disease (COPD)
- weight
- smoking cessation
- blood pressure monitoring
- medication compliance



My Diabetes My Way is a website and mobile application (app) that contains leaflets, videos and educational tools about diabetes. It can also be used to view up-to-date diabetes clinic results to help people manage their condition more effectively.

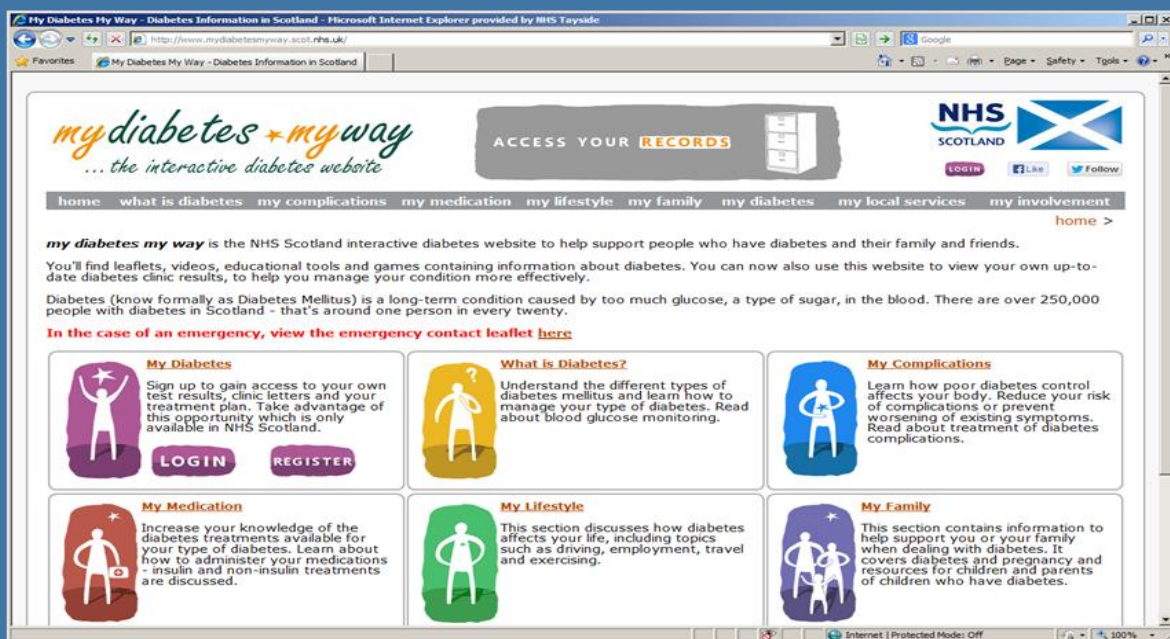


Figure 2 – mydiabetesmyway.scot.nhs.uk

To support the scale up of HMHM the Scottish Government has procured the remote monitoring platform, Inhealthcare for 12 months. Work is also underway for a longer term national tender for HMHM.

HMHM will be central to the roll out of a Single Point of Contact and the development of home teams across Dumfries and Galloway. Home teams aim to offer a timely response to support early intervention and prevention, as well as better co-ordinated assessment, treatment, care and support.

5.2.2 Computerised Cognitive Behaviour Therapy (cCBT)

Cognitive Behavioural Therapy (CBT) is a talking therapy that can enable people to manage their anxiety and depression by changing the way they think and behave.

'Beating The Blues' is a national CBT programme that is available online. The programme was introduced in Dumfries and Galloway in April 2017 and over 800 people have used it to date. This interactive programme is available 24/7 and encourages people to complete tasks in between sessions and learn CBT techniques.

5.2.3 Video conferencing

Video conferencing, using a device at a location of choice, enables people to have visual contact with each other. It has been used for many years across Scotland by the public sector to support staff to have meetings across different sites. The Partnership promotes and supports the use of this type of technology for health and social care consultations.

