

digitalhealth

# REWIRED

BIRMINGHAM 12-13 MARCH 2024

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# Mike Bracken

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Founding Partner,  
Public Digital



**DIGITAL  
LEADERSHIP  
AND TEAMS  
STAGE**

Stage  
Sponsor:



public.digital

# Public Interest Technology: A *systems* approach

Rewired March 2024

Who we are

**Public Digital** is a specialist digital transformation consultancy.

What we do

**We help organisations** create the right conditions to achieve change at scale.



## Some of our projects



Building new capability in Nigeria



Reforming public finance



Creating new digital public services in Peru



Changing how multinational corporations work



Building internet-era government



Advising world leaders on digital

**We need to think about our  
technology and digital  
services as Public Interest  
Technology**

# We created the UK Government Digital Service.

- £4.1 billion saved for taxpayers.
- 312 government agencies moved to GOV.UK.
- 1,882 websites replaced at 30% of the annual cost.
- 14 million users weekly.
- 1 billion transactions per year.
- A Technology Code of Practice, Design Standards and new digital skills across government.
- A Digital Marketplace to break the hold of big IT providers.
- Government as a Platform: [GOV.UK Notify](#) and [GOV.UK Pay](#)
- Top of the UN's global rankings for e-government.
- A vanguard for digital government around the world.



**We stopped the dependency  
on Big IT.**

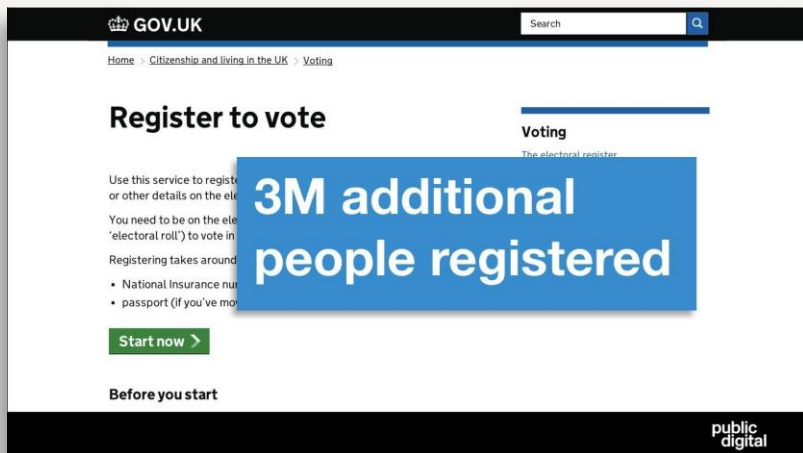
**We redesigned public  
services, digitally.**



**Over 4 years that saved**

**£4.1bn**

# User targets, not £ savings



The screenshot shows the GOV.UK website interface for the 'Register to vote' service. The page title is 'Register to vote' and the breadcrumb trail is 'Home > Citizenship and living in the UK > Voting'. A blue callout box is overlaid on the page, containing the text '3M additional people registered'. Below the callout, there is a 'Start now >' button and a 'Before you start' section. The 'public digital' logo is visible in the bottom right corner of the page.

GOV.UK

Search

Home > Citizenship and living in the UK > Voting

## Register to vote

Use this service to register or other details on the electoral register.

You need to be on the electoral register ('electoral roll') to vote in an election.

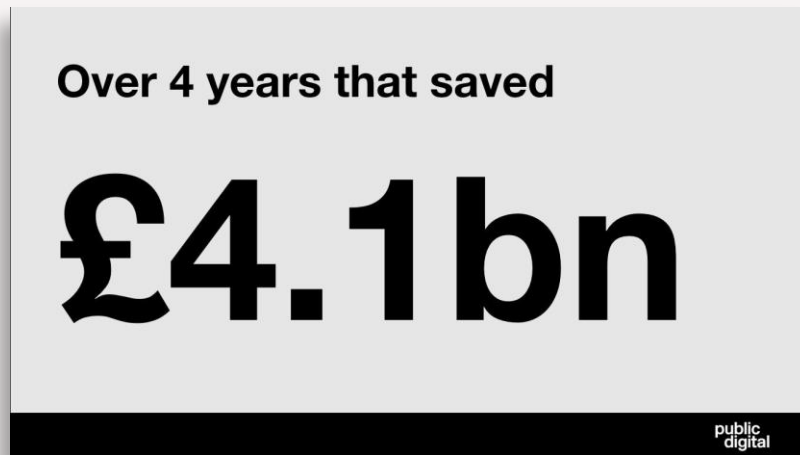
Registering takes around 10 minutes.

