Can Technology Save the NHS?  
A Community View

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• **1** City Council (serviced population of 1.1m citizens)
• **1** Community Healthcare NHS Trust (over 2m home-based contacts per year)
• Over **200** GP practices
• **7** Acute NHS Trusts (plus specialised providers)
• **3** Clinical Commissioning Groups
• **1** Vanguard and **1** Prime Minister’s Challenge Fund
• Over **30,000** community groups and local interests
• Over **1200** third sector organisations

*Better Care: Healthier Communities*
One source – one platform – one truth

- To develop a central dashboard that will provide stakeholders with the information they need to help them make informed decisions around service improvement.

- To engage with the stakeholders to identify their information requirements to work effectively and ensure the information is easily accessible at the point of need.

- To establish a framework for the design and development of approachable and intuitive data visualisation tools to help stakeholders do their jobs.

- To centralise operational and clinical data
Technology for Mobile Working

- BCHC are rolling out mobile working to front line-staff
- Reviewing case load to deliver CIPS & tangible productivity improvements
- Reviewing clinical caseload and optimising around geographical/demographic needs and insights for primary care
- Expected benefit = 15-20% increase in clinical time and corresponding decrease in admin
- Working with academia and global best practice evidence bases to establish a realistic local baseline to show success over time (signature indicators)
Use of new technologies

Integration full stop!

Holistic, person centred approach

Increased access but through different routes
Prime Minister’s Challenge Fund

GEOGRAPHICAL SERVICES MODEL
Various Locations within Birmingham
- NHS 111
- WIC / Urgent Care Centre / Keogh 3
- BCHC
- Secondary Care
- BCH
- WMAS
- Third Sector
- Pharmacy
- Nursing Homes

INTEROPERABILITY

WEST HEATH MEDICAL CENTRE
- Out of hours
- Virtual Pharmacy Services
- 8am - 8pm Virtual Medical Services, including GPs, Nurses, Consultations, Video Conferencing & Telephone
- Integration with NHS 111, urgent care centre, third party services, including Gateway & CCG

FERNLEY MEDICAL CENTRE
- LocalHub
  - 8am to 8pm
  - 7 days a week
  - Enhanced, Specialist and Community Services

RIVERBROOK MEDICAL CENTRE
- LocalHub
  - 8am to 8pm
  - 7 days a week
  - Enhanced, Specialist and Community Services

New Federation Innovation Challenge Fund
Digital Channel (Available 24/7)

Booking Appointments
Self Help Guides
Virtual Centre Access
Basic Website Information
GSM Core Functions e.g. prescription ordering
Choose Well Guidance
Care App incl. care plans
Telemedicine

PATIENT AND/OR CARER
the biopsychosocial model shifts the emphasis from caring to coping and feeling well
Healthy Villages

New Models of Care enabled by existing technologies
Supporting wellbeing in a neighbourhood setting

- Wearable tech for self monitoring
- Clinics in the right location
- Virtual consultations when needed with shared data
- Navigation and connection to community assets
- Becoming an active citizen and choosing to volunteer
- Recording of data on the go

Better Care: Healthier Communities
Using Data and Insight

- Using world-class data modelling techniques Healthy Villages Partnership (HVP) will generate data insight to identify target cohorts in specific areas of Birmingham.

- HVP has engaged over 30 local SME’s / tech start-ups via Birmingham’s Innovation Engine to work on 12 real-life issues reported by the people involved in the early adopter pilot.

- Early ideas include:
  - Deedless admin for front line staff (e.g. automatic generation of timesheets/appointments/next steps)
  - Personalised virtual conversations (Avatars) to monitor isolated people at home linked to SPA+
  - On Line health coaching (setting and monitoring wellbeing goals)
Outcomes to Date (early learning)

- Over 600 pilot users in Castle Vale, Balsall Heath and Shard End
- 33% want to volunteer and support others with the new model of care
- 12% increase in active wellbeing (outdoor activity and mobility)
- 92% satisfied with the Health Coaching offer (i.e. 6 months of regular telephone support, sign-posting plus face-to-face assessment in month 4)
- 18% reduction in secondary care activity
- 16% reduction in primary care activity
- Increased self-navigation / activity & feeling empowered

Better Care: Healthier Communities
Potential Barriers to Success

• Interoperability, consent management and sharing of records
• System appetite / readiness to integrate and co-define the “win-win” scenarios
• Heavily FT dominated economy
• A compelling shared vision re what “good” looks like
• Proactive, forthright investment in technology as opposed to it being perceived as a ‘back office’ function and an area for potential cost savings
• Fragmented approaches
Any Questions?

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