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Digital Health
and Care Wales

Welsh Practice Manager Conference 2023

Developments in NHS Digital Services -
strategy for Primary Care 2024-2027

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Some interesting info...and it has probably
changed already...

63 Clusters

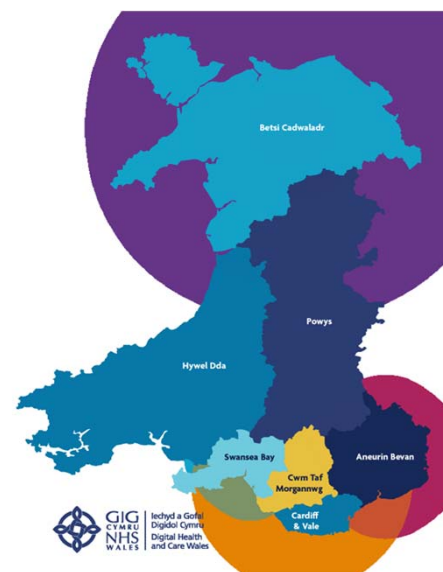
378 GP Practices (12,000 users)

700 Community Pharmacies (2,500 users)

535 Dental Practices of which 426 offer NHS Services

437 Optometry Practices (1,000 users)

6 Prisons



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Users drive development – not the technology

- Our population is changing
 - Digital opportunities are increasing
 - Digital costs are rising
 - Current tools aren't good enough
 - Access to useful, timely information is critical
- We're getting older
 - There are many more ways to do things
 - Not immune to inflation
 - Not simple, quick or joined up
 - Data isn't turned into insight quickly enough

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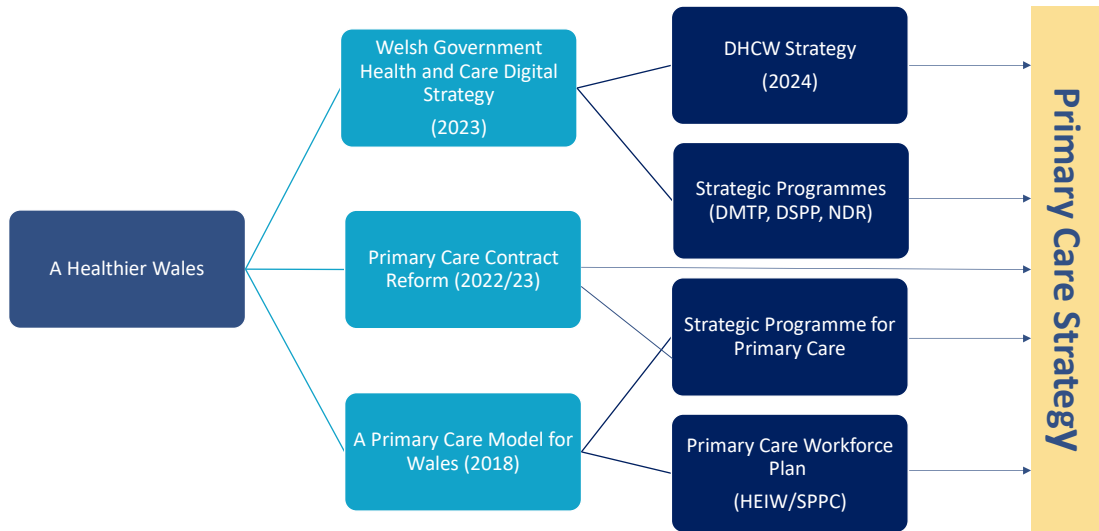
Why a Strategy for DHCW Primary Care?

- Rapidly changing Primary Care landscape
 - Focus on keeping the citizens of Wales out of hospital
 - Limited resources (human and financial), increased demand
 - Increased multi-disciplinary working
- How can DHCW support?
 - Newly formed Primary Community and Mental Health Directorate
 - Opportunity to seek stakeholder views and develop a strategy to support
 - Organisation move to Product focus with users at the forefront of design and delivery

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What we needed to consider (strategic context):



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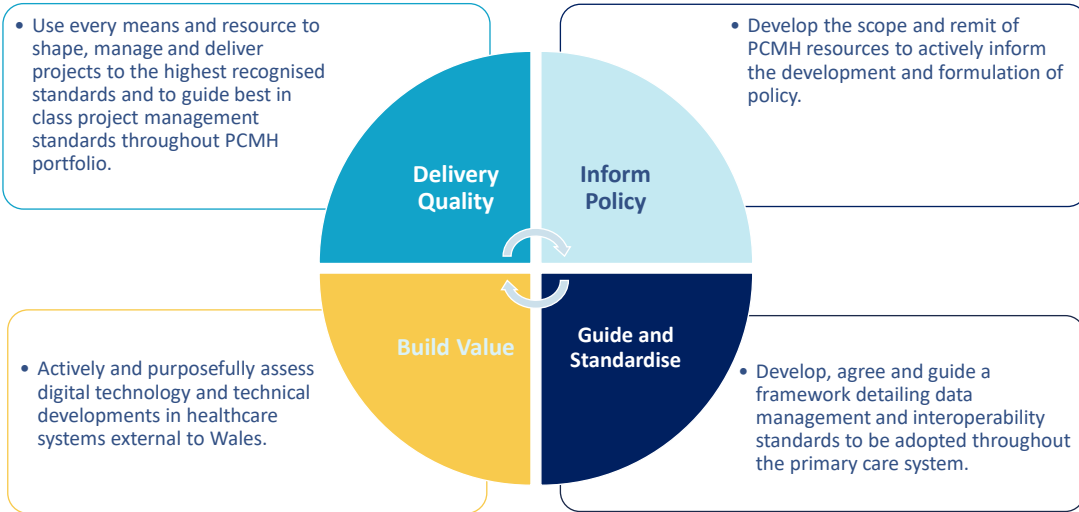
Strategic Aims

-  To provide the organisational platform from which the Primary Care Services Division can deliver digital products/services with improved value and benefits.
-  To become more than a digital delivery organisation and evolve to be an intrinsic part of the health care system.
-  Continue to deliver but mobilise a new way of working and adding value.
-  Provide fit for purpose products that are compliant and safe, ready at the time they are required.
-  Move into a proactive product position, rather than a reactive product position, informed by user-centred design
-  Provide a focus on primary care data to inform population health planning
-  To ensure we are set up to deliver the new DHCW Strategy
-  To provide a platform for the wider Divisional Strategy, expanding to encompass Community and Mental Health as findings from discoveries are understood

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The Principles



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Priorities

-  Creation of a full, dedicated Product, Project and Programme transition function
-  Development of Health Informatics research and reporting capability
-  Development of a 'Digital Futures' team, to interpret changes and developments across the health care landscape.
-  Extension of system development capability, to address system market challenges in Wales.
-  Focus more development activity on building connectivity in-house.
-  Development of standards and guidance capability (systems, data and interoperability).
-  Implement an agreed process for transition of projects (and products) into BAU.
-  Attendance at clinical and managerial expert user groups focused on problem solving.

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What does this mean for GP practices?

We will work with you and policy leads to ensure that projects and programmes bring you value

We will work with you to understand what information will help you to do your job and plan ahead

We will seek out good practice and innovation and assess with you how practices and clusters may benefit

We will put you at the fore-front of our approach to system requirements and design

We will seek to remove dependencies to provide new system developments in a timely and cost-effective manner

We will align with industry standards to provide you with confidence and support supplier integration

We will work with you to understand your IT challenges and identify solutions

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Diolch – thank you

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