Ashford and St. Peter's Hospitals
NHS Foundation Trust

Bringing Digital & Data to life

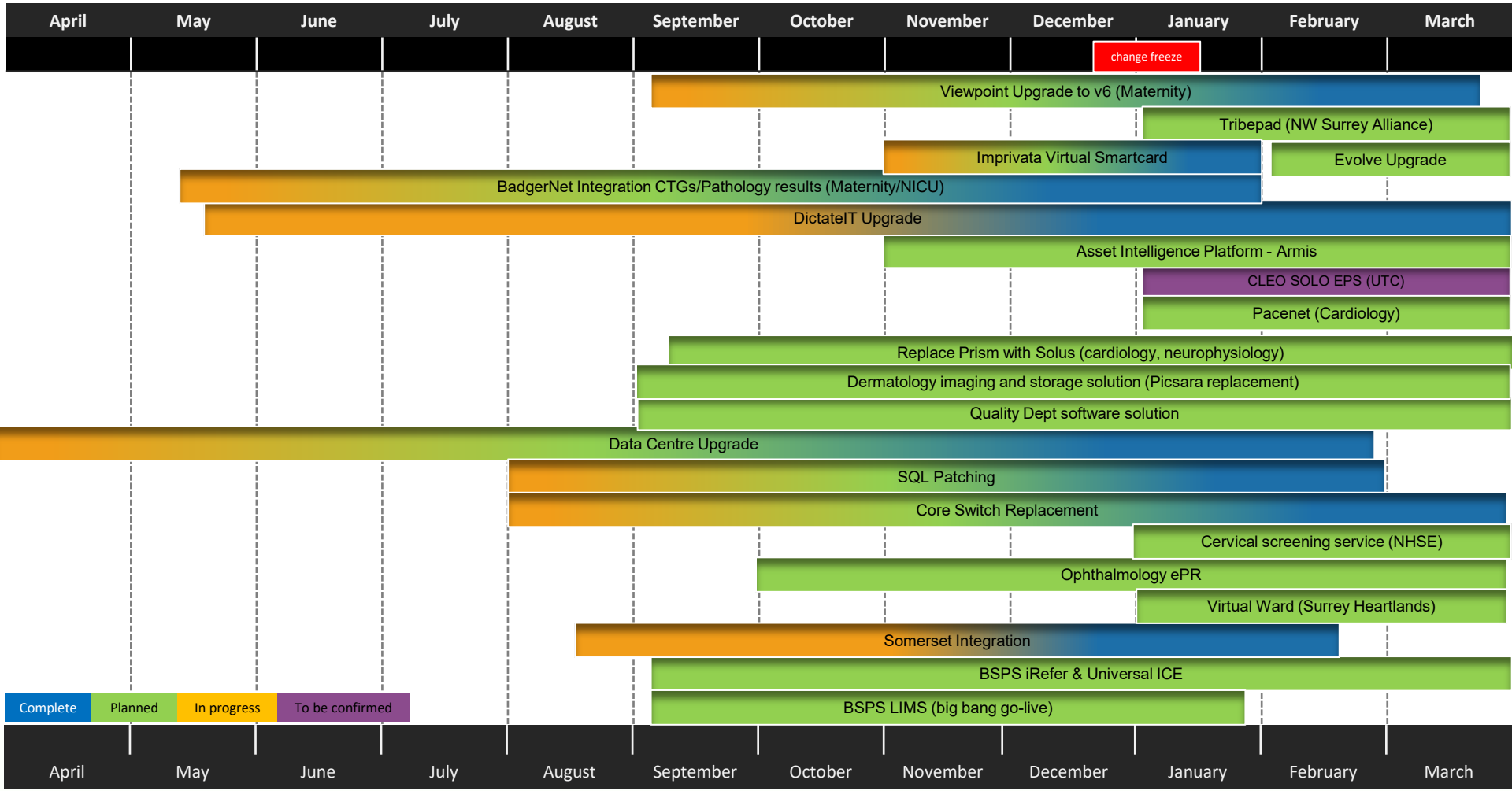
Public Trust Board Meeting

Dr Jason Bincalar CEng, CHCIP, FBCS
Chief Digital Information Officer
8th February 2024

