



Compassion as a foundation

It works / It does what you need it to do / It
is clear to use / It respects your time, your
attention, your emotional state / It includes
/ It recognises diverse usage / It listens to
and responds to your feedback

Scottish Parliament Health and Sport Committee

When we agreed to carry out this inquiry we thought we would be investigating ways of modernising the health and social care sector through the use of modern and ground-breaking technology and innovative and fresh ways of working. We expected to hear many stories of cutting-edge technology making dramatic changes in the way the sector works. We did not expect to hear of a culture that was reluctant to adapt new ways of working and where innovation is not encouraged and heavily out-dated IT systems still cause major barriers.

It is no surprise that in a system where decisions are made on a board by board basis that there is little leadership on technology and innovation. Often the boards or specialities that show strength in technology and innovation are only by a clinician who has a personal interest. This cannot continue. The Scottish Government must take ownership and ensure the nature of the NHS changes to welcome new and innovative ways of working. Only by having a "once for Scotland" approach can any meaningful changes happen.

We were also disappointed to hear of slow uptake in the use of technology in the sector. The public obviously has an appetite for new technology - the global market for wearable technology is forecast to grow to around six billion U.S. dollars by 2018. 84 People are wearing technology that can

track their movements and record their heart rate on an increasingly frequent basis. The NHS and social care sector should be embracing and using this type of technology more.

The uptake of technology in the NHS that offers remote monitoring and new, time and cost saving ways of working seems very slow and inconsistent. This seems surprising when people so readily use such equipment in their personal lives for health and other areas such as banking. More must be done by the Scottish Government to increase the use of technology across NHS boards and social care. This cannot be left to be agreed on a board by board basis. Such a piecemeal process leads to increased variation in health outcomes across Scotland. We expect the use of technology should also lead to a reduction rather than an increase in health inequalities.

We believe the new strategy provides an opportunity for the Scottish Government to lead the way and radically develop the way technology is used in the NHS and Health and Sport Committee Technology and innovation in health and social care, 1st report (Session 5) 29 social care. It also presents an opportunity to ensure innovation in health and social care flourishes and that Scotland is a leader and is not left behind. It is essential the Scottish Government is bold and offer strong leadership on how and when this will be achieved.

Bad technology is bad



We need to do things differently



I don't want to have to log onto three different systems to do one thing.



I want the information about the people I'm caring to be available to me when I need it and for it to be up to date. I want to trust it.

• • •

Apps and stuff are just part of my life, but when I turn up at work I feel like I have to let go of all that. It's like going back in time.

• • •

National Digital Platform

Excellent care enabled by both
capturing information and making it
available at point of need



Enabling an ecosystem of third parties
making valuable new products and services



Make use of data to inform research
agendas, better decision making &
continuous improvement



National. Digital. Platform.



