



Data and Digital Integrated Care Systems User Research and Insights

Overview and Update

NHSX - ICS Data and Digital Team

Why are we here?

Insights: Understanding the Digital and Data needs of ICSs

The System Transformation agenda sets out the vision of health and care joined up locally around people's needs. It reflects a healthcare system where decisions are taken closer to the community, and collaboration occurs between partners in a place across care settings and geographies.

Hypotheses

We believe that a combination of national and local products and services could help to meet the data and digital needs of local users who are developing/establishing ICSs

So if we speak to users

We will gain an understanding of their needs, their needs that aren't currently being met, and understand what we need to do to meet them

High level objectives- gain and understanding of:

- What the common data and digital needs are for ICSs?
- What user needs aren't we currently meeting?
- What governance arrangement need to be in place to enable the national ICS support programme?
- How NHSx, NHSD and NHS E/I can plug the gaps to enable progress?

DDaT areas

Digital

Puts users at the heart of everything that it does applying the culture, practices, processes & online technologies to respond to peoples raised expectations

Harnessing the power of technology to drive change, enabling dynamic processes and capabilities to constantly evolve services based on inputs and user needs

Principles;

- **User Centred**
- **Digital first**, online and accessible
- **Automated** to minimising burden
- **Realtime**, available on demand 24/7
- **Intelligent**, minimising effort and understanding requirements

Data

Recognition that data is an asset and supports the potential value of data from across the system that is collected, created and curated

It is continuous cycle of understanding and improving processes and performance

- **Collection of data** to provide information
- **Leverage** of data to generate insight
- **Control** of data to ensure it's fit for purpose
- Data **Community and skills**
- Data **Strategy and Standards**

Tech

Specifies the strategic direction and principles to realise digital and data needs.

It provides advice and principles around the selection of hardware, software, access methods and protocols used throughout the system and the logical and physical interrelationships between its components

Resources include equipment, software, development mythologies, modelling tools, organisation structures and provisioned resources such as cloud and 3rd party software.

User research...

Who are we talking to?



Care providers

- GP's
- Local authorities (social care, care provision)
- Acute care
- Primary care networks
- Community care
- Ambulance trusts



Planning

- HR and Finance
- Acute care/acute care planning
- Primary care networks
- Community care
- Public Health England
- CCGs
- ICS Data Services
- Regional commissioners
- Practice managers
- Ambulance trusts
- Social care - commissioning



Digital teams

- Digital and transformation teams
- Strategic digital leaders



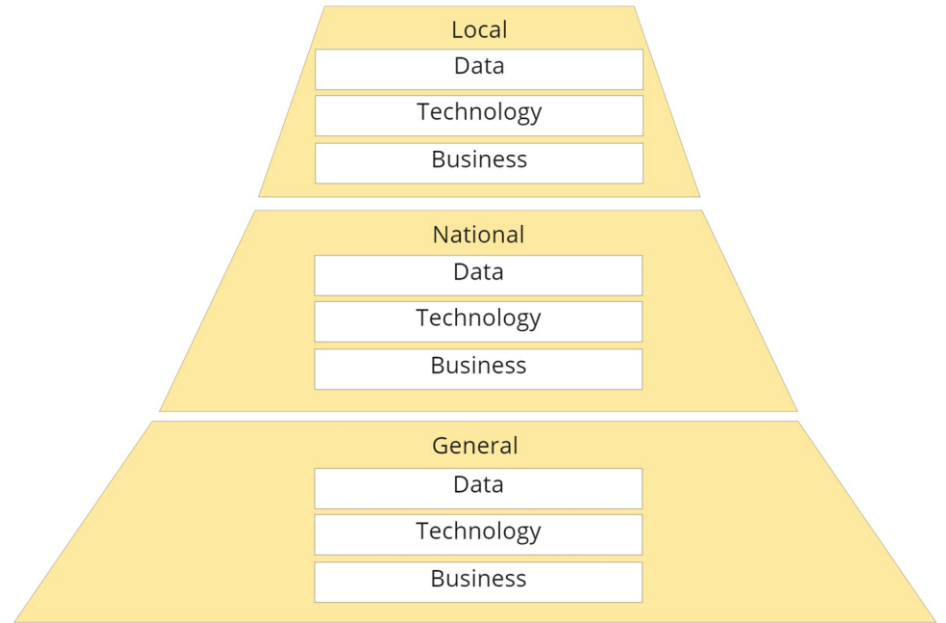
Regional digital directors and digital leads

Tech - Capabilities & Target Architecture

Establishing principles

Principles provide the foundation of our decision making framework, at all levels in the organisation.