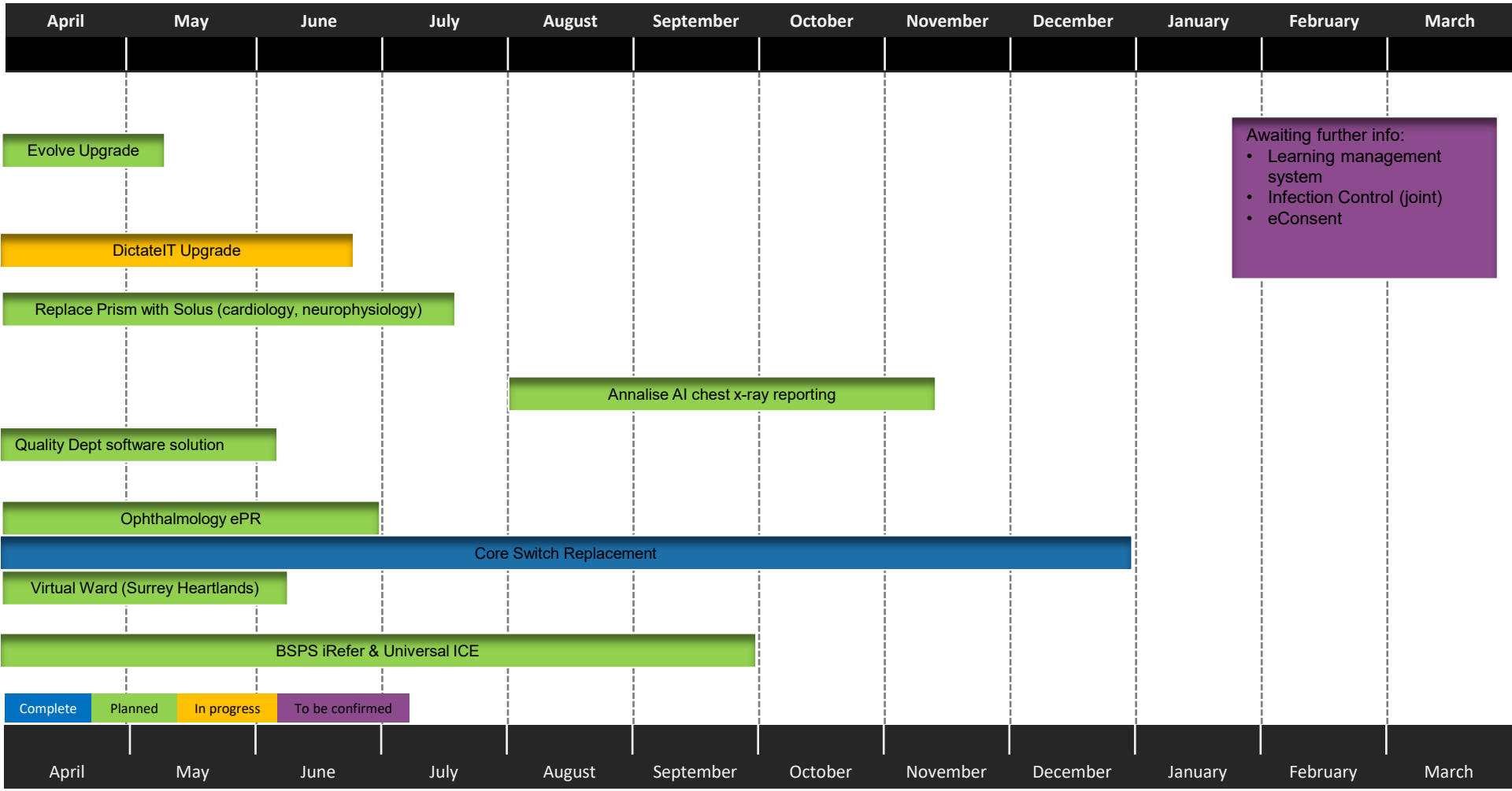
We are Digital Services: -

- **Information Technology** – Network infrastructure, data centres, end user computing
- **Systems and Applications** – Electronic patient records, electronic corporate systems
- **Medical Records – Lifecycle management of paper patient records**
- **Business Intelligence** – coding, reporting, data visualisation/analytics
- **Cyber Security, Information Governance and Data Protection**
- **Programme & project management**
- **End user training & Clinical Engagement**

