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**AHSN**

**Transforming Lives  
Through Innovation**

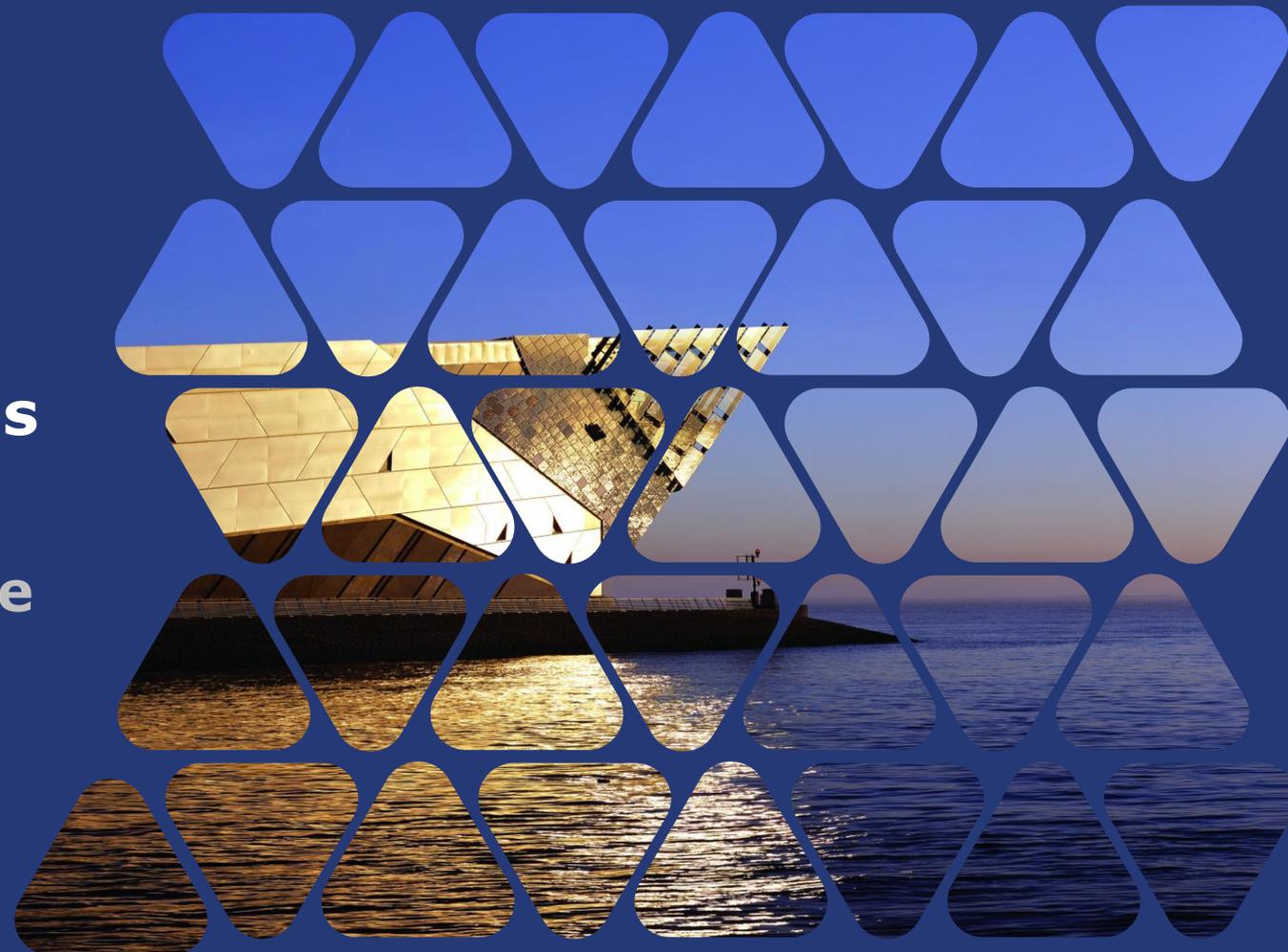


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## **Feedback summary**

**HNY Digital Primary Care  
Innovation Hub Unmet Needs  
Workshop, 13 Oct 2022**

**Aligned to the four primary care  
digital priority workstreams**



# Introduction

- The Yorkshire and Humber AHSN are working with Humber and North Yorkshire Health and Care Partnership to deliver the new Digital Primary Care Innovation Hub.
- The hub will be the 'front-door' for HNY digital primary care enabled innovation and improvement, utilising seed funding, from NHSE Digital First Primary Care, to support and progress projects and ideas which would benefit patients and services and also aligns with an unmet need.
- The first Innovation workshop was held in October to determine unmet needs and feedback was analysed and themed to the four primary care digital workstreams.
- Feedback deemed within scope was included and analysed, some feedback was excluded.
- With some questions, feedback did not align to all four workstreams.