The building blocks we've
always needed but never had

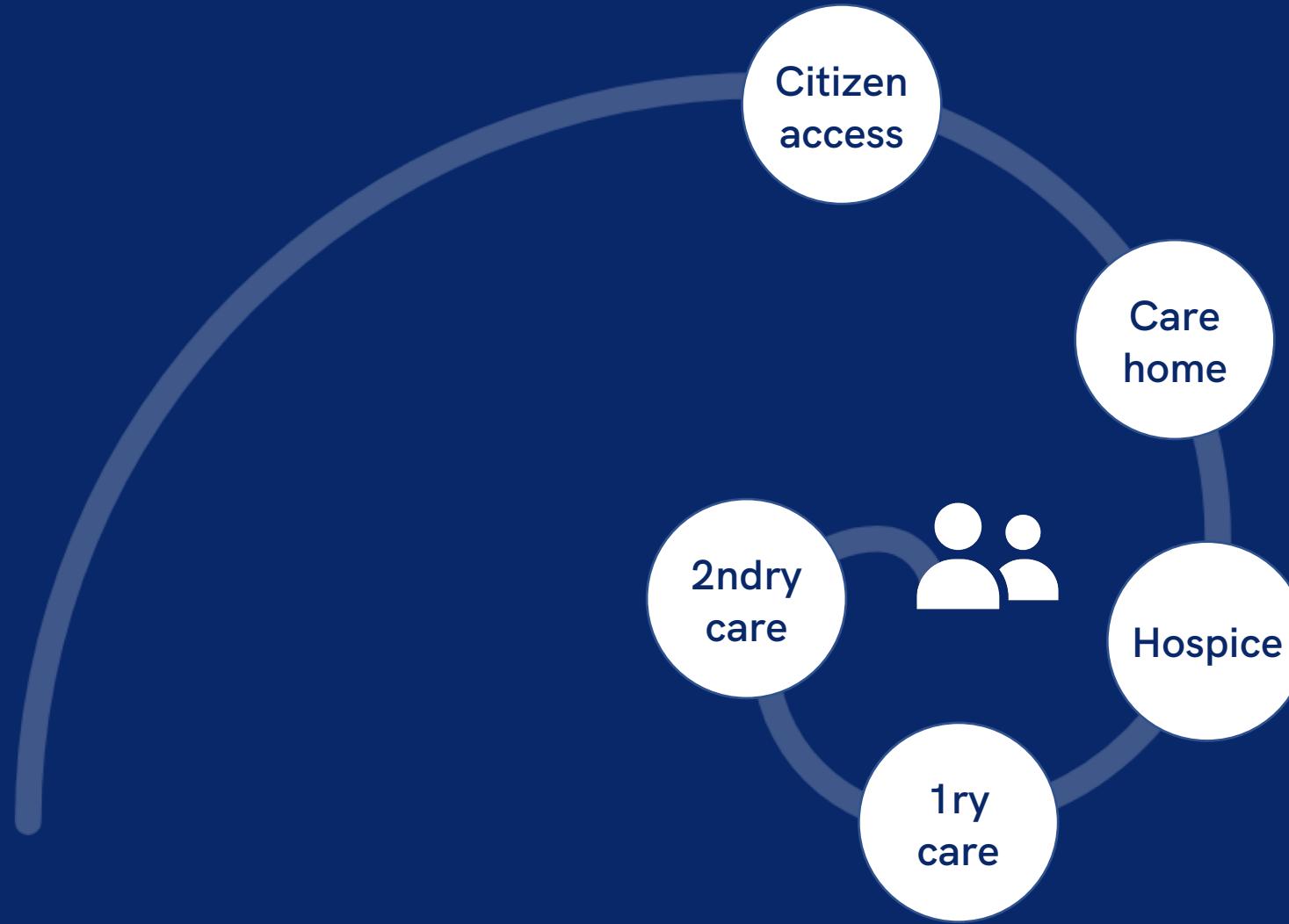
Behaviour not technology

Digital culture

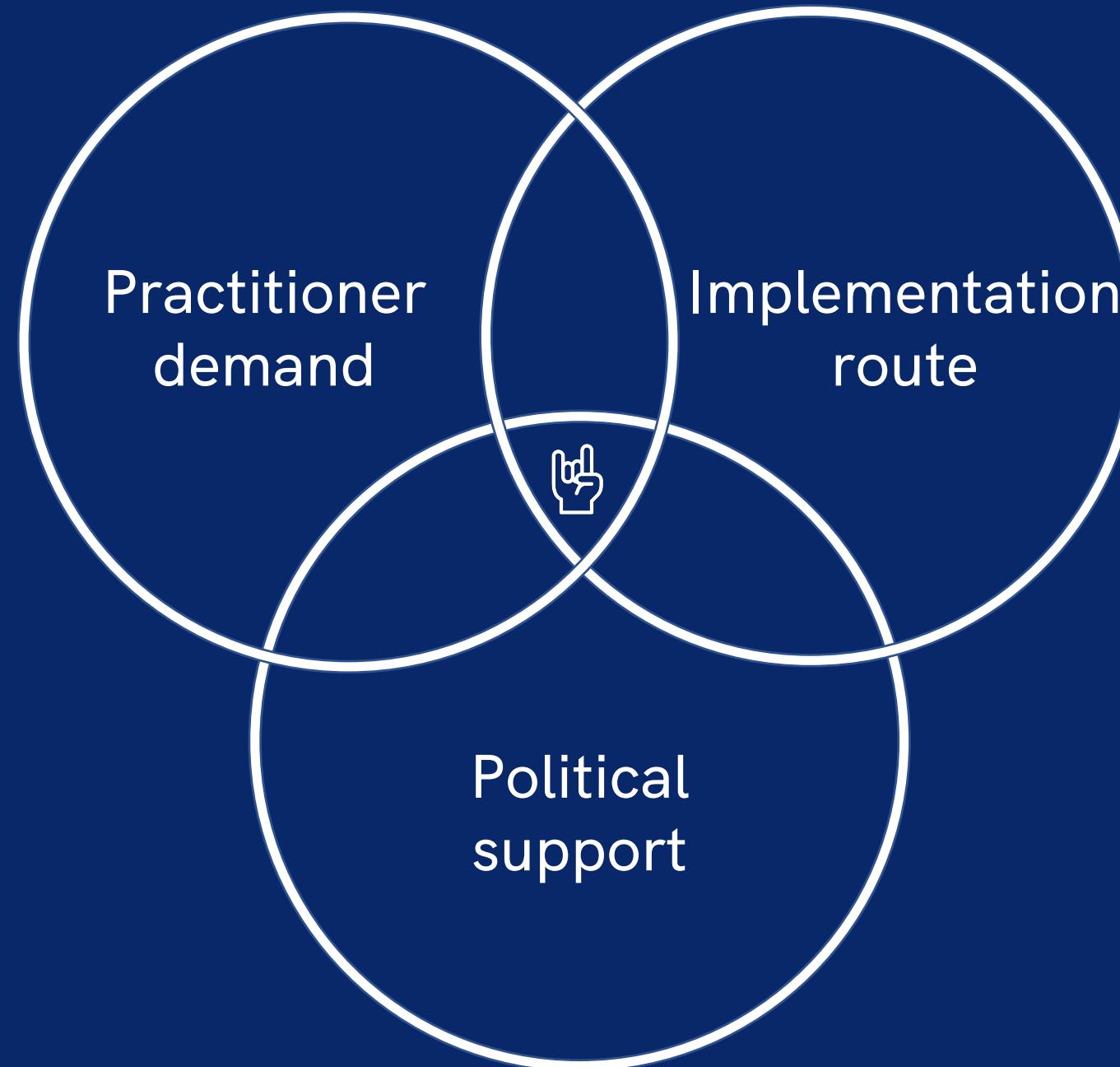
National means borderless

Consistent experiences for people

Supporting the ReSPECT process



The holy trinity



An entirely indicative future

National
Genomics

Derma
Appts

Trauma
reporting

Platform
in a box

ReSPECT

Wider ACP
service

Cancer
summaries

How we're set up

Governance

Practitioner
Leads

Policy &
Partnerships

Finance

Director

Security
& IG

Operations

Recruitment
& HR

Engineering

Product

Advisors, partners, critics

Practitioners are the stars

Best supporting actor

Thank you in advance