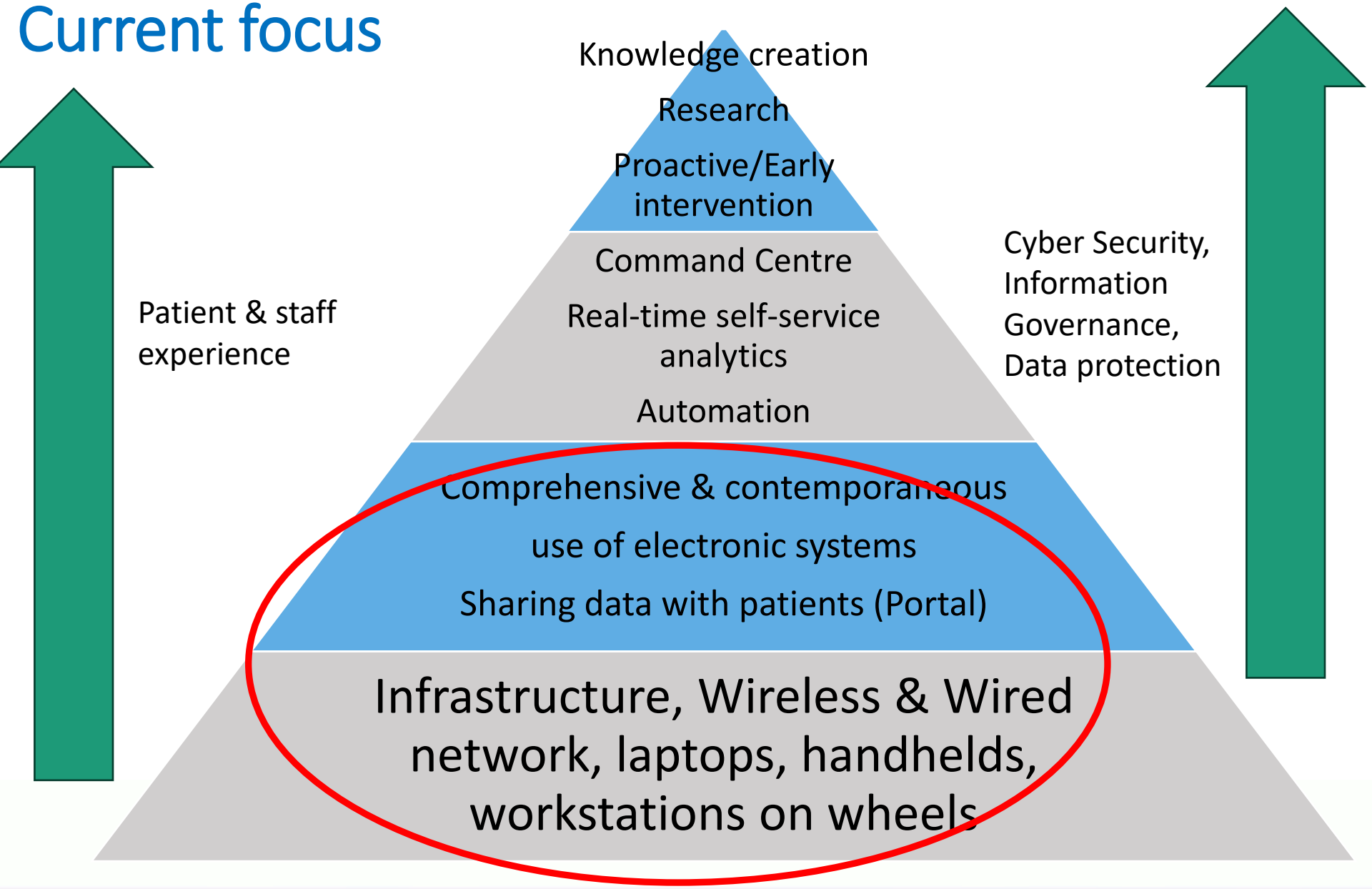
Current Digital programme 2023 - 2024



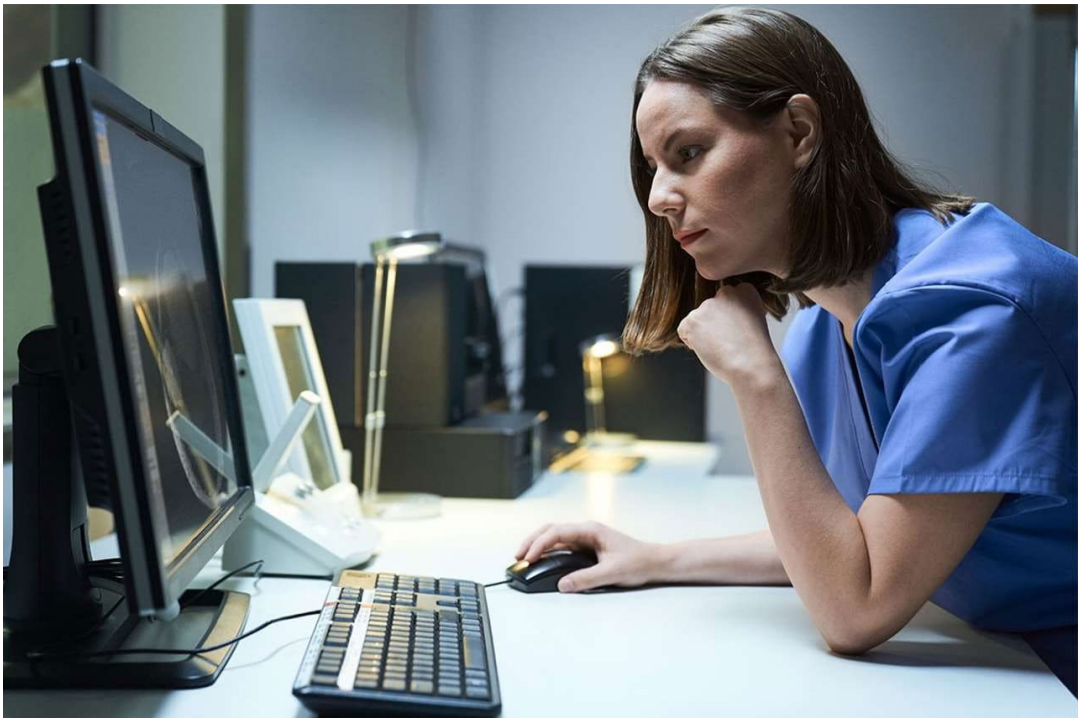
Digital Programme 2024-2025



Current focus



Digital opportunity



"The most digitised trusts have also been shown to operate with approximately 10% improved efficiency compared with less digitally mature providers."

NHS England - 2023

Clinical strategy on a page

Ashford and St. Peter's Hospitals NHS Foundation Trust

NW Surrey Alliance
Working together for better Health, Care and Wellbeing

STRATEGIC GOALS:
Tackle inequity and improve population health
High-quality sustainable healthcare
Excellent patient and staff experience

The Trust will work within our system to deliver these commitments, in order to achieve our top-level strategic goals.

ELECTIVE CARE

1: Develop a regional elective centre at Ashford, Surrey (ECAS) to provide excellent access and outcomes to the population.

2: Embrace innovation and technology to keep improving.

3: Highly accessible outpatient and diagnostic services to provide the best outcomes to all.

4: Best outcomes through effective preparation and rehabilitation after treatment.

5: Improve population health by effectively managing conditions in the community.

EMERGENCY CARE

1: To transform our emergency and urgent care provision at St Peter's Hospital, achieving outstanding outcomes, and reducing waiting.

2: Resilient, high performing specialist emergency care including stroke, cardiology, trauma, GI and emergency surgery.

3: Provide the highest quality care to all patients who need an emergency hospital admission.

4: Work with partners to ensure care in the right environment is always provided to people with urgent care needs.

WOMEN'S AND CHILDREN'S CARE

1: Provide demonstrably excellent maternity care locally, and to the most vulnerable women and children in Surrey.

2: Secure capital investment to create the best facilities in which to deliver our services.

