DIGITAL HEALTH AND CARE **WALES**

GIG CYMRU NHS WALES

Iechyd a Gofal Digidol Cymru

Digital Health and Care Wales

PROVIDING THE NATIONAL TECHNOLOGY AND DATA SERVICES NEEDED BY HEALTH AND CARE PROFESSIONALS AND THE PEOPLE OF WALES

HELPING TO ACHIEVE BETTER HEALTH AND WELL-BEING

INDEX

OUR ROLE

DIGITAL HEALTH AND CARE WALES IS A NEW ORGANISATION WITH AN IMPORTANT ROLE TO PLAY IN CHANGING THE WAY HEALTH AND CARE SERVICES ARE DELIVERED.

Before the pandemic Wales had already taken big steps to transform patient care using technology and data. There's a digital health record for each of the 3.1 million people in Wales, and a digital service supporting every step of the patient's journey.

Yet as we have all seen the COVID-19 pandemic put digital health and care in the spotlight like never before, resulting in the rapid roll-out of new technology and data services to support frontline workers and protect patients.

This digital innovation and adoption of new ways of working made a significant difference to the NHS Wales response to COVID, making it possible to restrict virus spread.

Take the benefits delivered by contact tracing, video-conferencing, online health records and access to real-time data to monitor demand. All services that made a major difference and made possible by the existing technical platform used across Wales.

Technology doesn't stand still and neither do we. Our products and services are constantly evolving to meet user needs as health and care in Wales reshapes and renews. Now we have a once in a generation opportunity, to build on existing solutions and sustain the pandemic-fueled appetite for innovation.

To do so we will use the additional responsibilities and powers of our Special Health Authority status granted by Welsh Government. Taking the lead on large-scale developments that will make a major difference to the people of Wales, including expansion of the digital patient record and the creation of a world-leading national data resource, improving the way data is collected, shared and used.

But we know this is not just about delivering secure digital systems. We must understand every aspect of the patient journey, to give patients and staff the technology they need.

DIGITAL HEALTH AND CARE WALES IS A NEW AND AMBITIOUS ORGANISATION, WITH A SIGNIFICANT ROLE IN SHAPING THE FUTURE.

Making a difference by putting the right digital tools in the hands of staff and patients, using a super-fast network and building a core digital platform that will allow better use of data to put information to effective use. And to do so in close partnership with health staff and the people of Wales.

MAKING A DIFFERENCE

WE'RE HERE AS A TRUSTED PARTNER TO TAKE FORWARD THE NEXT GENERATION OF DIGITAL AND DATA SERVICES NEEDED TO TRANSFORM HEALTH AND CARE IN WALES.

SUPPORTING FRONTLINE STAFF with great modern systems and secure access to information about their patients, **AVAILABLE WHEREVER THEY WANT TO WORK**

USING DATA to provide insight and improve how health and care services are delivered and accessed by patients

HELPING WELSH PEOPLE MANAGE THEIR OWN HEALTH and recovery from illness by putting health care in their pocket. Giving people access to their own digital health record and apps from any device making it easier to connect with health and care services

**COMBATTING CYBER-CRIME** through a dedicated cyber resilience unit

NEW DIGITAL SOLUTIONS to support care for cancer patients, to help nurses, to modernise critical care units, to update hospital pharmacy and community care systems

PROTECTING VALUABLE DATA ASSETS by modernising data storage with a new data centre and use of the Cloud

USING DIGITAL STANDARDS to allow for faster development and delivery of digital services
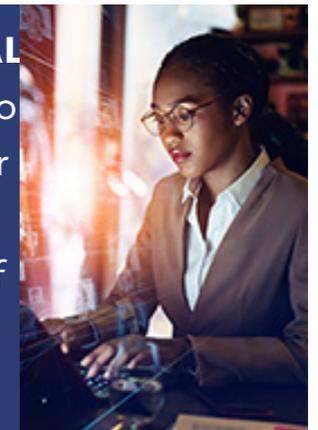
SUPPORTING FRONTLINE STAFF

Thousands of NHS Wales staff use our technology services every day to manage the care of Welsh patients, while our networks support millions of clinical messages connecting and joining-up care.

This means doctors, nurses and health staff have each patient's information to hand where and when its needed, whether the patient is being seen at the GP practice, an outpatient appointment or for emergency or elective care.

> **Mark Craven, Senior Trauma Paramedic,** said the information provided by the Welsh Clinical Portal (WCP) is invaluable.
>
> *"Our Clinical Desk team have access to WCP, and they support the road crews when we're on a call. We're in constant communication with the clinical desk, who look up the patient we're treating and can give us a full background on their medical history and what medication they're on."*

Frontline staff know who they are treating and the patient's past medical history, including the most up to date test results, treatment plans and medications. They can make referrals and request diagnostic tests quickly and easily, backed by unseen but critical digital security services that confirm a patient's identity and keep information safe and secure.

