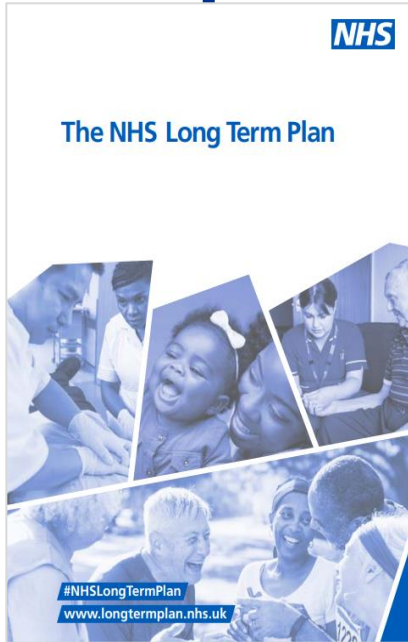# What Good Looks Like Digital Maturity Assessment (WGLL DMA)
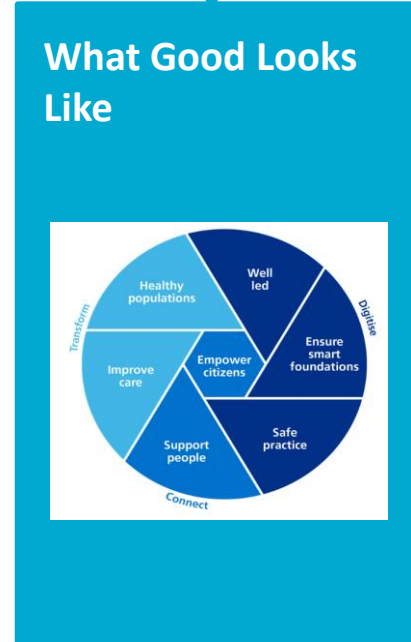
Rewired 2023

Will Goodwin (Assistant Director of Programmes), Natalie Sutcliffe (Delivery and Engagement Lead) NHS England

Supporting the strategic objectives

The NHS Long Term Plan

#NHSLongTermPlan
www.longtermplan.nhs.uk

Plan for Digital Health and Social Care

Sets out the action plan to deliver the vision for digitally transformed health and social care system in practice. Aim for local version of this vision to be realised by 2028

What Good Looks Like

Urgent and Emergency care plan (2023)

NHS 75 England

About us   Our work   Commissioning   Get involved   Coronavirus

Delivery plan for recovering urgent and emergency care services

Document first 30 January 2023
published:
Page updated: 31 January 2023
Topic: Community
health services

To support recovery, this plan sets out a number of ambitions, including:
- Patients being seen more quickly in emergency departments: with the ambition to impr patients being admitted, transferred or discharged within four hours by March 2024, wi

Levelling Up Agenda

Bring the resources and skills of both the NHS and local government together to better serve the public and support central mission to level up every part of the UK

Policy paper
Health and social care integration: joining up care for people, places and populations

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Digital Maturity Assessment Programme
Annual digital maturity assessments will allow health and care organisations to measure their progress towards the core capabilities set out in What Good Looks Like and identify the areas they need to prioritise to deliver the digital transformation goal

Why is a national Digital Maturity Assessment needed now?

Context and rationale

Provides a fact-based baseline and consistent measure of progress

Reduces the current burden on workforce[1]
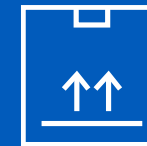
Creates transparency across national, regional and local teams

Underpins NHS priorities and planning

Why now?

