



19 August 2022

Dear Jeremy and Jane,

**Health and Social Care Committee's Expert Panel: Government commitments regarding the digitisation of the NHS**

Thank you for your letter of 6 July 2022 and for your message of support on my appointment as Secretary of State for Health and Social Care.

I welcome the Health and Social Care Committee's inquiry into the digitisation of the health and care system. As Secretary of State, I am determined to utilise the technology, data and digital capabilities that will not only ease pressures within our health and care system now but enable those working within the system to use their time to focus on delivering better patient outcomes in future. While we have made significant progress in the digital transformation of the health and care system, there is still more to do to ensure its long-term sustainability.

The timing of your inquiry is fortuitous, as my Department has recently published a number of reports on lessons learned from the pandemic, including [Build Back Better: Our Plan for Health and Social Care](#), and, more recently, the [response to the Health and Social Care Committee and Science and Technology Committee Joint Report on 'Coronavirus: Lessons Learned to Date'](#). During the pandemic, we learnt that digital capabilities were pivotal to the delivery of care. However, the opportunity now is for the health and care sector to build on this and take forward the advances that we made during the pandemic, along with our acquired learning from decades of attempts at digital transformation before COVID-19.

The landmark [Plan for Digital Health and Social Care](#) was recently published and sets out the digital reform agenda. The Plan outlines how the delivery of health and social care will change, taking forward what we have learned from the pandemic, and from tech providers from across the world. I believe this is an ambition we can all get behind: a health and social care system that is more responsive and effective, and delivers more personalised care.

Alongside this, we published a strategy for data-enabling the health and social care system, [Data Saves Lives: Reshaping health and social care with data](#). This data strategy draws on lessons learned about the power of data from the response to the coronavirus pandemic. It includes a range of commitments that will help join up health and social care data. It also details how we will use data flowing through the digitised health and social care system to continually improve services while maintaining the highest standards of privacy and ethics. I am also aware of the importance of the data workforce here (i.e. data scientists and analysts) and the data strategy has committed to reviewing

the recommendations from the Goldacre Review to better understand how the efficient and safe use of health data for research and analysis can further benefit patients and the healthcare sector.

Both of these plans have also defined digital maturity for Integrated Care Systems, alongside the [What Good Looks Like](#) framework, which builds on established good practice and outlines practical advice for local health and care leaders to digitise, connect and transform services safely and securely.

Historically, our digital goals had been spread across a number of publications, which has caused confusion within the system and industry alike. By consolidating the majority of these goals in our recent *Plan for Digital Health and Social Care* and complementary *Data Saves Lives*, we can provide greater clarity and a single route for supporting the workforce in NHS digitisation. For completeness, I enclose a number of previous publications that the Expert Panel may wish to refer to:

- [Health and social care integration: joining up care for people, places and populations, Policy Paper](#), February 2022
- [People at the Heart of Care: adult social care reform](#), December 2021
- [NHS People Plan](#), July 2020
- [The NHS Long Term Plan](#), January 2019
- [The future of healthcare: our vision for digital, data and technology in health and care](#), October 2018
- [Personalised health and care 2020](#), November 2014
- [Five Year Forward View](#), October 2014

Commitments from *A Plan for Digital Health and Social Care* and *Data Saves Lives* are reproduced in Annex A. We have included them in full as many commitments will have indirect impacts on the workforce - for example, when all services have core digital capabilities in place and connected together, staff will spend less time chasing or replicating test results. Those that specifically relate to traditional workforce areas are highlighted. Whilst the Annex shows a long list of commitments, I have asked the department and NHSE to consider how we better prioritise, to deliver a few key objectives sooner.

I hope that this is helpful to the Expert Panel, and I look forward to further supporting the Committee's inquiry into Digital transformation in the NHS.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Steve Barclay', is positioned below the closing text.