In the pipeline there's a range of new services designed to help transform health and care, from modernization of our networks and data centres to new solutions that will help health and care services recover from the pandemic.
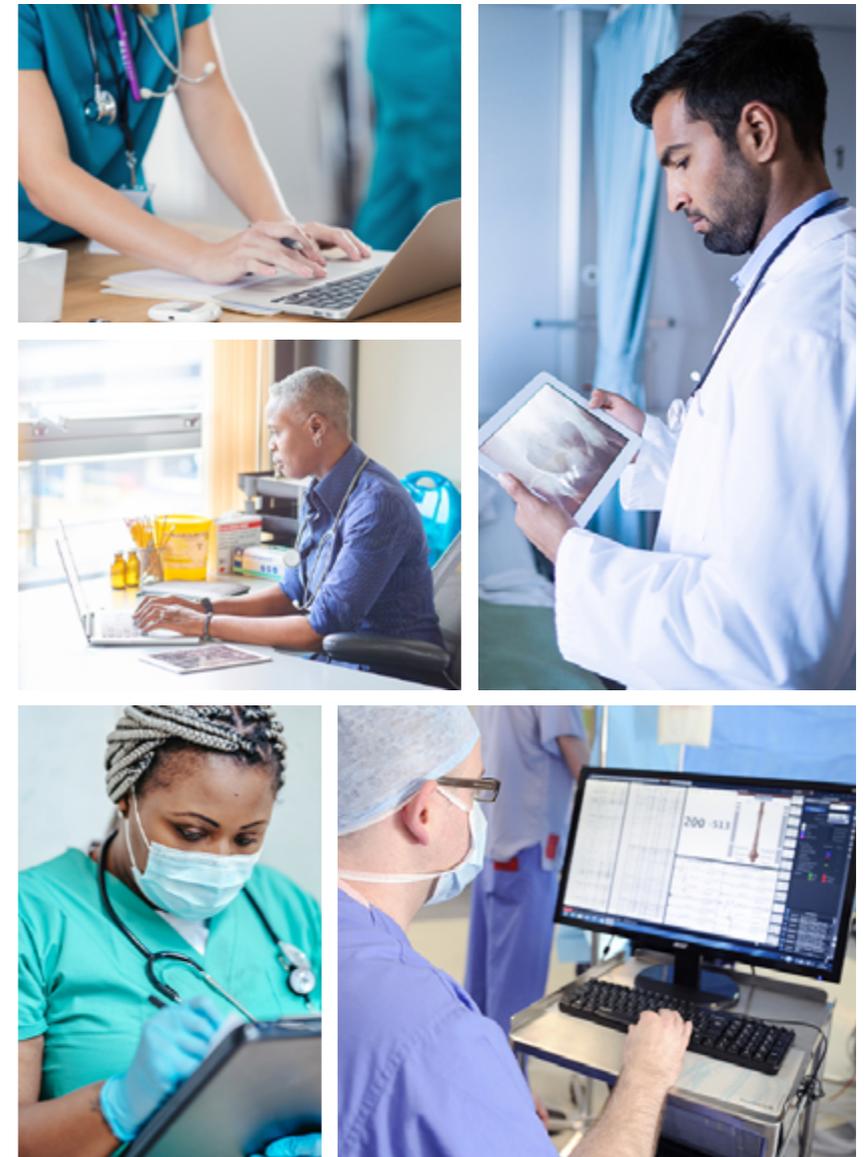
Porthol **Clinigol** Cymru
Welsh **Clinical** Portal

THE PANDEMIC EFFECT

As the Covid-19 pandemic hit, health and care in Wales was placed under tremendous pressure. The adoption of digital services accelerated almost overnight, and we worked with health staff to deliver the technology needed. Remote working, virtual appointments, dashboards to manage capacity, mobile solutions to avoid use of paper, and electronic testing to limit virus transmission took centre stage.

GPs were given access to the Welsh Clinical Portal to view patients' hospital information such as discharge summaries and clinical letters, aiding diagnosis and reducing the time spent chasing patient information. New services were introduced to eliminate paper in the testing process and streamline essential COVID test data flows. New systems were introduced for Contact tracing, and the national immunisation programme, the latter used to identify people eligible for the vaccination, schedule and send out appointment letters and record details about each COVID-19 vaccination administered in Wales.

And we collaborated with NHS Digital to develop a solution to ensure Welsh vaccination data is available through NHS England's digital COVID Pass service. This means people in Wales can now access their vaccination status on the internet if they need to travel.

As we move forward we will continue to develop digital solutions to help the NHS deal with the pandemic and to support recovery.

KEEPING SERVICES RUNNING

Day to day we look after the information and systems needed to give patients the best possible care and treatment, speeding up diagnoses and making care safer.