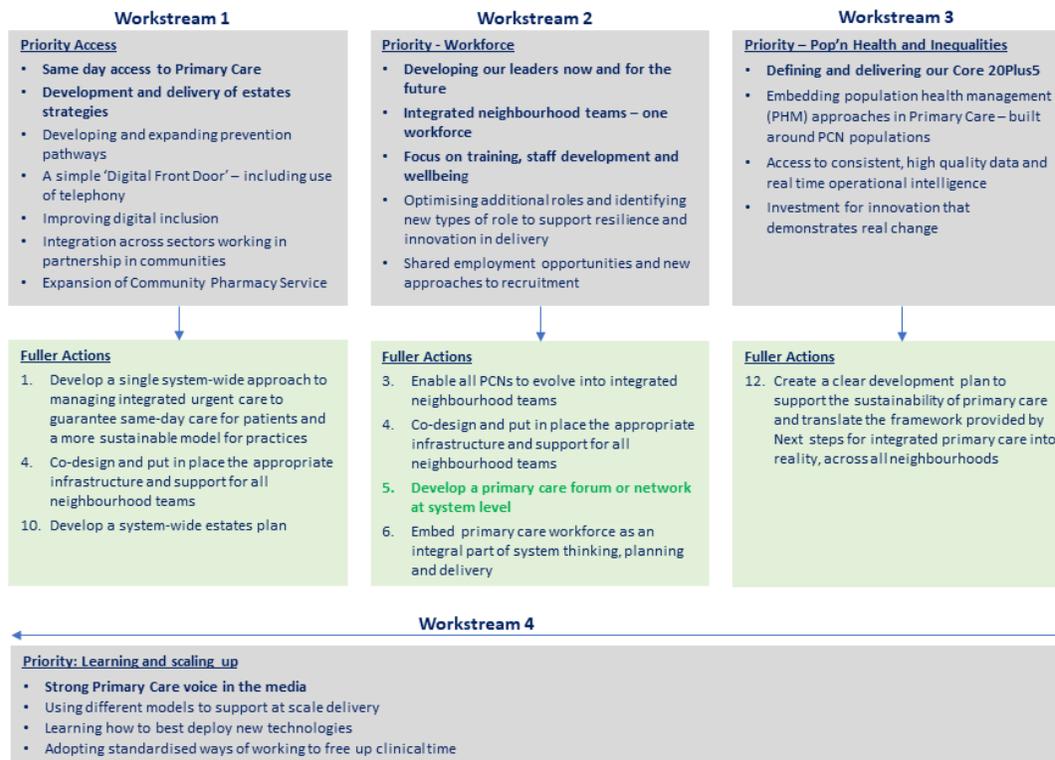
# Four primary care digital workstreams

## Key Digital Priorities for HNY



- Four workstreams proposed
- ICS-specific Fuller Actions have been aligned to the four workstreams
- Fuller action ICS1 to be linked to the Acute Collaborative
- ICS 13 – “work alongside local people and communities in the planning and implementation” to be confirmed with Comms and Engagement
- Proposal that each workstream has a core team as follows:

- ❑ **Clinical Lead**
- ❑ **Programme management lead** to co-ordinate workstream actions on a day-to-day basis
- ❑ **Humber Lead** – Head of Primary Care to act as key point of contact for the Humber Places for the workstream
- ❑ **North Yorkshire Lead** – Head of Primary Care to act as key point of contact for North Yorkshire and York Places for the workstream
- ❑ **PMO Lead** – to work with core team and ensure project progress is documented and communicated in a consistent way across the workstreams.



