1. **What do you consider have been the main successes of the existing Scottish Government's eHealth and telecare/telehealth strategies and why?**

The Scottish Government's ehealth and telecare/telehealth strategies have increased the prominence of technology within the health sector which has sought to enhance awareness of how technology can support service redesign.

The strategies have provided the necessary conditions for the ongoing development, specifically in relation to digital standards by which digital service should be delivered.

During this period, progress was made across e-health to consolidate thinking where the creation of a definition for the National Health & Social Care Portal could take be developed.

There has been significant investment in the creation of telehealth/telecare innovation and evaluation which has supported technological solutions for frontline health and care service delivery.

2. **What do you consider have been the main failures of the existing Scottish Government's eHealth and telecare/telehealth strategies and why?**

The focus has been on the technology aspects, and it may have been more beneficial to broaden the focus to include elements such as customer insights and engagement across our public and partner groups. This could have contributed positively to service development.

Service Delivery led innovation would have resulted in a more sustainable approach.

A consistent 'Once for Scotland' approach across ehealth/digital policy and standards development would provide consistency and efficiencies across the NHS.

3. **How well does the Scottish Government's draft Digital Health and Social Care Strategy 2017-2022 address the future requirements of the NHS and social care sector?**

The draft outline sets out a range of programmes of activity and established digital delivery platforms. It also sets out the possibilities for scalable solutions which may support public expectations.
4. **Do you think there are any significant omissions in the Scottish Government’s draft Digital Health and Social Care Strategy 2017-2022.**

An outline of the vision, mission and stated objectives would provide a clear statement of intent, and highlight the ambition.

The strategy should facilitate the redesign of health and care services in accordance with our public and partner needs, to provide a baseline on which to target innovation.

5. **What key opportunities exist for the use of technology in health and social care over the next 10 years?**

The **National Digital Collaboration** will:

Enable business transformation across the National Boards through deploying digital skills and capabilities to develop and deliver access to new and existing services in a way which meets our public and partner needs, and latterly support and drive transformation across the wider health and social care landscape.

**Key objectives:**

- To review and agree a set of shared principles for digital leadership.
- To make an influential contribution to the Scottish Government’s emergent Digital Strategy for Health & Social Care.
- To develop an outline, five year plan to maximise the NHS Boards’ digital contribution to the delivery of the HSCDP. This to be discussed between and beyond the 8 National Boards and Local Authorities.
- To identify the key workstreams that will underpin digital transformation across all NHS Boards and Local Authorities.
- To identify digital transformation capability and resource across National Boards.
- To identify a framework, approach and methodology to ensure a consistent and cohesive way of working for digital transformation across National Boards.

**NHS 24:**

i) understanding public and partner need and  
ii) ensuring people get to the right output at the right time through the expansion of NHS 24 infrastructure and digital solutions  
iii) driving efficiencies through extending channel choice  
iv) addressing unmet need to support health and wellbeing

6. **What actions are needed to improve the accessibility and sharing of the electronic patient record?**

A commitment across the NHS in Scotland to share data with an agreed governance framework including technical protocols would be required. The ideal state would be a single source record, accessible by the individual and shared across NHS.
7. **What are the barriers to innovation in health and social care?**

Key opportunities for innovation may be overlooked without sufficient focus on Service Delivery. Evidence based innovations are more likely to be adopted and sustained as a service.