

Note of a presentation and focus group about the draft digital strategy for NHS BaNES, Swindon and Wiltshire (BSW) working together held at Sanford House on 4 September 2019

Present

See list at end of notes

1 Introductions and welcome

Jo Osorio welcomed everyone and introduced BSW chief digital officer, Angela Parratt. A list of attendees had been circulated. The session followed on well from the patient participation group forum held that morning where there had been discussion about making online appointments and request repeat prescriptions.

2 Draft digital strategy

- Angela spoke to slides which had been circulated in advance. She explained that the draft strategy was aspirational and had already shrunk a little.
- In response to a query about the logic of including Swindon with BaNES and Wiltshire she explained that this was a directive from the NHS centrally.
- There were questions and subsequent discussion about the relationship with and between this strategy, [NHS App](#) and [Systmonline](#) (used by all Swindon GP practices).
- There were comments and discussion about the use of and access to digital systems and media by older and younger people; and whether people preferred online or face to face contact ([Kooth](#) being an example of an online support service for people aged 11-19 and [doctorlink](#) for access to “trusted medical advice and GP services”)
- Angela referred to work underway to improve joined up systems and working including the Local Health and Care Records initiative through, in our case, One South West. (post event notes: [see article here](#) and item 100/18 in this CCG meeting note [here](#))

3 Feedback on participants' priorities

Following the presentation, participants were invited to prioritise from their individual perspective, a number of potential ways that technology might be used. (see below)

14 participants scored in importance (total score shown). Max=84

GP practices - access your GP using the NHS App to book appointments, set donor preferences, reorder repeat prescriptions, get online triage services and appointments over Skype/telephone **79**

Introduce technologies that are easy for people and healthcare staff to use **79**

Information about you is shared between health and care providers so that in time, wherever you are in the country, information, images and results can be accessed by clinical & care staff (where they need to have access) **78**

Reducing the need to refer you to hospital by offering GPs more access to hospital specialists over the telephone, whilst you are with them **71**

Use data to spot where there are problems or spikes in the system that lets staff know before things become overloaded **70**

Use people's information so we can better predict what services are needed, for what, where and when **70**

Develop shared care plans - for example for end of life or mental health crisis that can be used by all health and care staff and be accessed by you **69**

Single maternity system used across BaNES, Swindon and Wiltshire and specialist advice Apps from birth to age 16 for parents and carers **68**

Introduce personal health care records - Apps with people's health and care records on their own device **68**

Contact patients more through text, email and the NHS App rather than letters through the post **64**

Increase number of apps that can be used for health advice and support for example to help self-manage conditions, and use advice such as the NHS website to reduce their risks - *approved Apps on the NHS App store* **63**

Introduce more automated services in health settings such as GP surgeries, to free up doctors' time **63**

Outpatient appointments - more appointments over Skype and telephone, less travel for you **60**

Save money by buying at scale and buy more of the same things so that you have a more consistent experience across the BaNES, Swindon and Wiltshire **60**

Healthwatch Swindon - BSW Draft Digital Strategy 4 September 2019

Attendees

1. Angela Parratt BaNES, Swindon, Wiltshire STP/CCG chief digital officer
2. Eileen Haller Eldene Surgery PPG
3. Liz Strange Eldene Surgery PPG
4. Debbie Corcoran Enham Trust information, advice & guidance manager
5. Elaine Watson Enham Trust direct payments advisor
6. Jo Osorio Healthwatch Swindon (staff) & Ashington House Surgery PPG
7. Carol Willis Healthwatch Swindon manager and Old Town Surgery PPG
8. Paul Warwick Hermitage Surgery PPG (part of Westrop Medical Practice)
9. Judith Hawkins Hermitage Surgery PPG (part of Westrop Medical Practice)
10. Harry Dale Homeground/North Swindon Practice PPG; HW Swindon Vol
11. Paula Cooke Merchiston Surgery (staff)
12. Steve Hemmings Moredon Medical Practice PPG
13. Jo Garton Old Town Surgery PPG
14. Ian Underwood Priory Road Medical Centre PPG
15. Maureen Evans Priory Road Medical Centre PPG
16. Eric Shaw Ridgeway View Family Practice, Wroughton PPG
17. Bronte Hague Swindon Carers Centre resources manager + data protection
18. Bazil Solomon Victoria Cross/Eldene Health Centre PPG

10 September 2019
PPG/PPG/BSW draft digital strategy