**RT HON STEVE BARCLAY MP**

## **Annex A - Government's specific commitments in the area of the health and social care workforce**

### **Headline commitments from *A Plan for Digital Health and Social Care*:**

#### **1. Digitise**

- Our goal is that by March 2025, constituent organisations of an ICS have met a minimum level of digital maturity as set out in what good looks like. Interim milestones are:
  - 90% of NHS trusts will have electronic health records by December 2023, and 100% by March 2025;
  - 80% of CQC-registered adult social care providers will have digital care records by March 2024;
  - increased cyber security capabilities, resilience, clinical safety and accessibility;
- established digital, data and technology talent pipelines, and improved digital literacy among leaders and the workforce, and;
- ensured all health and social care settings have the right infrastructure and connectivity to work digitally.

#### **2. Connect**

Our goal is:

- constituent organisations of an ICS are connected to an integrated life-long health and care record by 2024, enabled by core national capabilities, local health records and shared care records, giving individuals, their approved caregivers and their care team the ability to view and contribute to the record;
- every ICS has implemented a population health and planning data platform, and business intelligence tools by 2023, and;
- data for research and development is available through a federated network of trusted research environments (TREs) by March 2025.

#### **3. Transform**

Our goal is:

- the NHS App will be a front door for interacting with the NHS and receiving personalised services, with 75% of adults registered for the NHS App by March 2024 and benefitting from an array of new features;
- prevention and detection technologies are used to protect the 20% of care home residents who are identified as at high risk of falls by 2024, and;
- the right assurance and commercial foundations are put in place by 2025 to stimulate a thriving innovation ecosystem that fosters collaboration between the health and social care sectors and the tech industry.

*A Plan for Digital Health and Social Care* provides a vision for the future of health and care while summarising the commitments that will help both systems digitise, connect and transform.

## **A Plan for Digital Health and Social Care: List of commitments**

*(n.b. commitments related specifically to the workforce are highlighted in **bold**)*

<b>Commitment</b>	<b>Date</b>
We will provide multi-year funding to ICSs, approximately £2 billion, based on need (starting with those without an EPR) to support all trusts to reach our minimum digital foundations.	-
We will provide £25 million of funding this year as part of a 3-year programme to enable ICSs to scale up use of digital social care records, alongside other promising evidence-based technologies such as falls prevention technology, in addition to £3 million of funding each year to fund local hands-on support to enable these objectives.	-
We will publish an assured supplier list and draft set of standards and capabilities required for social care record suppliers and ongoing assurance. This list is being expanded to include further priority technologies for the care sector.	July 2022
<b>We will support local authority commissioners with guidance to enable them to be confident and capable purchasers of technology that will enhance the quality and personalisation of people's care and support.</b>	<b>October 2022</b>
<b>We will work with tech industry partners to make sure the clinical EPR systems market offers such systems so that practices can buy with confidence.</b>	<b>March 2023</b>
<b>We will publish technical requirements for IT suppliers serving pharmacy, optometry, dentistry, ambulance and community health sectors, alongside an offer of support for ICSs to implement requirements.</b>	<b>March 2023</b>
<b>We will ensure that modern, integrated, secure and user-friendly digital systems are available to primary care through the GPIT Operating Model and Digital Care Services catalogue. The <a href="#">Digital Primary Care Maturity Assurance</a> will help organisations to review current levels of digital maturity.</b>	<b>March 2025</b>
We will support primary care to use technology to streamline routine tasks and processes by better exploiting current functionality, as well as exploring new ways of working and innovation, including piloting automation.	March 2025
We will publish a Cyber Security Strategy for Health and Social Care to help all parts of the health and social care system build that resilience.	Winter 2022
We will set out how we will enhance and extend existing national protections available through the NHS Security Operations	-

