

NHS Kent and Medway Digital Update

Introduction

The NHS in Kent and Medway, as with other health systems, is on a journey to transform how we support patients both in and out of healthcare facilities through the use of technology.

There is both a prevention and treatment agenda, providing more information and online access to services to the population to support and direct patients to the best service.

Technology to support people in their homes, to own and manage their health conditions and enabling proactive care from health professionals in reaching to prevent escalation.

We are driving to have greater systems integration, using shared data platforms like KMCR (Kent and Medway Care Record) and the national federated data platform to enable one version of the truth for health professionals to access in caring for their patients.

The NHS has a unique opportunity to grasp the digital agenda with the hypothecated digital funding and as a K&M system we will be collectively working together to increase interoperability, drive system solutions that supports the delivery of person centred care.

The following slides outline a number of current projects and future areas of work and development.



K&M Digital Delivery Priorities: Transforming Healthcare Access and Efficiency in a person centred way.

The Digital Delivery Priorities represents a pivotal shift in how healthcare is accessed, delivered, and managed within the NHS Kent & Medway. This delivery plan aims to harness the power of digital technology to enhance patient care, streamline operations, and improve overall health outcomes.

By joining up and standardising digital solutions across primary, secondary and community care settings, the plan seeks to create a more responsive, efficient, and patient-centred healthcare system. From innovative patient access channels to AI-driven efficiency improvements, this plan outlines a bold vision for the future of the people of Kent & Medway in the digital age.



NHS App: The Digital Front Door to health and care

1

Initial Access

Patients use the NHS app as their primary digital entry point for healthcare services, offering a user-friendly interface for various health-related needs including self care options.

2

Online Consultation

The app seamlessly connects patients to online consultation services, allowing for problem identification based on need, self care advice and diversion to pharmacy, local authority services and the third sector.

3

Triage Hubs for consistent navigation at Practice/PCN/HCP level

Integration with Primary Care Network (PCN) triage hubs ensures patients are directed to the most appropriate medical care pathway efficiently (Modern General Practice)

4

Right Place, Right Time

This digital journey culminates in patients receiving care from the most suitable healthcare professional or service, optimising resource allocation and patient outcomes.

Self-Serve Across Health and Care

Online Consultations

Patients and Carers can initiate consultations online via the NHS app, providing initial information and symptoms for efficient triage and assessment without the need for a GP appointment.

Directory of Services (DoS)

An integrated up to date K&M directory helps people and health and care providers navigate available services, ensuring appropriate self-referrals and resource utilisation.

Digital Social Prescribing Platform

A digital platform connects patients with community resources and non-clinical interventions, promoting autonomy, holistic health and wellbeing first.

System Integration

Kent & Medway digital ecosystem

We will aim for less digital suppliers to simplify systems and aim for a digital ecosystem of trusted partnerships to develop products, services and digital capabilities that are integrated and interoperable with existing systems and each other working for the people of K&M and our workforce. Leverage industry standard architecture and design principles and methods.

EMIS Integration out of hospital

EMIS, the primary care electronic health record system, can be leveraged to ensure at scale out of hospital services, usability, workforce rotation and reduction in cognitive overload.

Kent and Medway Shared Care Record & Federated Data Platform

KMCR provides a window into all systems both acute and non-acute to deliver on one version of the truth for those health and care professionals that need it. Embedding our risk stratification into data platforms (incl. FDP) puts Population Health Management into the hands of every clinician.

Convergence: EPR, Maternity, & others

Consider the pros and cons of different EPR systems (Sunrise Rio, Mosaic, Adastra & Clio). One Maternity System. Explore how rationalising clinical systems could produce better outcomes for people and better productivity for the workforce.

NB: Work on unifying the data layer should start first to separate the user interface from the data lake.

Modernization, Simplification, One IT

We will work on our core digital capabilities landscape in primary care and provider organisations to push extensive modernisation and simplification initiatives. Drive Cloud First, DC Consolidation. Converge and work as one in CyberSecurity, End User Devices, Comms, Service Desk and support functions to leverage our scale and deliver consistency in service.



Two-Way Messaging for Clinical Pathway Transformation

1

Initial Patient Contact

Healthcare providers initiate contact with patients via text or notification in the NHS app, providing information or requesting information asynchronously.

2

Patient Response

Patients can respond at their convenience, providing requested information or asking questions as well as completing structured information forms - saving time in appointments and can be received in departmental / shared inboxes.

3

Automated Bulk Messages

Bulk messaging allows at scale messaging completing actions for entire cohorts of patients and/or bulk invites/structured form filling asynchronously saving time and increasing patient engagement e.g. waiting lists or PIFU

4

Clinical Follow-up

Healthcare professionals review and respond to patient messages directly, providing guidance asynchronously or scheduling synchronous appointments as needed.



Ambient AI for Workforce Workforce Productivity and and Patient Experience



Voice Recognition

AI-powered voice recognition systems will transcribe and analyse patient-provider interactions, reducing administrative burden, improving documentation accuracy and enabling health & care workers to spend more quality time with patients.



Virtual Assistants

AI-driven virtual assistants will help healthcare professionals by providing real-time information, coding information, and task management such as pathology & imaging requests including referral templates.