We keep national health and care IT systems online, secure and up to date, and supply the data needed for planning and by public health.

With over 100 live services our core networks and infrastructure platform are used by thousands of staff every day, and are critical to keep NHS Wales connected, managing millions of transactions and messages every day.

As digital services evolve, we're updating and modernising to optimise the services we provide. A new data centre, increased use of cloud services, bigger bandwidth and use of new standards combine to provide the digital highway needed by a 21st century NHS Wales.

CITIZENS AND PATIENTS
helping people manage their own health

Technology has impacted all our lives and changed the way we work, shop, and communicate. Now NHS Wales aims to give patients and the public new digital products for health and care, as described in A healthier Wales: long term plan for health and social care.

Digital Services for Patients and Public (DSPP) is a new programme to revolutionise how people in Wales access care and manage their own health and well-being. Initially, the programme will develop a gateway application (App), allowing people to select the digital health and care services they wish to use from their smartphones and other mobile devices, mirroring their experience of other aspects of everyday life and replacing outdated

paper-based and system-centred processes. For example, being able to receive correspondence in the way they wish and to see and change their healthcare appointments online to a more convenient time or day.

Patients and the public will also be able to share decision making and information seamlessly with care staff through digital technology so that they can become more active participants in important decisions and be empowered to look after their own health and wellbeing. Patients will be able to provide feedback, complete questionnaires, update their details and communication preferences making it easier to manage their own healthcare.

dspp

Gwasanaethau Digidol
ar gyfer Cleifion a'r Cyhoedd

Digital Services
for Patients and Public

BIG DATA

We want health and care in Wales to have the very best technology and data to help improve the patient experience and health outcomes.

The National Data Resource is a major programme to improve the way data is collected, shared and used by health and care bodies in Wales. It will bring all patient data together in one place using a common language and technology, making it easier and faster to access.

Improved analytics capability will be critical to the help with the shared management of care for patients with chronic disease, it can link clinical and quality of life outcomes to determine the best forms of treatment and support value-based healthcare.

CYBER SECURITY

We want health and care data to be safe online. To help Wales' health and care providers protect their data and the networks and systems NHS Wales relies on we are creating a new Cyber Resilience Unit.

With a significant and relentless growth in cyber crime, high-profile ransomeware attacks and more people working from home increasing vulnerability, the Cyber Resilience Unit will provide essential advice and support to help health and care bodies. Providing the information and support needed to protect against malware attacks and to prepare for and respond to cyber threats.

INFRASTRUCTURE

Our aim is to provide the systems and services that deliver the best patient outcomes, improving safety and efficiency.

To do so we rely on our infrastructure to connect systems and to manage the continuous increase in the huge volumes of data essential for patient care, and this means we need to continuously improve and upgrade the technology in use.

Two modern data centres, cloud services, Microsoft Office 365, remote access, identity and verification services are part of the technology platform powering our digital capabilities.

Further migration of parts of the IT infrastructure to Cloud-based services will add in capacity as its needed and will be part of the solution to manage new ways of working prompted by the pandemic.

IN THE PIPELINE

New digital solutions and product upgrades are in the pipeline to support care for cancer patients, to help nurses, to modernise critical care units, to update hospital pharmacy and community care systems, to update networks and data centres and strengthen protection against cyber-crime. Work is underway to develop or enhance solutions for:

Cancer Care

Choose Pharmacy*

Citizen-apps

Cloud Services

Critical Care

Cyber resilience centre

Data Centre upgrade

Emergency Department System

GP Computer System Contract

Hospital Pharmacy

Infrastructure upgrade

National Data Resource

New Welsh Laboratory Information Management System

Pathology and Radiology

Remote access

Secure access to NHS apps for patients & governance framework

SNOMED CT

Welsh Clinical Portal*

Welsh Nursing Care Record

COVID-19 recovery

PROUD TO BE WORKING FOR NHS WALES

GIG CYMRU NHS WALES

DIGITAL SERVICES

A – Z OF KEY OPERATIONAL SERVICES

Aortic Screening System

Child Health System

Choose Pharmacy

Content Management System for NHS Wales websites

Cyber Security

Data analysis and statistics

Dental e-Referral Service

E-Referral Outpatient Service

E-Library for Health

GPTR

Hospital Pharmacy

Information Governance

My Health Online

National Integrated Intelligent Audit System

PACS

Primary Care

Radiology Service

Service Desk

Welsh Clinical Portal incorporating - Welsh Care Records Service - Welsh GP Record

Welsh Clinical Portal Mobile app

Welsh Demographics Service

Welsh Immunisation System

Welsh Laboratory Information Management System

Welsh Nursing Care Record

Welsh PAS

Visit our website to find out more **DHCW.NHS.WALES**