

digitalhealth

**REWIRE**  
LONDON 14-15 MARCH 2023

Headline Sponsors:



# Kevin Jarrold

---

Joint Chief Information Officer,  
Imperial College Healthcare NHS Trust  
Chelsea and Westminster NHS Foundation Trust  
North West London Integrated Care Board

# Convergence in Action in NW London

- NW London covers 8 London Boroughs
- A diverse population of 2.1m with over 200 ethnic groups
- Sustained system-wide collaboration building on experience during the pandemic
- Digital and data has been at the forefront of this
- We have a holistic approach to the development of the Digital and Data Strategy



# The Acute Provider Collaborative

- Formal partnership agreed in July 2022
- It is not a merger of Trusts, or a 'Group Model', rather a growing approach to collaboration across key work programmes
- We run 12 hospitals, employ 33,000 staff and serve a local population of around 2.1 million
- We have developed a set of principles to guide action...



# This collaborative working is underpinned by the principles of our Acute Provider Collaborative

- 1) A commitment to delivering a step change in quality and financial and operational performance across our system
- 2) A commitment to treat everyone fairly and inclusively
- 3) Maximising the benefit of our collective resources by improving coordination and avoiding duplication
- 4) Collective decision-making for the benefit of our patients, communities and staff
- 5) Transparency of our data, information and decisions
- 6) A commitment to join up our strategies and planning
- 7) Respect for the continuing statutory roles of our respective Trust Boards and Councils of Governors (in the case of Foundation Trusts).



# Digital and Data Priorities

- **Implementation and optimisation of the Cerner Electronic Patient Record**
  - Complete the implementation of Cerner at LNW and THH
  - Optimise Cerner for use across the whole of the acute provider collaborative to deliver a consistent user experience and support the redesign of the patient pathway
- **Improving patient flow and the use of capacity using the Care Coordination Solution**
  - The CCS is a patient pathway management solution that provides clinicians and managers with a single point of access to manage the patient journey, from referral to discharge. This is also enabling a coordination of clinic capacity, theatre schedules and rotas in support of a more agile usage of overall capacity.
- **Patient Empowerment and Engagement – Outpatient Transformation**
  - We have a wide variety of solutions for interacting with patients – the intention is to engage patients in the co-design of a coherent suite of solutions that will be used in a consistent way across the whole of the acute provider collaborative. One of the first deliverables will be a Patient Engagement Portal that will allow patients to reschedule their own appointments. This will then support delivery of the outpatient transformation agenda.
- **Strategic Reporting Solution**
  - We have embarked on the development of a proof of concept for a strategic reporting solution that will provide an accurate reflection of performance across the provider collaborative for the Board in common, executive management teams, operational and clinical leaders.

# Digital and Data Priorities (2)

- **Consolidation of our second tier digital applications**
  - The plan is that the first provider up for tech refresh would lead a procurement with a contract that other providers can draw upon at a time of their choosing, when their contract expires.
  - We are currently focusing on three areas:
    - Diagnostic Systems
    - Clinical Systems
    - Corporate Systems
- **Delivering resilient infrastructure that provides a consistently good end user experience and addresses the cyber security risk**
  - The IT operational leads are working on a shared agenda with the aim of delivering improved user experience at lower cost
- **Cyber Security Incident Response Plan**
  - We have put significant investment into our digital infrastructure to address the cyber security risk but that does not do away with the need to have an incident response plan. As we drive standardisation we increase the risk of an incident impacting across the whole of the acute provider collaborative and need to have an incident response plan led by the EPRR teams.

# Key challenges

- Fully exploiting the digital and data capability that we have already delivered – that is delivering the transformation and driving out the benefits
- Securing the funding needed to do routine tech refresh and to deliver the technical capability needed – the funding model needs to improve
- Having products available in the market that can meet the requirements – EPR convergence is a case in point especially for primary care, community, mental health, social care etc
- Exploiting the value in the data to deliver benefit back to our patients, clinicians and researchers – having a single version of the truth is a good start...