Predictive Analytics

Artificial Intelligence will analyse patterns in patient records to surface summarised information, predict health trends and suggest proactive interventions, enhancing preventative care strategies and reducing harmful events requiring hospitalisation.



Personalised Experience

Over time AI systems will learn patient and staff preferences and needs, tailoring the healthcare experience to improve satisfaction and outcomes for both.

Robotic Process Automation in Clinical & Back Office settings

Process	RPA Application	Benefits
Appointment Scheduling /rescheduling	Automated booking and reminders	Reduced DNAs, improved efficiency
Call & recall of long-term patients in a risk stratified way	Making Long Term Condition Management more efficient Based on need	Faster, more reliable processing, more time for those affected by health inequities.
Decision Augmentation	Triage and summarising notes	Less errors and more efficiency of workforce
Patient Data Management	Automated filing and registrations	Improved data accuracy, time savings



Device-Agnostic Remote Monitoring

**1**

Virtual Wards Step Down

Remote monitoring enables the creation of virtual wards, allowing patients to receive hospital-level care at home. This system supports various devices to continuously monitor vital signs, medication adherence, and patient progress, reducing the need for physical hospital beds in step down care facilities.

2

Community Settings Step Up

In community care settings, device-agnostic monitoring facilitates intermittent monitoring for patients with chronic conditions. This approach allows healthcare providers to track patient health remotely, intervening before falls or deterioration of long term conditions reducing the frequency of in-person visits.

3

Prevention and Early Intervention through Risk Stratification

By enabling at-scale identification of risk-stratified individuals, this remote monitoring supports pro-active healthcare interventions. Early detection of health issues allows for timely interventions, potentially averting more serious conditions and reducing the overall burden on the healthcare system.

4

Scaling up by use of monitoring by Non-Clinicians

The flexibility of device-agnostic monitoring allows for its use by non-clinical staff and carers. This broadens the scope of care, enabling family members or community leaders to participate in monitoring patients' health under professional guidance, fostering a more integrated care approach.

Investment in Adoption, Spread & Scale

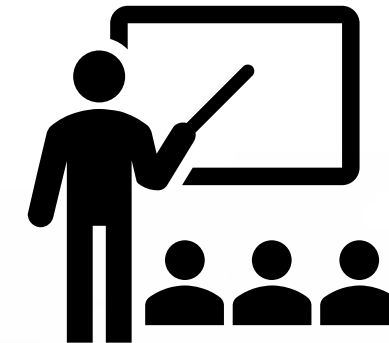
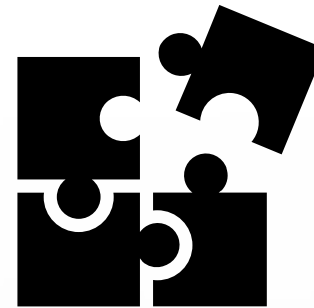
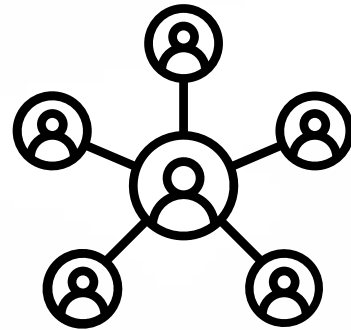
People



Process



Technology



Digital Champion Networks

Create organisational digital user groups for:

- digital upskilling
- test beds
- evaluation feedback
- early adoption

Innovation Framework

IG co-ordination across system
 Procurement co-ordination
 Real World Evaluation
 Leading to Business Cases for adoption & Scale across K&M

Implementation

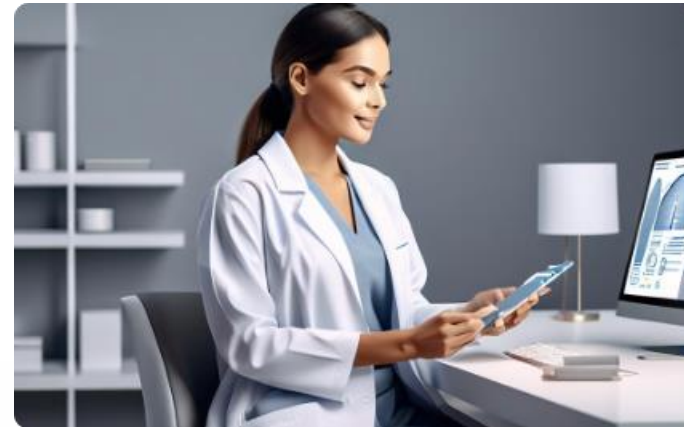
Create an Adoption Implementation fellowship scheme
 On the ground floor walkers who can identify and overcome barriers to digital adoption

Integrating Digital Solutions for person centred care within an interoperable digital ecosystem



Centralised Digital Access

The NHS app serves as the digital front door for patient interactions, integrating various services and providing a seamless user experience for accessing health information, booking appointments, and initiating consultations.



AI-Enhanced Decision Support

Ambient AI and robotic process automation work together to support health & care professionals in optimising decision-making, streamlining administrative tasks, and enhancing the overall quality of care delivery.



Seamless Remote Care

Device-agnostic remote monitoring integrates with the broader digital ecosystem, allowing for continuous care virtual wards to community-based preventative interventions as well as public health initiatives to underserved communities.