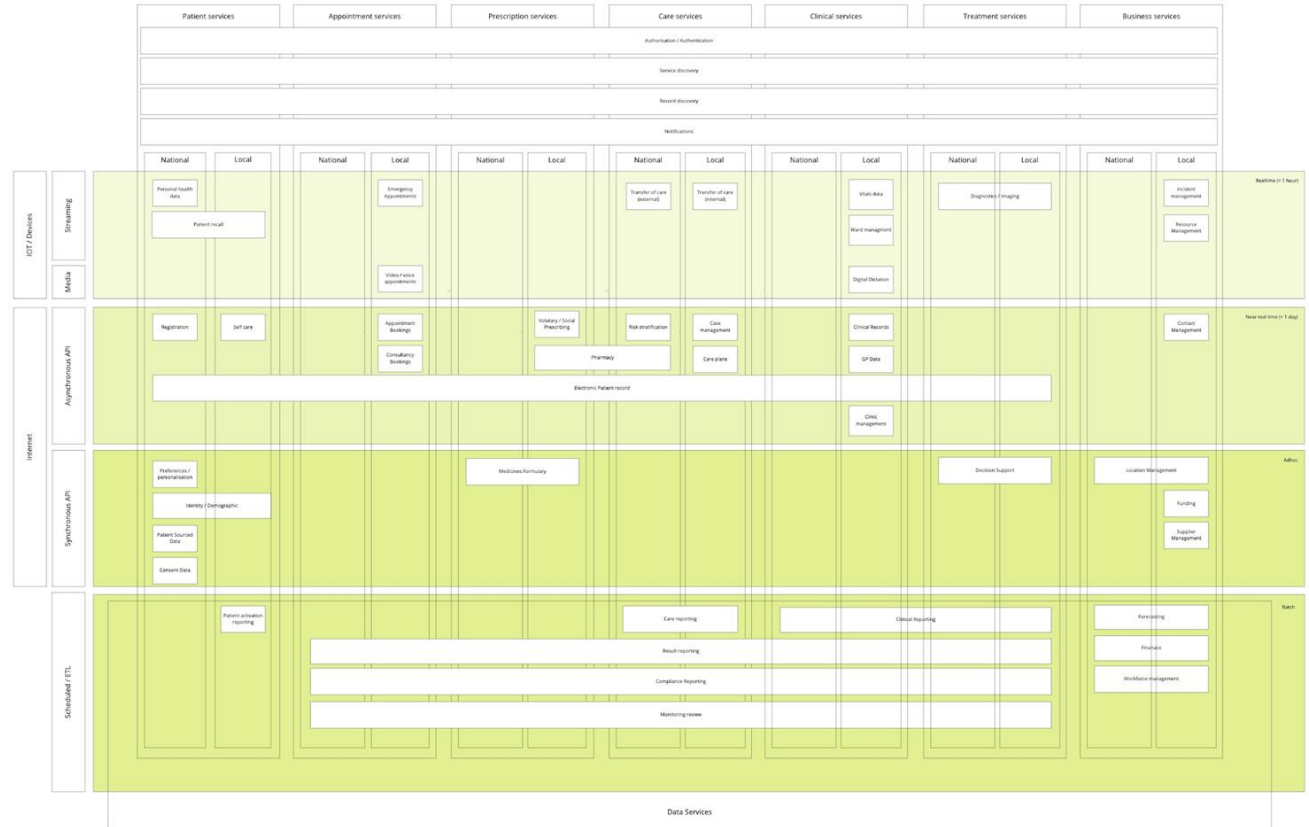
Principles also guide services to be designed in a person-led, supportable and adaptive manner.



Capability driven architecture

Each service is mapped according to area, information and consistency requirements

Technology enablers are mapped to each swimlane



Contact Details

If you are interested in being part of our User Research or the DDaT ICS Forum then please contact

Selin - selin.barnett@hippodigital.co.uk

Leah - Leah@hippodigital.co.uk