Video consultations can

- make health and social care more accessible
- reduce travel time for people who use and deliver care and support
- reduce levels of inconvenience
- reduce levels of anxiety
- reduce the spread of infectious diseases
- ensure resources are used more efficiently and effectively



NHS Near Me is a secure web-based service which enables people to attend health and social care appointments online. People have the choice of attending their appointment from their home using their own device and internet connection or at 1 of the 6 video enabled consulting rooms located across Dumfries and Galloway.

"Fantastic service, used very successfully by my husband"

"Please keep the "NEAR ME" option going after this virus as it's definitely the way ahead."

"Saved us so much time compared to having to go into the surgery - basically 5 mins out of our day. Was so straightforward"

"I used this last week and was really impressed"

5.2.4 Telecare

There are over 3,000 people in Dumfries and Galloway currently using telecare. Telecare uses a range of equipment to generate emergency alerts. These alerts are monitored 24 hours a day, all year round by a team known as the Care Call team. The Care Call team is based in Dumfries and Galloway and coordinate an appropriate local response to provide support and assistance.

The range of telecare equipment available

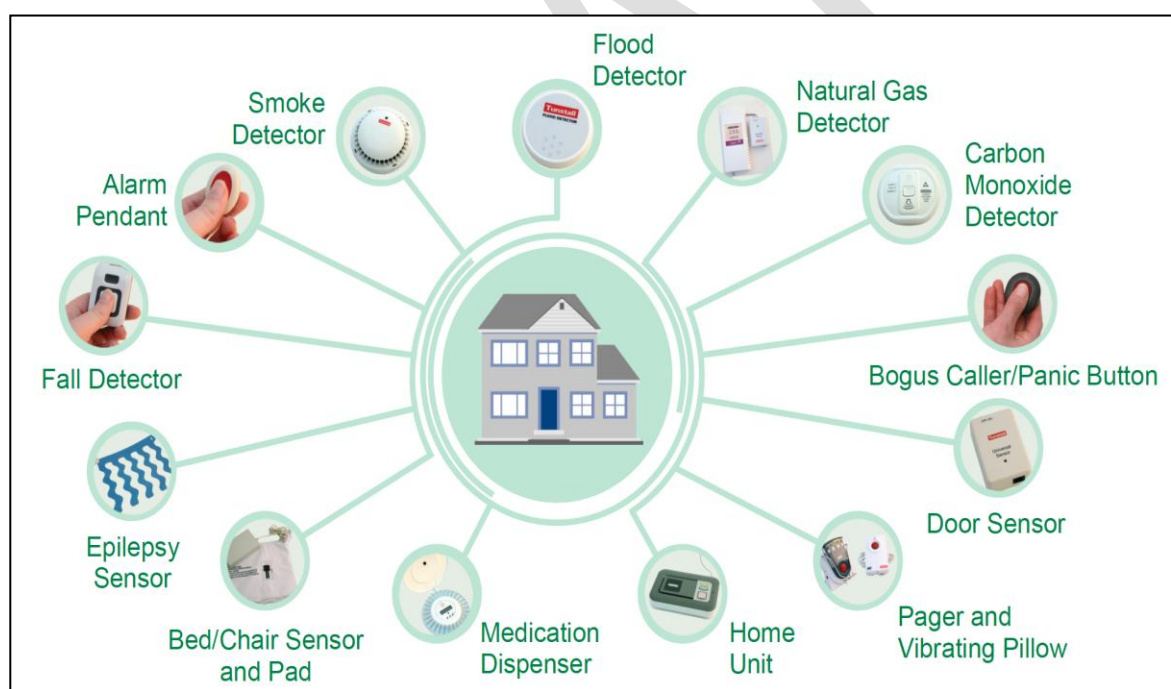


Figure 4 - Telecare equipment is supplied based on people's individual needs.

Telecommunication companies in Great Britain aim to upgrade all analogue telephone lines to digital by 2025. Telecare currently requires analogue telephone lines to communicate alerts. The Scottish Government are working with Health and Social Care Partnerships and telecare providers to prepare for this. Dumfries and Galloway are part of this national programme.