WGLL v2 refresh

Help address gaps and improve local transformation planning and investment
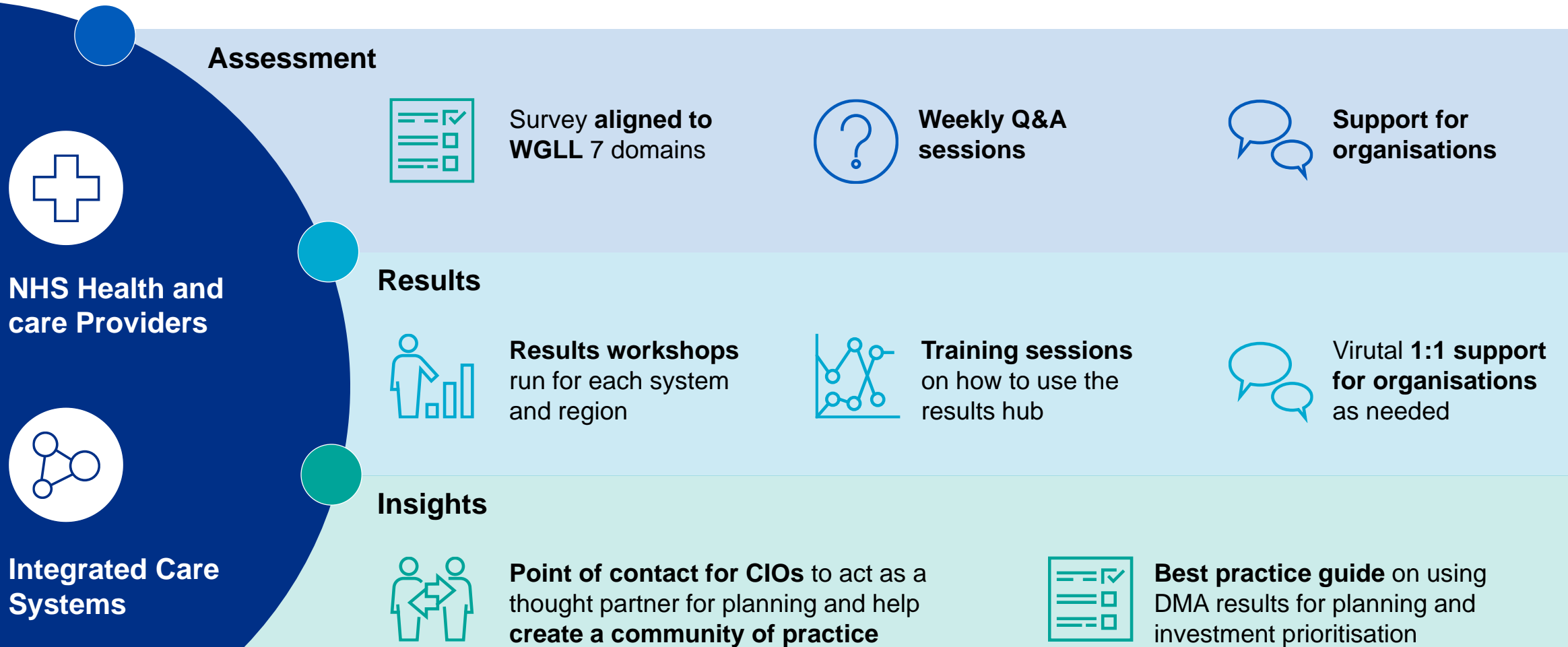
Supports decision-making input for national and local programmes

Accelerates timescales and impact of digital adoption

1. Frontline capacity release estimated at ~6,000 – 10,000 hours annually to complete full set of surveys that DMA consolidates, including Greener Digital, Workforce, Minimum Digital Foundations, Smart Foundations, Tech Debt and CRM Requirements.

