



Northern, Yorkshire and Humberside Digital and Information Forum

NYHDIF Meeting Notes

19th March 2025 – Snowzone - Castleford

1. Executive Summary

- Strong productivity gains from digital tools (NHS App, Shared Care Records)
 - Ongoing IG and technical limitations creating compliance challenges
 - Need to reset supplier relationships and align procurement with long-term NHS strategy
 - Apprenticeship programmes identified as a scalable solution to workforce shortages
 - Emphasis on regional collaboration and standardisation
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2. Key Discussion Areas

2.1 Frontline Productivity & Digital Investment

- We need to understand why we need to make change.
 - Move from a high complexity – low empowerment environment to a low complexity – high empowerment environment.
- Can we evidence that the 10 YP will work – we already have some evidence now:
 - NHS App delivering measurable efficiencies (HNY Stats below):
 - 11,000+ appointments managed monthly
 - 258,000+ prescriptions processed
 - ~583 practice hours saved/month
 - Shared Care Records (HNY Stats):
 - £4m efficiency savings
 - Record access was phone now YHCR - reduced from 20 mins → 30 secs

- Funding Objectives:
 - Productivity enhancement
 - Risk Reduction
 - Sustainability Change
 - Legacy Modernisation
 - Across 5 categories
 - Funding requirements (the opportunity) :
 - Min 50% allocation to non-acute settings
 - All bids need to be made against a catalogue
 - Primary Care now needs to be factored in – Priorities have been shared with DPC leads
 - Matching funds required (except cyber & primary care)
 - Benefits need to be met in order to order to access years 3-4 saving.
 - A national steer toward AVT
 - Everyone needs to work with regional team
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3. Information Governance (IG) Challenges

- NHS Mail cannot search across ~19,000 accounts
- High resource burden for data subject requests
- Inconsistent responses across trusts
- Engagement required with NHS England and ICO

Outcome:

- Agreement to develop standardised templates and improve regulatory communication
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3.1 Supplier Management & Procurement

- Current relationships described as adversarial
- Contracts (2-year) misaligned with NHS 10-year plan
- Procurement overly cost-focused (50%) vs user needs

Key Issues:

- Lack of standard supplier accreditation
- Duplicate effort across trusts
- Poor supplier engagement

Direction:

- Move toward collaborative supplier models
 - Increase clinician/end-user input (~80%)
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3.2 Workforce & Apprenticeship Programmes

- First Light Academy model presented:
 - 200 applicants → 15 hires
 - 100% retention after 6 months
- Benefits:
 - Reduces reliance on contractors
 - Builds internal capability
 - Supports underutilised talent pools

Yorkshire Model Highlights:

- Council-funded, cross-trust collaboration
- Apprentices treated as permanent staff (not consultants)
- Strong retention due to local/community ties
- Dean Davidson presented feedback from the CIO Live Supplier Workshop



• CIO Live 2025 -
Supplier Workshop - |

4. Key Decisions

- Align all digital bids with NHS England catalogue requirements
- Establish System 1 vendor assessment subgroup

- Proceed with CIO collaboration event (April)
 - Develop IG standard templates for data requests
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5. Action Items

Action	Owner	Deadline
Compile frontline productivity survey results	John Mitchell team	1 week
Develop IG templates	Sue / IG Working Group	End Q2 2024
Share apprenticeship model with NHS England	David / Alistair	TBC
Develop supplier capability framework	Procurement leads	TBC
Pilot apprenticeship expansion	Leicester Trust	Q2 2024

6. Key Metrics

- 11,000+ NHS App appointments/month
 - 258,000+ prescriptions/month
 - 583 hours saved (practice time)
 - £4 million efficiency savings (Shared Care Records)
 - Apprenticeship programme:
 - 100% retention (6 months)
 - 80% conversion from training to employment
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7. Risks & Challenges

- Non-compliance with NHS funding requirements
 - Misaligned short-term supplier contracts
 - IG inefficiencies and regulatory pressure
 - Continued reliance on contractors
 - Fragmented procurement and supplier standards
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8. Key Insights

- Digital tools are already delivering clear ROI
 - Procurement must shift to user-led decision-making
 - Apprenticeships provide a sustainable workforce solution
 - Standardisation and collaboration are critical across regions
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9. Next Steps

- CIO Event: April 2024
 - IG Working Group: Ongoing
 - Vendor subgroup: Within 2 weeks
 - Follow-up with NHS England on procurement and standards
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10. Notable Quotes

- “We need to reset the relationship with suppliers; it’s often adversarial.”
- “We don’t have the technical capability to do a single search.”
- “80% of decisions should be in the hands of users.”