3: Provide the best start to life for the most vulnerable babies in Surrey and the wider region.

4: Offer Surrey families a local alternative to London for specialist paediatric care.

5: Equitable access to high-quality care for women, improving wellbeing and quality of life.

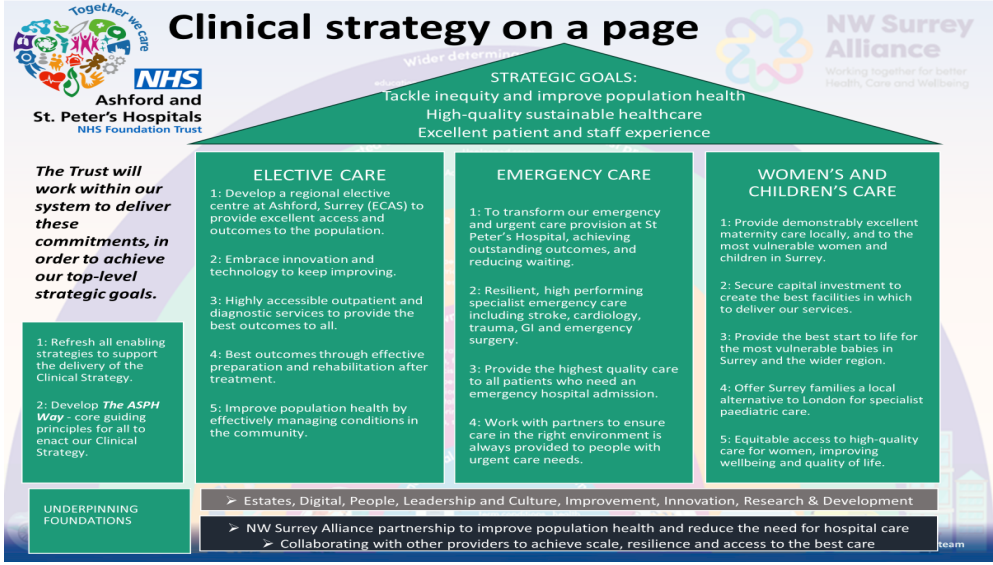
1: Refresh all enabling strategies to support the delivery of the Clinical Strategy.

2: Develop ***The ASPH Way*** - core guiding principles for all to enact our Clinical Strategy.

UNDERPINNING FOUNDATIONS

- Estates, Digital, People, Leadership and Culture, Improvement, Innovation, Research & Development
- NW Surrey Alliance partnership to improve population health and reduce the need for hospital care
- Collaborating with other providers to achieve scale, resilience and access to the best care

team



We must continue beyond the foundation achieved by Surrey Safe Care to provide an outstanding patient experience using Electronic Patient Records in all clinical areas, making use of the data everywhere!

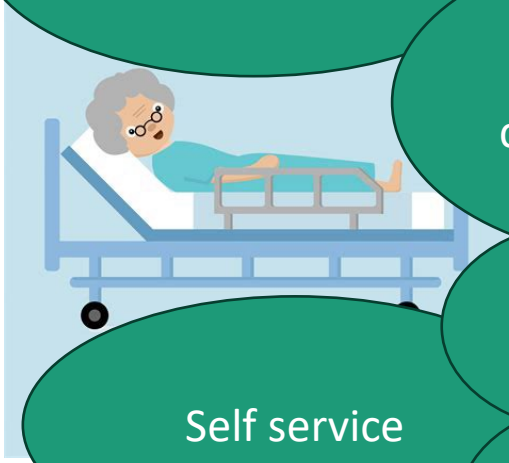
Concept:

The next stage of our digital journey

SPaRC

Surrey Patient Record Capability

SPARC Patient, Clinician and Researcher experience



Record Visibility

Electronic correspondence

Contact Centre

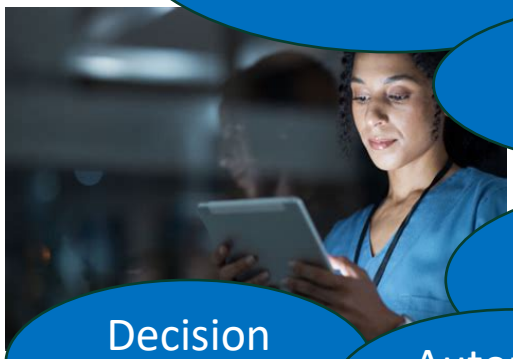
Self service

Advice

24x7 Chat bots

Escalation

Delivered via linking a patient portal to the NHS App



Elimination of paper

Workflow & Task Management

Automation

Automatic sharing

Decision Support

Delivered by procuring additional digital systems and integrating them with Millenium