Overview of the Digital Maturity Assessment

NHS Health and care Providers

Integrated Care Systems

Assessment

Survey **aligned to WGLL** 7 domains

Weekly Q&A sessions

Support for organisations

Results

Results workshops run for each system and region

Training sessions on how to use the results hub

Virutal **1:1 support for organisations** as needed

Insights

Point of contact for CIOs to act as a thought partner for planning and help **create a community of practice**

Best practice guide on using DMA results for planning and investment prioritisation

Design and Engagement

NHS

5 **Design Integrity Group Sessions** bringing together policy leads for WGLL and programme user groups

20+ **Subject Matter Experts** consulted across specialisms to ensure multidisciplinary product development

300+ feedback suggestions and proposed questions reviewed for inclusion in Year 1

50 questions aligned to the **7** dimensions of What Good Looks Like to measure organization and ICS maturity against WGLL dimensions
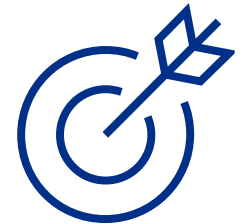
110+ supplementary volumetric questions key to inform local, regional and national planning and investment

7 Regional Engagement session with digital transformation teams across the 7 regions

25+ **ICS warm up sessions** with representation from the ICS and provider CIOs
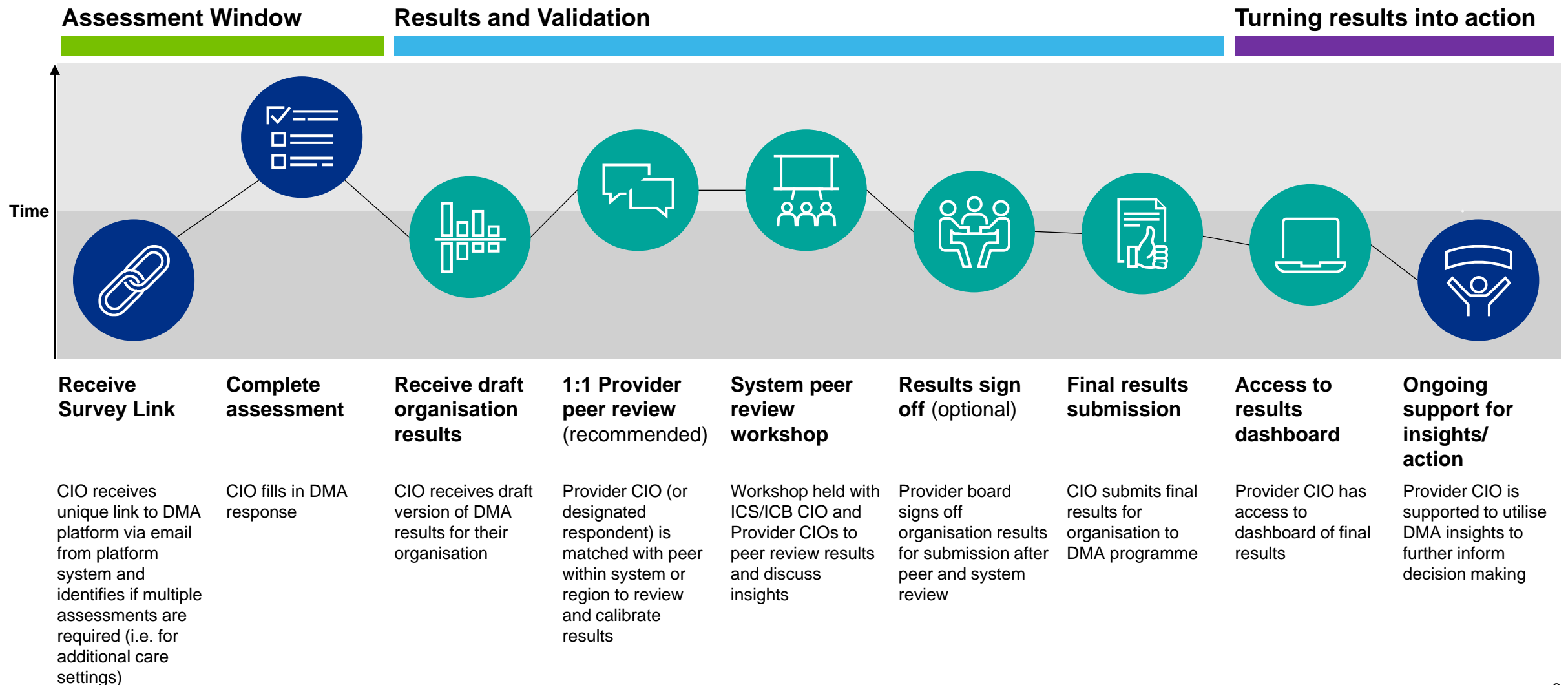
3 **CIO engagement webinars** with over 240 ICB and Provider CIOs and deputies in attendance

