

Surrey Care Record

Implementation stories from the front line

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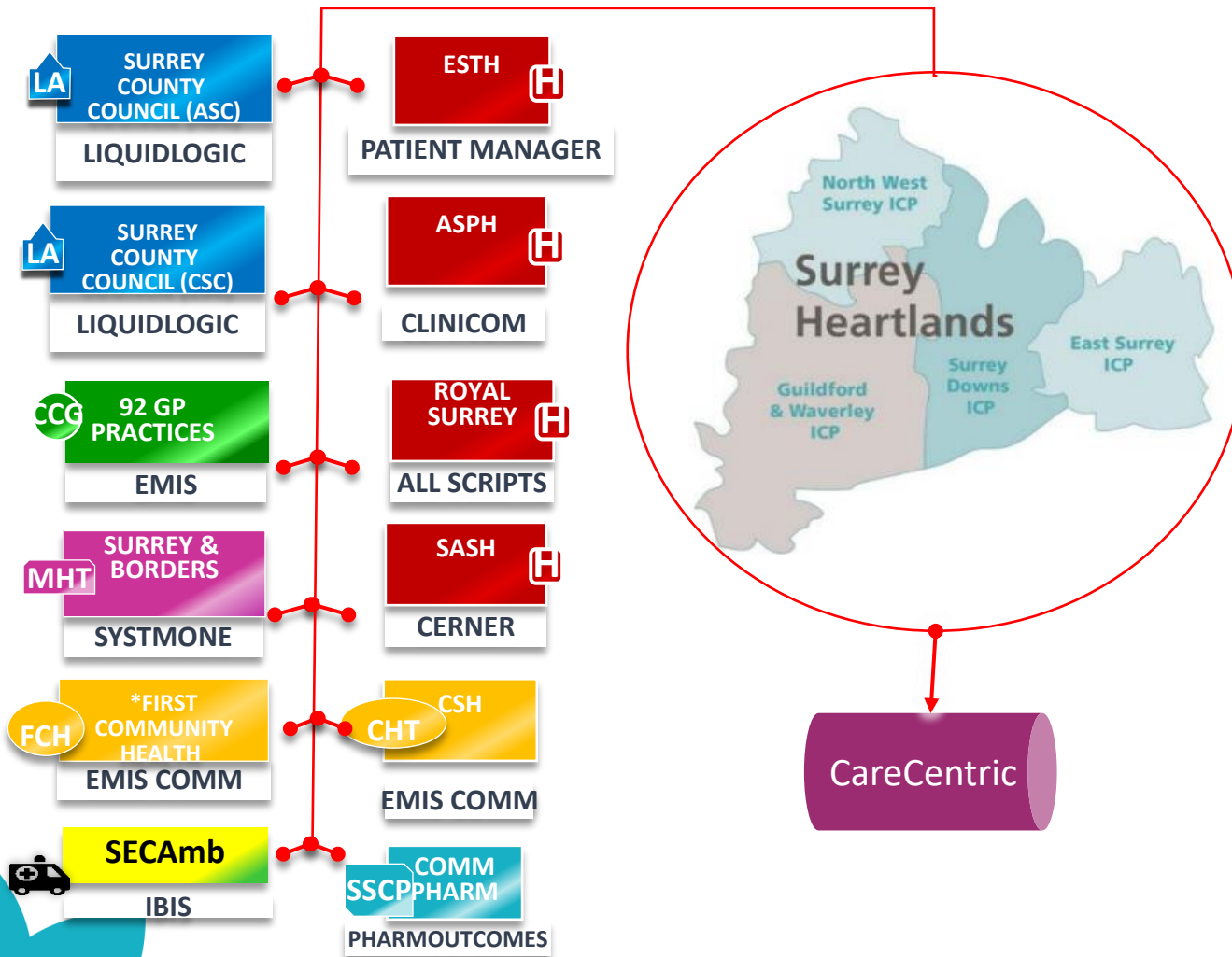
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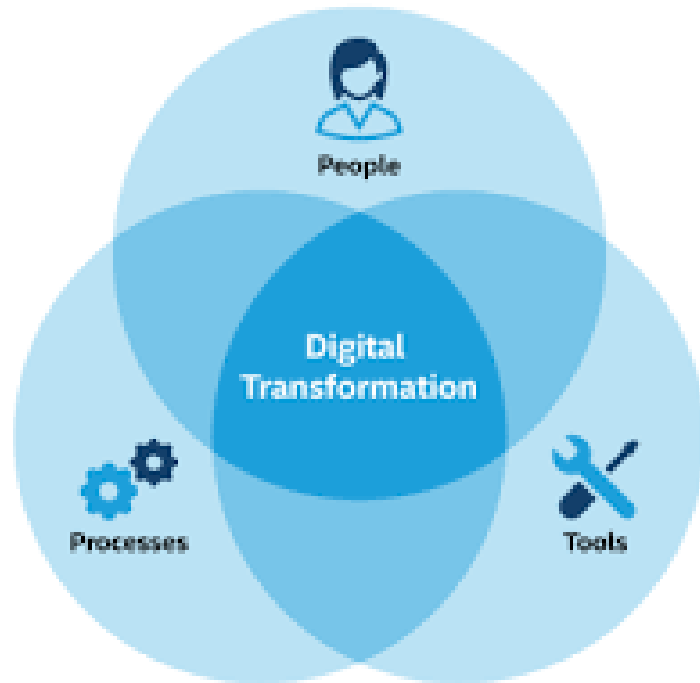
1. Local authorities rock!
2. Digital and IT - not the same thing
3. IG is our friend
4. Developing the asset