Population Health

Health Data Science

Secure Data Environment

Clinical Trials

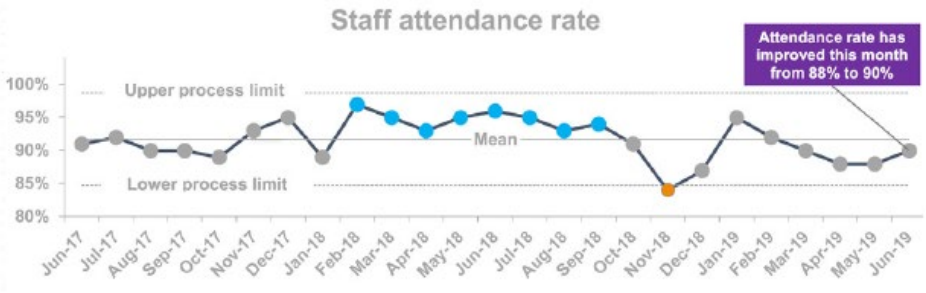
Introducing MyCare

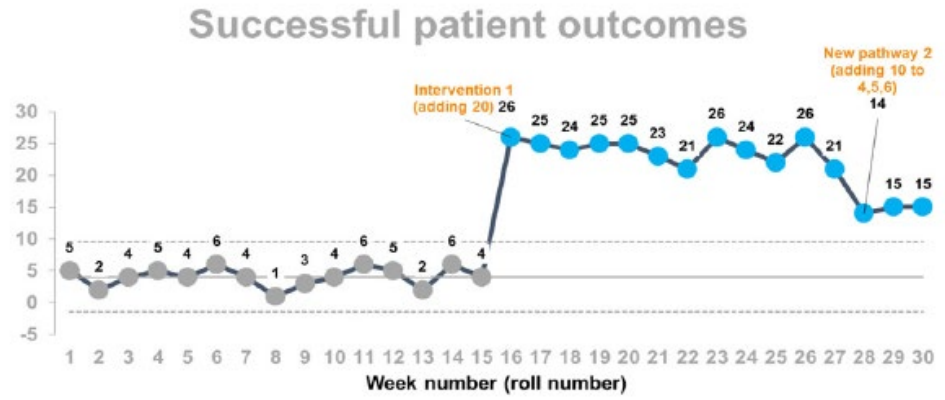
Patient Portal

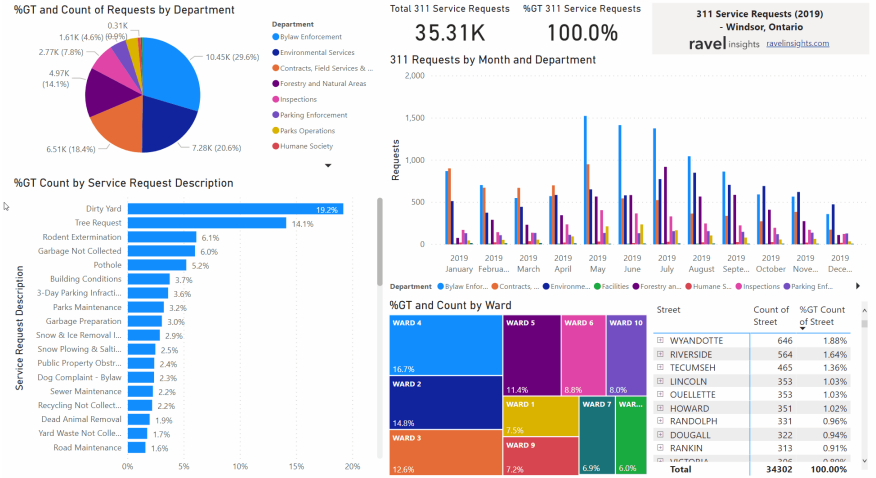
ASPH Totals 5th to 8th Feb			
	Invitations		Registrations
ASPH	12,131	ASPH	2,423