30 unique FAQs developed through synthesis of common questions across engagement

Bringing the journey to life

NHS

● *Detail follows*

Assessment Window

Results and Validation

Turning results into action

Time

Receive Survey Link	Complete assessment	Receive draft organisation results	1:1 Provider peer review (recommended)	System peer review workshop	Results sign off (optional)	Final results submission	Access to results dashboard	Ongoing support for insights/ action
CIO receives unique link to DMA platform via email from platform system and identifies if multiple assessments are required (i.e. for additional care settings)	CIO fills in DMA response	CIO receives draft version of DMA results for their organisation	Provider CIO (or designated respondent) is matched with peer within system or region to review and calibrate results	Workshop held with ICS/ICB CIO and Provider CIOs to peer review results and discuss insights	Provider board signs off organisation results for submission after peer and system review	CIO submits final results for organisation to DMA programme	Provider CIO has access to dashboard of final results	Provider CIO is supported to utilise DMA insights to further inform decision making

Supporting strategic activities at local and national levels

NHS

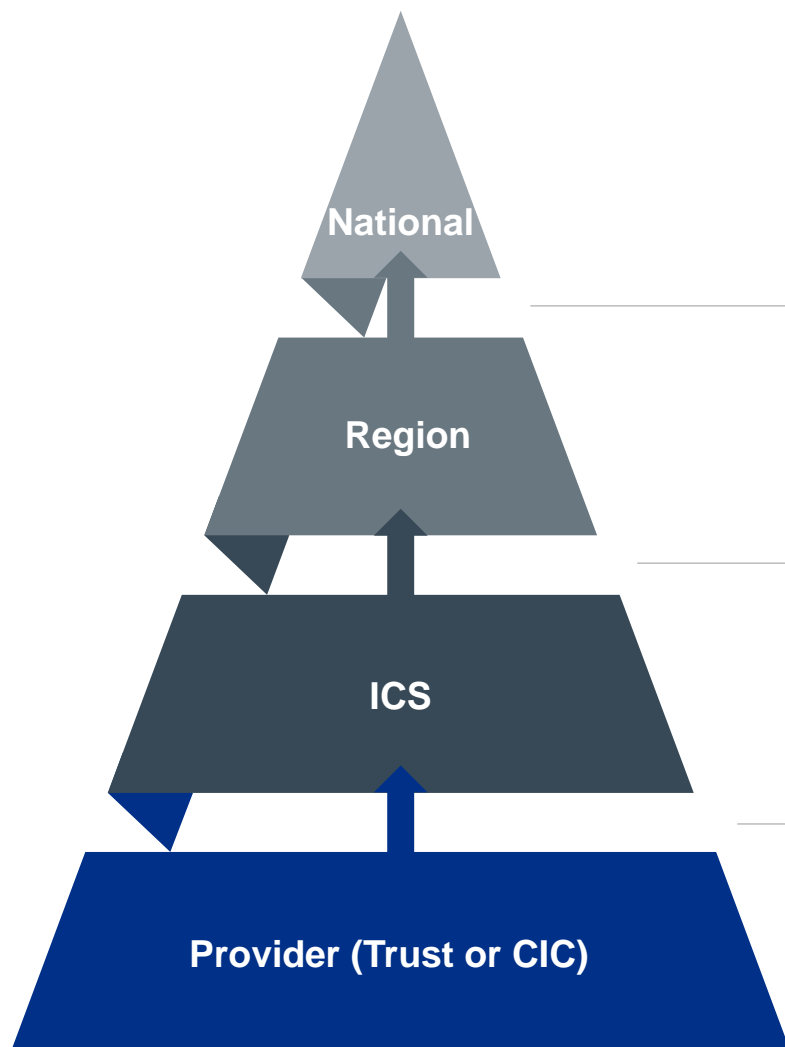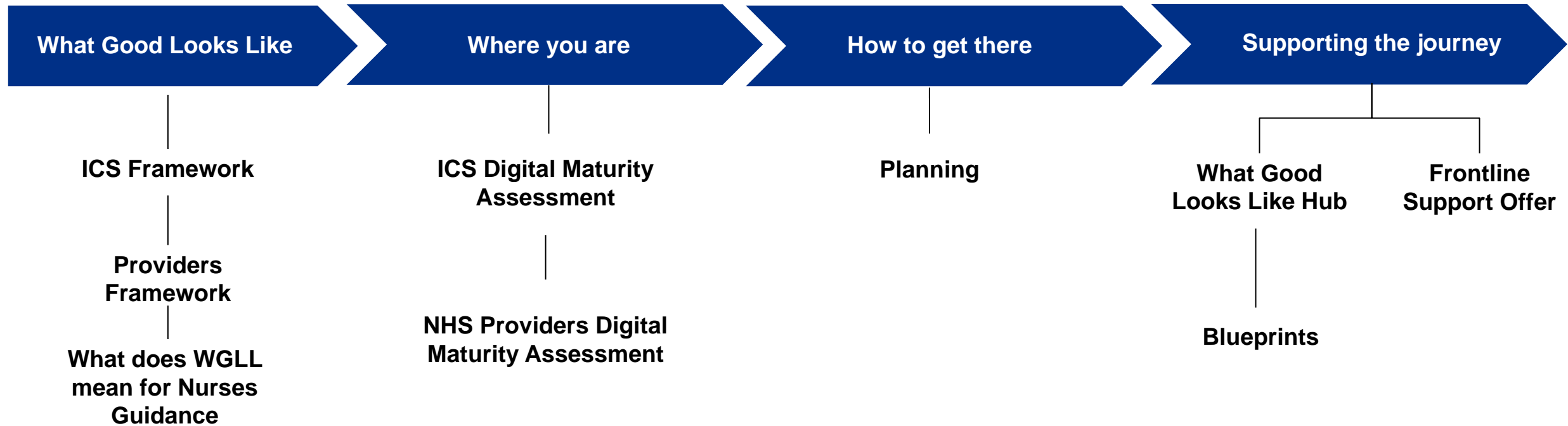|	**DMA data is consolidated…**	**… to support strategic activities**