Centre. These will include security monitoring, threat intelligence and national incident response co-ordination.	
<b>In each ICS and NHS region, fund dedicated cyber staff to work alongside local NHS and social care organisations on managing cyber risk and ensuring compliance with nationally mandated cyber standards. Those staff will be supported through a national training programme and peer networks.</b>	<b>2025</b>
We will support the health and social care system to move to sustainable cloud services where it makes technical, commercial and business process sense.	-
<b>Support NHS trusts, ICSs and arms-length bodies in adopting cloud services, by publishing best practice guidance on funding cloud adoption.</b>	<b>July 2022</b>
We will ensure telecare services continue to meet the needs of individuals following the translation to digital lines. Ahead of the telecommunications industry-led transition from analogue to digital telephone lines, completing in 2025, work with the telecare sector to coordinate a stakeholder action plan for those who commission, deliver and supply telecare services and equipment.	March 2023
We will deliver fibre broadband upgrades to at least 1,000 care homes currently dependent on poor connections.	March 2024
<b>We will co-create a national digital workforce strategy with the health and care system, setting out a framework for bridging the skills gap and making the NHS an attractive place to work.</b>	<b>March 2023</b>
<b>We will enable recruitment, retention and growth of the Digital, Data and Technology (DDaT) workforce to meet challenging projected health and care demand by 2030, through graduates, apprentices and experienced hires, creating posts for an additional 10,500 full-time staff.</b>	<b>March 2025</b>
<b>We will create a membership body for DDaT professionals in health and social care that will, over the years, bring cohesiveness between the disparate professions, to set and assure adherence to professional standards, and harmonise the DDaT profession.</b>	<b>September 2022</b>
<b>We will establish new and continuation of existing digital learning offerings through the NHS Digital Academy, including the <a href="#">Digital Health Leadership</a> Programme (via Imperial College and partners), Digital Futures Programme (cross-ICS), Topol Fellowships in Digital Healthcare and Health Innovation Placements, a programme that supports our change leaders to learn directly from exposure with industry.</b>	<b>Through 2022 and beyond</b>

In partnership with the Chief Nursing Information Officer (CNIO), undertake a review of skills and support required to prepare the nursing and midwifery workforce to deliver the digital future (see <a href="#">the Phillips Ives Review</a> ).	Concluding May 2023
We will continue to deliver digital boards leadership development for NHS and ICS boards in partnership with NHS Providers (ICS offer from summer 2022).	From Summer 2022
We will work with NHSE's People Directorate and Health Education England (HEE) Technology Enhanced Learning and Digital Readiness Education teams to drive uptake of the staff app and Digital Skills Assessment Tool.	Summer 2022
We will grow and nurture a pipeline of diverse future specialists and leaders through graduate and apprenticeship schemes, starting.	June 2022
We will develop a support offer specifically for frontline staff who work with IG, including an IG transformation plan with practical tools to use in data-sharing situations, professional standards and training materials.	December 2022
We will develop a support offer specifically for frontline staff who work with IG, including a new head of profession to lead on developing and executing the transformation plan, including competency frameworks, standards, job families and appropriate professional accreditation.	From April 2022
We will continue to support regional Informatics Skills Development Networks to meet regionally specific digital, data and technology training needs.	-
We will continue to support the equality, diversity and inclusion agenda, including through continued support of the Shuri network for women from minority ethnic groups in digital health.	-
We will embed digital skills development into academic curricula to support our future and incoming workforce.	From 2022
We will provide a digital learning offer that includes accessible training and online resources over the next 3 years. In March 2022, we published a <a href="#">digital skills framework</a> alongside a collection of digital skills training resources for social care staff. We are finalising the framework and implementing a self-assessment tool to sit alongside. Social care staff will be supported via digital skills training such as the NHS Digital Academy.	-