Local authorities rock! - go where the energy is



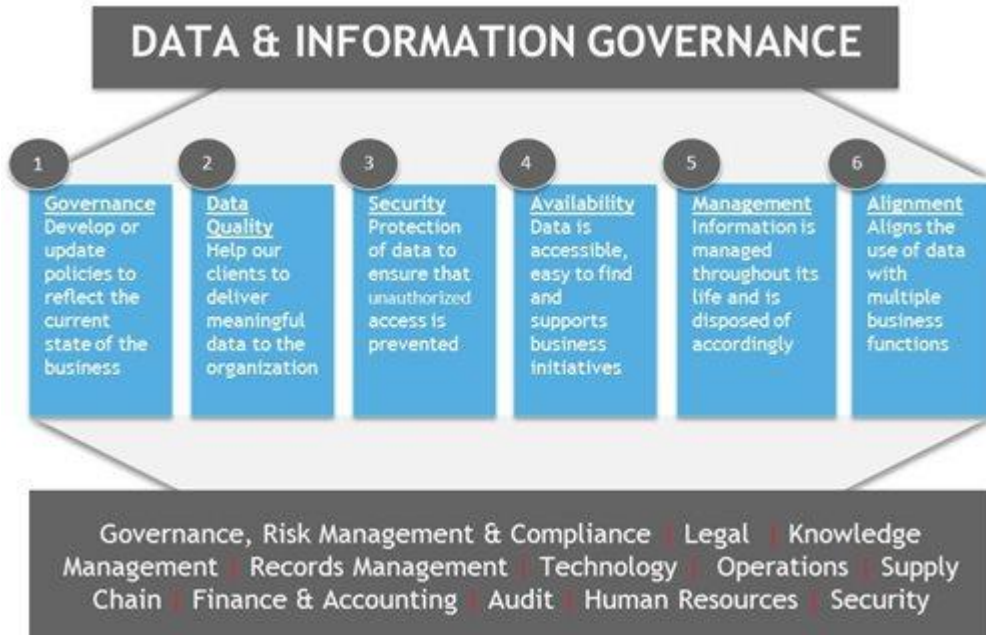
- Health has multiple ways of sharing data already
- Surrey County Council led the way and were huge drivers of the Surrey Care Record
- Local authorities have the most interesting data...20% of the wider determinants of health are NHS related...
- SCC is coterminous with Surrey Heartlands and Frimley ICS – geographical boundaries are really important as are patient flows

IT and Digital – not the same thing



- It's not an IT project but...
 - Technical leadership from CIOs is important
 - Buy vs Build (spoiler alert: BUY!)
 - Single Sign On (SSO) is critical for adoption
 - Cybersecurity
 - Ongoing love and care
- Designing for people
 - UX, UX, UX and then more UX
 - Adoption and penetration are THE major KPIs
- Multi faceted governance
 - Strong practitioner/ clinical leadership and engagement
 - Business change – People and Processes
 - Adoption and benefits realisation
 - Whack –a- mole

Information Governance is our friend



- Information Governance as a force for good
 - ICS wide data sharing agreements
 - Data Governance Group to govern ICS wide data sharing
 - Community of IG expertise
- Shared Care Record as a foundational stepping stone
 - Relationships
 - Trust
 - Joined up workstreams and processes
- From Information Governance to Data Governance
 - Wider approach to data management and data sharing
 - ICS wide data functions and data platforms
 - Developing data maturity

Developing the asset – the gift that keeps on giving



- Endless possibilities and use case developments from a central architecture and platform
 - Level 1: Basic data sharing
 - Level 2: Care planning and support – including remote and virtual care
 - Level 3: Patient access and engagement
 - Level 4: Population Health Management
- Surrey next steps (some of them)
 - Children's safeguarding and extending to wider children's services data (statutory and non statutory services)
 - Dynamic Learning Disability Register
 - End of Life care planning and digitisation of notification of wishes
 - Support to Medical Examiner service

Adoption and Benefits

- Adoption is growing fast with increases in views of over 10% every month
- Demonstrable saving of time and enhanced effectiveness in A&E, GPs and ASC, FCL, SECAMB
- Potential to save up to £30m per annum (range of benefit areas)
- NHSX core deliverable and Surrey ICS are ahead of schedule nationally

Hub Tile Access - May Top 20

Hub Title: Medications Summary	5292
Hub Title: Problems Summary	2042
Hub Title: Results Summary	886
Hub Title: Activity Summary	858
Hub Title: Additional GP Information	758
Hub Title: GP Active Problems	738
Hub Title: Clinical Correspondence	730
Hub Title: Vitals Summary	596
Hub Title: Mental Health Navigation Tile (MH)	592
Hub Title: GP Past Problems	319
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Surrey Care Record Utilisation