## 4 Workstreams

1. Access
2. Workforce
3. Population Health & Inequalities
4. Learning & Scaling-up

# Attendees

The workshop had attendees from various organisations, roles within primary care, some listed below, who were asked to feedback on a number of questions:

**Advanced Nurse Practitioner**      **Practice Manager**  
**Complex Care Lead**      **Head of Primary Care**  
**BDM**      **Primary Care Manager**  
**IT Lead/Administrator**      **Specialist Physiotherapist**  
**Strategic Manager**      **Programme & Performance Manager**



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# Feedback...



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# What do you love about Primary Care?

Variety

Never a dull moment!

CoWorking

Experienced

Gate keepers

Innovation

Caring

Worldly

Autonomy

Close to patients

Opportunity to help

Resilient

Care and concern

Rewarding

Local

Wise

Spearhead change

Reality

Get things done



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# What are the main challenges, barriers, difficulties?

## Access

Access

Diversity of digital products

Fragmented and remoteness

IT literacy

Long appointment wait times

## Workforce

Ageing Workforce

Burnout

Digital skills and time to train

Option paralysis

Poor implementation

Predicting demand

Workload

## Population Health & Inequalities

Identifying the priority



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# What solutions will enable you to tackle these challenges?

## Access

AI

Patient education

Robust IT infrastructure

## Workforce

A digital strategy

Boots on ground help

Change Management and Quality Improvement expertise

Communication of digital strategy

Consistent training across the ICS

Getting everyone up to a basic minimum standard with tech and connection

RPA

## Learning & Scaling up

Clear ROI

Sharing best practice to learn from others

Standardisation of processes

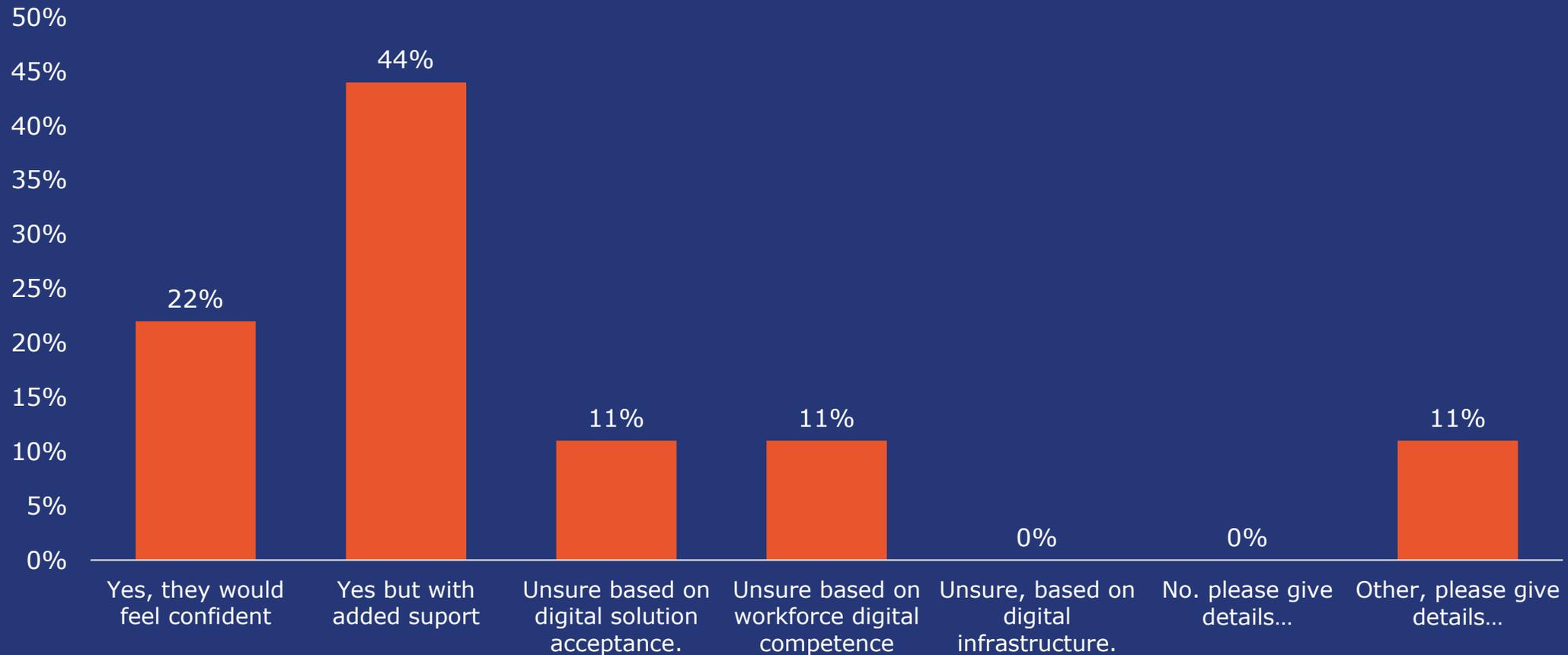


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# Do you feel that digital solutions would be accepted and used by your team?



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# Can you think of any changes that your teams have done digitally, that have supported your ways of working?

Some fantastic achievements here!

## Access

Ability for patients to message with non-urgent queries via the App

AccurX floreys for home BP monitoring

Online/NHS App appointment provision

Promoting NHS App for reviewing record, ordering meds, seeing test results etc.

Scheduling patient appointments to avoid long wait times

Self-booking text links as part of LTC recall

Total digital triage

Virtual consultation of patients via teams

## Workforce

Electronic hospital letters

EPS was a god send (x2)

Maintaining all patients reports in Electronic medical records system

Teams has changed the way the workforce now works

Widespread use of teams for comms rather than sending emails

Yes definitely positive MDTs work more jointly using Teams

## Population Health & Inequalities

Yorkshire Humber Care Record has made a massive impact on improving patient care

## Learning & Scaling up

Using NHS futures for audits, signing PGDs and SOPs etc.



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# Within your patient pathways, what areas do you need help with?