SPARC Self Service Intelligence

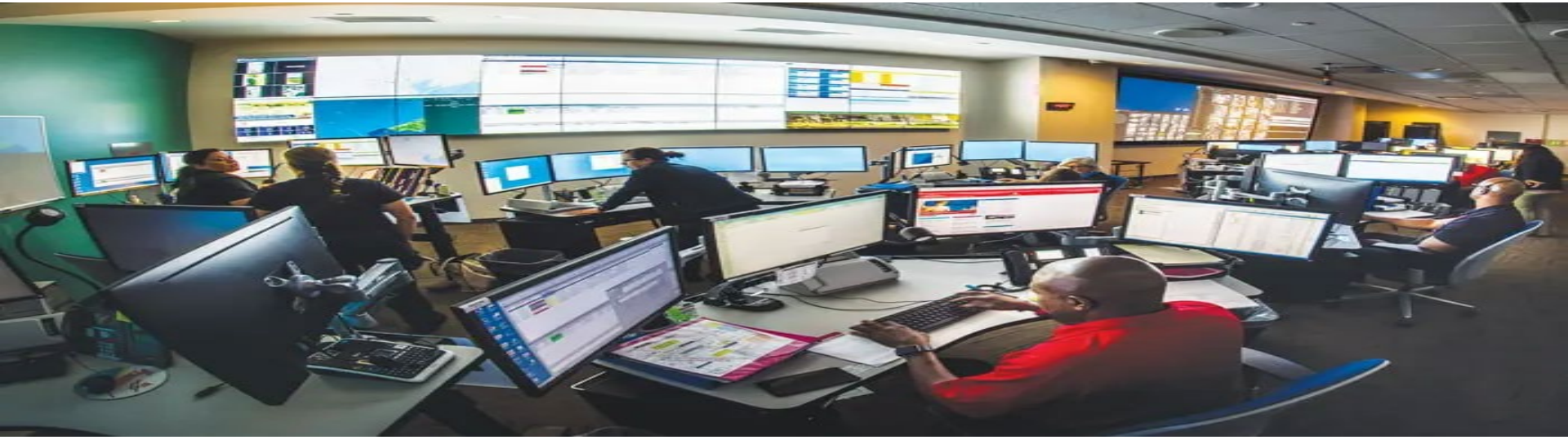
Real-time and actionable







SPARC Command centre



The facility at Johns Hopkins Hospital (Baltimore, USA) has 20+ digital screens that offer real-time intelligence. The sophistication of the command centre supplies predictive analytics to help the hospital anticipate changing demand.

NHS Hospital command centre

NHS
Bradford Teaching Hospitals
NHS Foundation Trust

Enabler for Regional/Alliance/ ICS Command Centre

“clear, instant, and real-time overview across the 800-bed hospital and help staff make quick and informed decisions on how to best manage patient care”

Digital Services planning

1) Empowering our patients
    - Patient portal adoption
    - All correspondence to be made available electronically (£)
    - Digital inclusion through post/hybrid mail
2) Embedding the Electronic Patient Record (Millenium)
    - Encourage contemporaneous comprehensive use
        - Greater clinical engagement
        - Better staff training
    - Eliminate paper across all wards (electronic forms/clinical noting) (£)
    - Data sharing across the healthcare system, local, regional, national
3) Become a data driven organisation
    - Enhanced KPI dashboards/Visualisation(Statistical Process Control Charts)
    - Digital hospital command centre
    - Automation (£)
    - Self Service (£)
    - Optimise Integrated Performance Report production
4) Widen access to research through Health Data Science
    - Make data available to researchers
    - Encourage the creation of impactful research
    - Focus on population health
    - Narrow the gap between data and action
    - Support research grant applications and trials

(£) Cash releasing

5. Co-creation of the Digital Roadmap with the Divisions

- **Underpin clinical strategy & organisation strategy**
- **Enable "Be the Change" initiatives (£)**

Patient and staff engagement

Right sizing the Digital Services team for long-term sustainability

THANK YOU