Digital systems will support and enable

- faster connections from telecare equipment to the Care Call team to coordinate a response
- new and innovative technology to be used alongside existing telecare equipment
- alerts from both telehealth and telecare to be generated at the same time

5.2.5 Social Media

Social media uses digital technologies to enable people to create relationships, have conversations and communicate with others. Examples include Facebook, Twitter and Snapchat. Over the last 10 years, social media has become increasingly popular with many businesses using it to reach current and potential customers. Health and Social Care organisations have started using social media to share information and to gather feedback on what people think about their care and support.

5.3 Future developments

Technology is a driving force in modern life. Within the design and delivery of health and social care there is a range of highly technical advances. Described below are some examples of these that are already in use in other parts of the country which will be available soon.

5.3.1 Artificial Intelligence

Artificial Intelligence (AI) is a branch of computer science that aims to create intelligent machines able to perform tasks normally requiring human intelligence. These tasks include visual perception, speech recognition, decision-making, and translation between languages.

AI can be used in many different ways to support health and care, including

- to aid clinical judgement or diagnosis
- personal online symptom checking
- robotic assisted surgery
- automation of administrative tasks
- image analysis
- monitoring health technology that can be worn (known as 'wearable technology') or personal devices

In the future, artificial intelligence could be essential to the continued delivery of treatment, care and support in rural areas.

5.3.2 Predictive technology

Predictive technology is the phrase used to describe intelligence that predicts and analyses patterns. This technology is being used in health and care in Scotland to facilitate early detection and intervention with regard to disease or illness. This can

- ensure people remain in optimal health for longer

- support people to better manage their own health
- support Carers
- avoid unnecessary hospital admissions
- reduce the number of times people are delayed unnecessarily in inappropriate settings
- deploy resources more effectively

A good example of predictive technology is everyday wearable technology, such as a smart watch or activity tracker. These can be used to routinely collect data on a person's health including heart rate, calories burned, steps walked, time spent exercising and sleep pattern.

5.3.3 Robotics

Robotic technologies are increasingly being used to support healthcare in a number of ways including

- carrying bed linen and meals on carts
- disinfecting hospital rooms and operating suites
- working in laboratories by taking samples, transporting, analysing and storing them
- preparing and dispensing medications
- assisting surgery

In Dumfries and Galloway 'Jack and Victor' are 2 high-tech robots that have been introduced into the pharmacy department at DGRI. The robots handle up to 80% of pharmacy stock and ensure there is reduced waste and improved stock control. This means that the pharmacy team are able to spend more time with people requiring pharmaceutical care.

Across Scotland there are a number of robots that assist with surgeries. The robotic arms are able to see, feel and manipulate with precision while control remains in the hands of the surgeon. Robotic surgery can result in people recovering from their operation more quickly.

5.4 Information sharing

Appropriate information sharing is essential to ensuring that people receive the right support from the right person at the right time. As discussed in section 2, the national digital strategy recognises the challenges that exist in relation to information sharing, security and data protection.

Over 100 national and local information and communication technology systems (ICT) are accessed and used by people working in health and social care in Dumfries and Galloway. However, not all of these systems talk to each other which means it can be difficult to share information between health and social care professionals. Work is underway locally to facilitate information sharing between health and social care professionals. [5.4.1 The Dumfries and Galloway Health and Social Care Portal](#)

The Health and Social Care Portal (the Portal) is a web based information system that will support improved joint working for people delivering health and social care. It will provide

access to appropriate information safely, securely and irrespective of whether someone works for the Council, the NHS or the Third and Independent Sectors. The Portal will hold all the information from different specialties in a single shared system and will

- reduce the number of times people accessing care and support have to provide the same information
- provide better outcomes for people with more complex needs who require support from different parts of the health and care system
- enable health and social care professionals to access all the information they need
- support health and social care professionals to work better together and use resources as effectively as possible

5.4.2 MORSE

MORSE is a digital app that reduces duplication and supports a more person centred approach. It enables staff to use mobile technology like tablets or phones to view and record information while out in the community on their home visits. Any changes to information are saved to a local database on the device. Once a Wifi signal is available the data can be synced and uploaded. Work is underway locally to provide MORSE to healthcare staff based in the community.