- National Insurance number
- passport (if you've moved from abroad)

[Start now >](#)

Before you start

public digital



A graphic with a light grey background and a black footer. The text reads 'Over 4 years that saved £4.1bn'. The '£4.1bn' is written in a large, bold, black font. The 'public digital' logo is in the bottom right corner.

Over 4 years that saved

# £4.1bn

public digital

You can only do  
this by **focusing  
on user needs.**



Digital  
government  
is now a  
global  
movement



National government digital agencies



Canada



18F - US



GDS - UK



Estonia



USDS - US



Sierra Leone



Uruguay



Rwanda



Indonesia



Italy



Iceland



Netherlands



Greece



Nigeria



Bangladesh



New Zealand



Finland



Madagascar



Chile



Columbia



Germany



Brazil



Australia



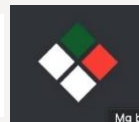
North Carolina



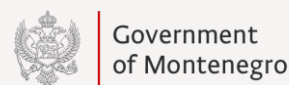
NIC - India



Japan



Madagascar



Montenegro



Western Cape - South Africa



Colorado p-d



West Java



Massachusetts



Ontario Digital Service



Nova Scotia



California



New South Wales



New York



British Columbia



New Jersey





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# Birmingham City Council IT system bill could be five times higher

🕒 24 May 2023







# GOV.UK/Notify



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### Introducing Notify




BY U.S. DEPARTMENT OF VETERANS AFFAIRS - MARCH 15, 2021 

## VANotify

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VA Website & Information and Technology Policy Group



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[Crie sua conta aqui](#) ou faça login se você já usou antes



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## Keep the public informed every step of the way

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## Point of View

“A Bank of International Settlements report published in 2019 said that due to its digital public infrastructure, India managed to achieve in 7 years the kind of progress in financial inclusion that would’ve taken 47 years otherwise.”

# These DPI's already exist in Health. Should there be more?

The screenshot shows the openEHR website. The header includes the openEHR logo and navigation links for About us, Clinicians, Providers, Research, Developers, and a Newsfeed button. The main content area is titled 'Platform' and 'Free to use & open source'. A table lists two products: EHRbase and EHRServer. The table has columns for Product, Description, Technology, Platform, and Resources.

Product	Description	Technology	Platform	Resources
 EHRbase	EHRbase is an open source software backend for clinical application systems and electronic health records. EHRbase strives to give organizations a modern, standard-compliant and bedrock-solid foundation for their mission critical business operations and their next generation eHealth solutions. All services are accessible through the official <a href="#">openEHR REST API</a> , including endpoints for the <a href="#">Archetype Query Language</a> .	Java 11, Postgres 11, Spring Boot, JOOQ	All	<a href="#">Project website</a> <a href="#">EHRbase</a> <a href="#">Support</a> <a href="#">Documentation</a>
 EHRServer	EHRServer is an open source, service-oriented, openEHR clinical data repository. It provides a secure REST API to store and query clinical data in many ways, supporting standard formats like JSON and XML, that are easy to integrate with any front-end application. Data queries can be created via the Administrative	Grails, Groovy, Java, PHP, JavaScript	All	<a href="#">EHRServer</a>

**Our future health outcomes are dependent on open, interoperable systems, and innovative, user-driven data practices.**

**Agree?**

## **So we need to make some bold moves:**

- **Discard legacy IT (sunk cost fallacy)**
- **Change procurement**
- **Mandate sharing**
- **Power to users, not consultants & pathways**
- **Cost of failure demand & diffusion**

- **At scale, the UK could lead global digital health service provision.**
- **It requires us to embrace public-interest technology, change our business and finance processes and create open standards and services. In short, believe in our delivery capability.**

# How to contact us

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