## Access

Automation of pathways to make consultations and or journey easier (MECC)

Ensuring those who can't or don't have digital tools have alternatives or support to use tools if it is a lack of kit or equipment

Preventing perceived inequality of access if not IT literate

Wider pathways to access services outside practice - mental health etc

Widespread roll out of home monitoring equipment to patients with digital self-reporting

## Workforce

Joining up with other care providers e.g. community services and care homes to ensure a holistic patient pathway

Seamless sharing of data between all organisations that deliver care



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# If you could bring in something that would help you work better, what would it be?

## Access

AI assisted care navigation / clinical triage for general practice, similar to what NHS 111 use

## Workforce

A single integrated practice management system

Single point to access none practice data - immunisation, screening, QOF, IIF

True interoperability with other providers not via ANOTHER website

More collaborative working

Support staff in optimisation of systems training, advice, support Digital Journey Planner

## Learning & Scaling up

Learning from leaders in digital outside of healthcare could provide useful insight



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# Last question: What type of support would you need to drive improvements?

## Workforce

Business Analysts

Data Analysts

Evaluation and Benefits realisation support to evidence impact on patient care and experience

Project management

Proper change management support

Quality Improvement training and experts to support

Time and resource



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# Summary

- A great event, starting to unearth unmet needs across the HNY region and encourage conversations to consider where digital innovations could benefit patients and or the workforce.
- Lots of fantastic feedback on digital innovations which have already been implemented. Well done everyone!
- There was tremendous enthusiasm to identify future solution ideas.
- We appreciate and recognise the time and resource challenges, to implement innovations or make changes.

# Next steps

- Identify more Unmet Needs through further conversations, workshops and the Innovation hub website (revised launch for March 2023).
- HNY Digital Primary Care Innovation Hub project team are reviewing and considering the feedback, solution ideas and support required to drive improvements.
- Based on the feedback from this event, YHAHSN have provide a list of innovation solution ideas aligned with the 4 workstream priorities.
- HNY Digital Primary Care Innovation Hub will establish an expert review panel to approve proposed digital innovation projects and aims to identify 2-3 innovation ideas, which align with an unmet need, to deliver across 2023/24.

# HNY Digital Primary Care Innovation Hub

Thanks again to everyone who could attend and give their feedback! Feel free to email any queries.



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[www.hnydigitalinnovation.net](http://www.hnydigitalinnovation.net)  
(under construction – launch expected Mar 2023)



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