The Podiatry team use MORSE in their clinics and on visits. This means that

- the team have immediate access to all podiatry forms and previous notes from colleagues
- people using the service are not asked repeatedly for the same information
- electronic notes are more legible and consistent

5.4.3 Information for local activities, groups and services



THIRD SECTOR
Dumfries and Galloway

Third Sector Dumfries and Galloway have developed a new database <http://thirdsectordumgal.org.uk/> that includes an online map resource that is available to the public. This resource is designed to provide people with information about third sector activities, groups and services available locally including individual locations, contact details and website, if applicable.

6. What people told us?

6.1 Consultation on the national digital strategy

When developing the national digital strategy the Scottish Government sought views from stakeholders. The views provided by individuals and groups influenced the final strategy and their feedback is on the Scottish Parliament's website ([National digital strategy consultation](#)).

6.2 What matters to you?

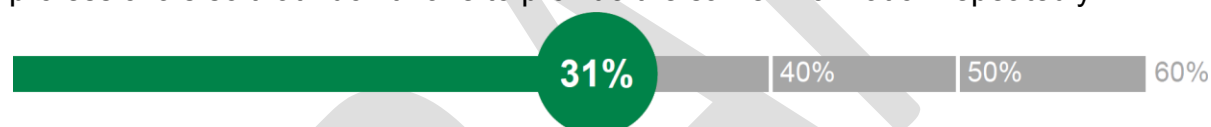
This local digital strategy is being developed within the framework of the national digital strategy. To make sure that the local digital strategy reflects the views of people in Dumfries and Galloway a number of engagement sessions took place across the region.

We asked people who use care and support which of these statements mattered most to them. 366 people told us

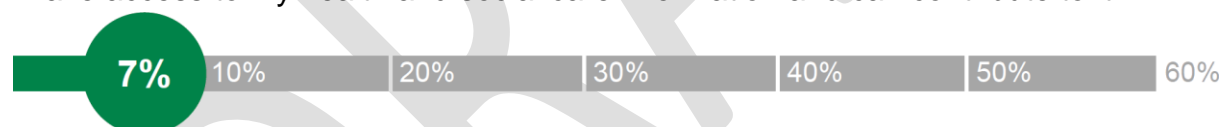
Information about my health and social care is accurate, up to date, kept secure and is available to me and others who may need it when we need it.



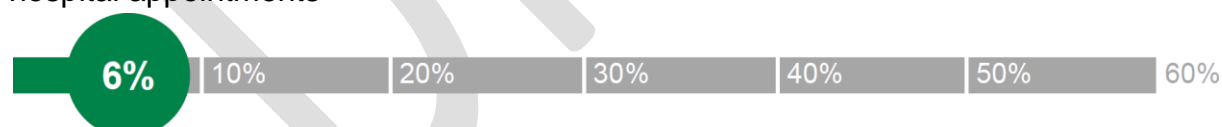
Information relating to my health and social care is shared appropriately between professionals so that I don't have to provide the same information repeatedly



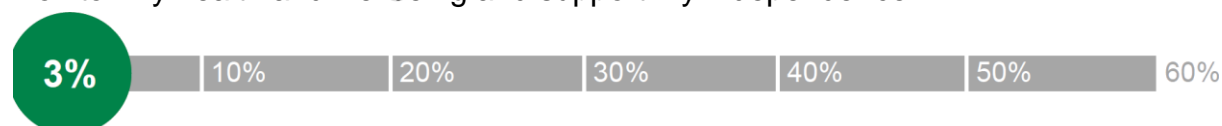
I have access to my health and social care information and can contribute to it



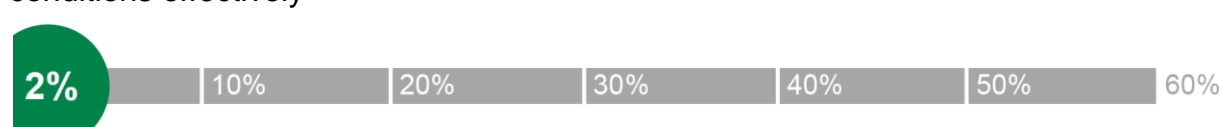
My time is valued and I am offered video consultations to reduce the need to travel to hospital appointments