<b>We will have delivered, this year, 2 free training programmes to support social care professionals to develop their skills and help drive digital transformation and change across the sector, working in partnership with Skills for Care, the National Care Forum, Digital Social Care and Cosmic. We are now working to formally evaluate the training to help shape a scaled-up future digital learning offer.</b>	-
We will implement the recommendations of the Laura Wade-Gery Review, Putting data, digital and tech at the heart of transforming the NHS.	-
We will explore how digital could be embedded in the NHS Oversight Framework – shaped with ICSs, clinical leaders and the frontline.	March 2023
We will consider adding a condition to the provider licence to help encourage and drive digital maturity.	April 2023
We will work with NHSE’s regional teams to ensure that digital priorities are understood in all systems and delivery of digital ambitions is routinely discussed.	-
We will work with the CQC to agree a process for embedding digital maturity in their assessment framework across health and social care, including implementation of the <a href="#">GP IT Operating Model</a> .	Ongoing
We will deliver the policy and requirements needed to implement secure data environments (SDEs) – trusted research environments (TREs) are a type of SDE – across the NHS.	December 2022
We will develop a standard for public engagement that sets out best practice for engaging appropriately with the public and staff about data to be followed by any organisation using NHS data.	December 2022
We will co-develop a data pact setting out mutual expectations for the public and health and care system.	December 2022
We will publish an Information Governance Framework for Integrated Health and Care, part 2, and embed the information governance portal as the one-stop shop for help and guidance.	December 2022
We will establish a data framework for adult social care, setting out what data the sector needs to collect, the purpose of those collections and the standards governing them, with a move towards client-level data collections and away from aggregate data collections.	December 2022
We will develop unified standards for the efficacy and safety testing of AI solutions, working with the MHRA and NICE.	December 2023

We will publish 'Who does what' which sets out the respective roles played by NHS Digital, NHSE, regions, ICSs and frontline organisations in delivering a target data architecture that enables data to flow freely and speedily between health and social care providers:	December 2022
We will set out our policy on how we will encourage appropriate convergence of EPRs, especially within an ICS, to ease the interoperability challenge for day-to-day care.	-
We will clarify the required standards and interoperability patterns – both local to local and local to national.	-
We will describe the supporting national technology platforms and services – for example, structured clinical and demographics data, record location, prescribing, staff and citizen identity, registers, and so on.	-
We will enable the transition from a largely heterogeneous current state to a target state underpinned by convergence, standards and APIs, national technology platforms, and federated secure data environments.	-
<b>We will provide secure access to appropriate and proportionate information from a person's GP record to more social care professionals, with all assured digital social care record systems having the capability to display appropriate information from the GP record via GP Connect. In addition, provide support to more care homes and home care providers to take up this capability.</b>	<b>March 2023</b>
We will ensure that every new-born has a digital record.	Launched 2023, integrated by 2025
We will ensure that, within 6 months of a care provider implementing a digital social care record, they are able to connect to their local shared care record.	March 2024
We will roll out integrated health and care records to all people, providing a functionally single health and care record that people, their carers, and care teams can all safely access, enabled by a combination of nationally held summary data and links to locally held records, including shared care records.	2024
We will enable organisations to plan and future-proof interoperability, and support better information-sharing by regularly updating the standards roadmap and publishing the final standards and interoperability strategy, following a consultation on the draft standards and interoperability strategy.	September 2022
We will design a new end-to-end process for creating standards, from initiation through to approval and implementation	July 2022