National	▪ Maturity scores at a national level (aggregate of ICS-level socres) ▪ National-level benchmarks across each WGLL pillar and 50 capabilities ▪ National consolidation of volumetric data	▪ Provision of support across regions, ICSs and Providers and where to target digital funding ▪ Assessment of resilience for national digital infrastructure
Region	▪ Maturity scores for region (aggregate of ICS-level scores) ▪ Region-level benchmarks ▪ Regional consolidation of volumetric data	▪ Region-wide coordination of digital transformation planning and targeted support with Levelling Up agenda
ICS	▪ Maturity scores for ICS (aggregate of Provider-level scores) ▪ ICS-level benchmarks ▪ Volumetric data for system	▪ ICB-led creation of integrated, system-wide transformation plans ▪ Investment planning in line with ICS-wide Levelling Up goals
Provider (Trust or CIC)	▪ Maturity scores for Provider ▪ Provider level benchmarks (e.g. average within system, region and for similar Provider types) ▪ Volumetric data for Provider	▪ Local digital transformation planning and investment decisions

How it comes together

NHS

What Good Looks Like	Where you are	How to get there	Supporting the journey

ICS Framework

Providers Framework

What does WGLL mean for Nurses Guidance

ICS Digital Maturity Assessment

NHS Providers Digital Maturity Assessment

Planning

What Good Looks Like Hub

Frontline Support Offer

Blueprints