I can use familiar, everyday technology such as smart phones and wearable technology to monitor my health and wellbeing and support my independence



I have access to easy to use technology which enables me to manage my health conditions effectively

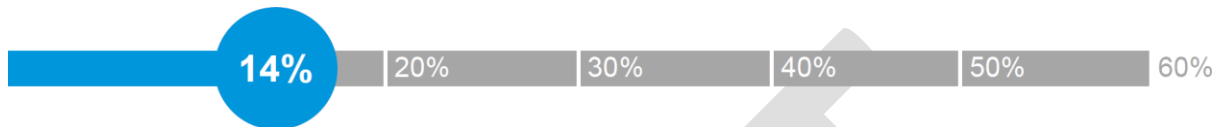


We asked people who deliver care and support which of these statements mattered most to them. 175 people told us

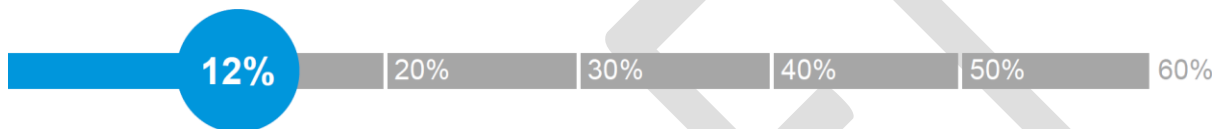
Sharing information enables me to provide the right support at the right time and deliver better outcomes to people who receive care and support



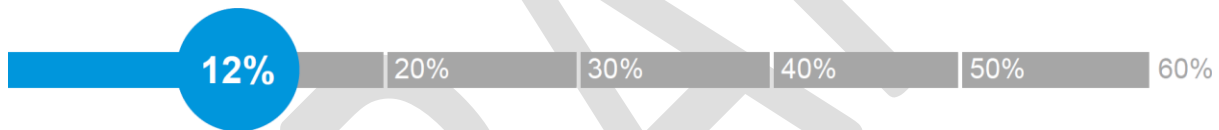
The digital technology that is available to me enables me to manage my time more efficiently and effectively



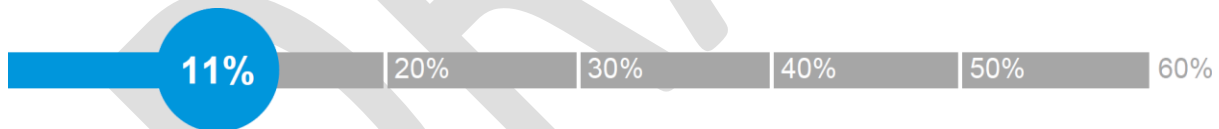
I have access to a digital system that enables me to share information with colleagues across the Health and Social Care Partnership



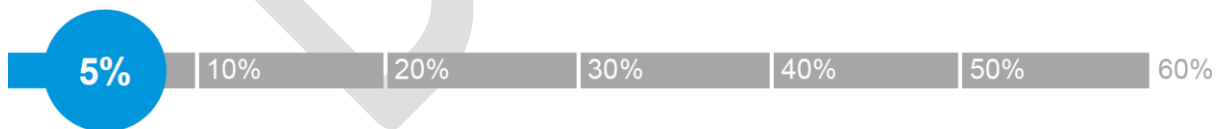
I have access to learning pathways that help me to gain digital skills and feel competent in the use of health and social care technologies



I am able to offer people who use health and social care a choice of how they would prefer to receive care and support



My organisation has clear policies and procedures in place that enable me to offer digital services to people



7. Making it happen

7.1 Sustainability and Modernisation Programme (SAM)

SAM is a new, local change programme established to provide a focus on transforming the way in which we deliver health and social care. SAM aims to promote and drive local change to enable care and support to be delivered in a more effective and efficient way that meets people's needs in the right place, at the right time, every time.

