Technology and Innovation in the NHS
East Lothian Health and Social Care Partnership

1. What do you consider have been the main successes of the existing Scottish Government’s eHealth and telecare/telehealth strategies and why?
   - Raised profile and awareness of TEC
   - Engagement from Organisations at highest level
   - Current & new projects TEC considered as critical
   - Beginning to embed in assessments
   - Nationally exploring options
   - Sharing best practice
   - Exploring what changes required for future
   - Scotland recognised at being at forefront of the Global Digital Economy and learning from International experience
   - Strategy for Scotland not just Scottish Government
   - Organisations like DHI working with partners from industry, academia & statutory services
   - Innovative

2. What do you consider have been the main failures of the existing Scottish Government’s eHealth and telecare/telehealth strategies and why?
   - Vision not consolidated operationally
   - No coordinated approach
   - Not translated into practice
   - Not all Local Authorities on board to same degree
   - Different vision - depending on leadership
   - Need right people & right structure
   - Could have done more regarding standards
   - Need more Strategic & technical support/ advice
   - Digital roadmap foggy – no clarity re direction.
   - Connectivity across country
   - Post code lottery – no consistent approach.

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?
   - Appreciates more people are accessing digital information. Having reliable information on sites is something which people will trust and find more
credible than using general sites which may provide misleading or inaccurate information.

- Involvement of people in co-production of solutions – more person centred in determining what is useful.
- Promotion of self-management

4. Do you think there are any significant omissions in the Scottish Government’s draft Digital Health and Social Care Strategy 2017-2022.

Need to improve quantifying financial benefits in keeping people at home in addition to qualitative benefits.

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

- Increased self-management
- Preventative model
- Identify appropriate levels of support
- New flexible models of support created
- Innovative solutions
- Encourage & develop use of IOT (Internet of Things) including home automation
- Involve Citizens in East Lothian in developing creative solutions.
- Increase in productivity if less time off work attending appointments
- Use of data to plan & improve services and predict needs in different areas to improve outcomes
- Multi agency approach required – For example missing person with dementia may have serious impact on police, ambulance, hospitals and community services resources – need to plan services which provide coordinated response to provide best outcomes.

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

- Access to different systems – sharing of information.
- Health in particular have issues regarding what they can share.
- IT security – security of data of most vulnerable a concern for organisations and individuals
- Lack of remote access for community staff
- Connectivity needs to be improved – broadband/4/5G etc
- Less cumbersome data sharing procedures

7. What are the barriers to innovation in health and social care?

- Strategic and operational links need strengthened – strategy good but implementation issues
- Prioritisation of funding – all levels, Scottish Government/Local Authority/Health/Housing
• Funding may go to teams with best infrastructure to submit bids, need to involve all areas and share best practice including what is not successful
• Data protection blamed for being unable to share information – should be there to assist organisations sharing, not a barrier.
• Needs to become Mandatory to consider TEC options – not all staff as engaged.
• Training issues for staff – fear of being replaced by technology – Job losses.
• Positive and negative uses of data – data analytics may be useful but need to be unobtrusive
• IT – security over connectivity – lack of access to apps and devices which citizens use.
• Need mobile devices for staff- more secure than paper
• Risk averse – need to try and if does not work try something different – no blame culture
• Health & Social Care – need integrated terms & conditions even if only starting with new contracts.
• Cultural differences – various agencies & organisations
• Principles citizen centred, flexible, familiar & innovative good – reality unfortunately often service & resource driven, inflexible and traditional solutions.
• Basic training on digital technology required for staff & citizens – not always clear where to get this from. Many use relatives & friends but not everyone has such supports. Home based support too.
• Need to ensure do not socially exclude those who are not Digital
• Charging policies and payment methods need to be modernised
• Clarity regarding information sharing and where best to get advice or information.
• Not all TEC solutions possible due to barriers elsewhere for example NHS Lothian not supporting medication dispensers.
• Bureaucratic barriers