The SAM Programme will:

- have oversight of the implementation of this strategy
- identify priorities for digital technology in health and care over the next 5 years
- make recommendations to the Health and Social Care Management Team regarding investment and prioritisation in relation to digital technology
- strengthen partnership working between all sectors of the Partnership

This local digital strategy provides the opportunity for Dumfries and Galloway to adopt technology fully into 'the way we do things'. It will take time and robust planning involving all stakeholders.

The SAM Programme will monitor and report the actions contained within the table to the Health and Social Care Governance and Performance Group.

National Strategy Domain	IJB Strategic Plan Local Priority Areas of Focus	Actions
A: Direction and leadership	<p>Making the best use of technology</p> <p>Integrated ways of working</p> <p>Working efficiently and effectively</p> <p>Shifting the focus from institutional care to home and community based care</p>	<ul style="list-style-type: none"> • support the identification of priorities for development and improvement • support the identification of opportunities to promote the use of new and innovative technology • promote a culture that supports digital transformation • ensure an infrastructure that supports a programme of digital transformation is in place that includes policies and protocols, resources and staff training • agree performance measures for measuring improvement • identify digital champions across professions delivering health and social care that will promote and encourage digital technology
B: Information Governance, Assurance and Cyber Security	<p>Maintaining safe, high quality care and protecting vulnerable adults</p> <p>Integrated ways of working</p> <p>Working efficiently and effectively</p>	<ul style="list-style-type: none"> • ensure that protocols are developed that will enable organisations that deliver health and care to share information securely • ensure that the local Health and Social Care PORTAL is developed within relevant legislation such as GDPR, security standards (ISO 27001) and local and national information governance arrangements • report progress to the Health and Social Care Senior Management Team

National Strategy Domain	IJB Strategic Plan Local Priority Areas of Focus	Actions
C: Service transformation	<p>Making the best use of technology</p> <p>Reducing health inequalities</p> <p>Enabling people to have more choice and control</p> <p>Supporting Carers</p> <p>Making the most of wellbeing</p> <p>Shifting the focus from institutional care to home and community based care</p> <p>Working efficiently and effectively</p>	<ul style="list-style-type: none"> • ensure service developments are aligned with the national 'Technology Enabled Care Programme' and identify opportunities for funding as they arise • evaluate the impacts of digital change including people's experience of care and support • review performance indicators and measures • consider and apply the Making Difficult Decisions process appropriately

National Strategy Domain	IJB Strategic Plan Local Priority Areas of Focus	Actions
D: Workforce capability	<p>Integrated ways of working</p> <p>Supporting Carers</p> <p>Developing and strengthening communities</p> <p>Making the best use of technology</p> <p>Working efficiently and effectively</p>	<ul style="list-style-type: none"> • ensure training and support in digital skills is available for, and accessible to, people delivering health and care, including Carers, community groups and volunteers • encourage Partner organisations that deliver care and support to sign up to the Digital Participation Charter • work in partnership with the local college and universities to ensure that digital skills are embedded within relevant training programmes • promote technology that enables more mobile and flexible working, for example MORSE
E: National digital platform	<p>Integrated ways of working</p> <p>Working efficiently and effectively</p> <p>Enabling people to have more choice and control</p> <p>Supporting Carers</p>	<ul style="list-style-type: none"> • ensure local implementation of national systems that enable people using health and care and their Carers, to access and update information about their health and wellbeing

National Strategy Domain	IJB Strategic Plan Local Priority Areas of Focus	Actions
F: Transition process	<p>Making the best use of technology</p> <p>Maintaining safe, high quality care and protecting vulnerable adults</p> <p>Shifting the focus from institutional care to home and community based care</p> <p>Integrated ways of working</p> <p>Working efficiently and effectively</p>	<p>Ensure</p> <ul style="list-style-type: none"> • a robust plan is developed, involving all stakeholders • there is effective communications with all stakeholders, including the public • Equality Impact Assessments are undertaken

Appendix 1 - Glossary of terms

App

A mobile application, often referred to as an app, is a computer program or software application designed to run on a mobile device such as a smartphone, tablet, or watch.

Digital inclusion

Making sure the most vulnerable and disadvantaged groups in society have access to information and communication technology.

EHealth

Technology which enables health systems to work together so that health professionals can access real time, relevant information about people's health and care.

GP

General Practitioner, sometimes referred to as a family doctor.

Health and social care integration

Bringing together adult health and social care in the public sector into one statutory body, for example an integration authority.

Health inequalities

A term that refers to the gap between the health of different population groups, such as the wealthy.

Home and mobile health monitoring / remote monitoring

The use of technology to monitor someone's health outside of traditional clinical settings. For example, someone's health can be monitored in their home enabling real time clinical review and early action.

Long term conditions

These are health conditions that last a year or longer, impact on a person's life, and may require ongoing care and support. These are also known as chronic conditions.

Mobile technologies

Technology that is portable, including mobile phones, tablet devices and laptops.

National digital platform

The development at a national level of a digital platform that will facilitate the availability and exchange of information, for existing and new health and care systems.

Once for Scotland

A national approach which reduces geographical and organisational barriers to the delivery of support services and functions.

Person-centred

Focuses care and support on the needs of a person and is a way of thinking and doing things that sees the people using health and social care as equal partners in planning, developing and monitoring care to make sure it meets their needs.

Personal outcomes

The end result or impact of activity on a person. A personal outcomes approach identifies what matters to people through good conversations during care and support planning.

Self-management

People making decisions about, and managing their own health and wellbeing.

Technology enabled care (TEC)

A Scottish Government programme to enable a major roll out of Telehealth and Telecare in Scotland. Technology Enabled Care (TEC) is the utilisation of a range of digital and mobile technologies to provide health and social care support at a distance.

Telecare

Telecare is the term for offering remote care of elderly and physically less able people, providing the care and reassurance needed to allow them to remain living in their own homes, for example, personal alarms or sensors.

Telehealth

The provision of healthcare remotely by means of telecommunications technology.

Video consultations

A video consultation is an online meeting between a person and health professional. These can take the place of telephone or face-to-face consultations.

Appendix 2 – Links to useful documents

[Achieving Excellence in Pharmaceutical Care: a Strategy for Scotland](#)

[The Active and Independent Living Programme 2016-2020 \(ALIP\)](#)

[Digital Participation Charter](#)

[Dumfries and Galloway Integration Joint Board Carers Strategy 2017-2021](#)

[Dumfries and Galloway Integration Joint Board Strategic-Plan-2018-2021](#)

[Dumfries and Galloway Integration Joint Board Workforce Plan 2018](#)

[Guide to the General Data Protection Regulation \(GDPR\)](#)

[Health and Social Care Delivery Plan 2016](#)

[Health and Social Care Standards](#)

[The National Clinical Strategy for Scotland](#)

[Nursing 2030 vision](#)

[The Public Bodies \(Joint Working\) \(Scotland\) Act 2014](#)

[Scotland's Digital Health and Care Strategy: Enabling, Connecting and Empowering](#)

[Scotland's National Dementia Strategy 2017-2020](#)

[Social Care \(Self directed Support\) \(Scotland\) Act 2013](#)

Appendix 3 – Statement of Consultation

Statement of Consultation – link to be added once available

DRAFT

Appendix 4 – Impact assessment

SUMMARY OF IMPACT

<u>Impact Area</u>	<u>Positive Impact</u>	<u>No Impact</u>	<u>Negative Impact</u>
Age	1	2	
Disability	1	2	
Sex		3	
Gender reassignment and Transgender	2	1	
Marriage and Civil Partnership		3	
Pregnancy and Maternity	1	2	
Race		3	
Religion or belief		1	
Sexual orientation		1	
Human Rights	1		
Health & Wellbeing & Health Inequalities	3		
Economic & Social Sustainability	3		
Environmental Sustainability, Climate Change and Energy Management	2		
	Total Positive Impacts = 14	Total No Impacts = 18	Total Negative Impacts = 0