We will publish our Version 1 Open Source Policy through Github and a playbook on how to develop open source systems and products.	Summer 2022
We will deliver a new digital service that will allow care providers and suppliers to identify which standards related to interoperability they must conform to and where to find the documentation.	August 2022
We will consolidate routes to market and strengthen our commercial levers for adopting standards through a new target operating model for procurement. This will include embedding standards as part of procurement frameworks, supporting NHS procurement teams to prioritise adherence to standards. Consolidation of the number of frameworks will encourage market entry and more choice in some markets, incentivising vendors to follow NHS standards.	Started April 2022
We will consolidate a standard terminology from terms already in use and publish a suite of data standards for adult social care.	Standard terminology: December 2022  Data standards: March 2023
We will work with DCMS to propose changes to Section 250 of the Health and Social Care Act 2012 that include a new enabling power to apply technical standards to suppliers of IT systems and services. The proposed provisions in the Data Reform Bill would also provide a new power to enforce these standards through a system of compliance notices and financial penalties, along with a power to establish and operate an accreditation scheme.	Summer 2024
<b>We will enable more frontline staff to access and update health records: roll out a new, more accessible, web-based version of the Summary Care Record (SCR) application (which currently comprises GP record data) that can be used by ambulance and social care staff wherever they are, which we hope to make available without smartcards.</b>	<b>December 2022</b>
<b>We will enable more frontline staff to access and update health records: redevelop the National Record Locator (NRLS) and National Events Management services (NEMS) and move them to the cloud, to support interoperability from a broader range of care settings.</b>	<b>March 2024</b>
<b>We will enable more frontline staff to access and update health records: redevelop the NHS Spine, which supports the IT infrastructure for health and social care in England, joining together IT systems across organisations, by building a more open platform that better adapts to changing user needs and supports the development of new and</b>	<b>March 2024</b>

<b>innovative services using cloud tools and technology, with a view to achieving a 5% increase in connected suppliers.</b>	
We will extend access to electronic prescribing to enable more safe and efficient care: enable people to track their GP prescriptions in the NHS App.	December 2022
We will extend access to electronic prescribing to enable more safe and efficient care: define the standards to support the flow of medication information to enable a single, real-time, medicines record.	March 2023
We will extend access to electronic prescribing to enable more safe and efficient care: modernise the Electronic Prescription Service and expand into secondary care.	March 2024
We will drive uptake of NHS Number across multiple services to ensure that, regardless of where a person is seen, the care team can locate and access their medical history and have current contact information: improve demographics data quality and reduce burden to staff and people by providing online registration and proactively contacting people when we believe their details may be out of date.	March 2024
We will drive uptake of NHS Number across multiple services to ensure that, regardless of where a person is seen, the care team can locate and access their medical history and have current contact information: reduce patient look-up errors in primary and secondary care by providing more options to find patients and linking to Find your NHS number.	March 2024
We will work towards a unifying staff e-identity for staff across disparate IT systems to reduce the burden of multiple logins and support workforce mobility: deliver new services for staff identity and authentication in the NHS to enable them to speed up registration and create a transferrable identity for logins.	March 2025
<b>We will work towards a unifying staff e-identity for staff across disparate IT systems to reduce the burden of multiple logins and support workforce mobility: launch a digital platform in social care with a skills passport function that will identify people working in care and provide a permanent and verifiable record of their training, learning and development. We have already completed discovery for the skills passport element, and a discovery and alpha for the element of the platform that identifies care workers.</b>	<b>Alpha stage by November 2022, go-live date quarter one 2023</b>
We will continue to provide ICSs with new tools that free up clinical time through maximising capacity, reducing waiting lists and co-ordinating care.	-

<p>We will specify a system of connected platforms that bring together: data and data analytics capability for population health and personal insight; healthcare coordination; elective recovery; vaccines and immunisations; supply chain management; prevention, and; tackling health disparities.</p>	<p>July 2022</p>
<p>We will undertake a 3-stage procurement of the Federated Data Platform: stage 1 will be broken into 2 lots (procuring the platform itself and privacy-enhancing technology to ensure robust data protection); stage 2 will involve the procurement of a marketplace that enables application release and management; stage 3 will be for training, deployment support, and implementation of the platform for trusts and ICSs.</p>	<p>From Autumn 2022</p>
<p>We will introduce a NICE EVA to assess evidence for promising products that address major NHS health challenges, allowing for further data collection prior to a full NICE assessment – its initial focus will be on products related to cardiovascular and mental health, and support for system recovery.</p>	<p>Autumn 2022</p>
<p>We will establish a single national procurement framework for products NICE recommends through its EVA to support their further evaluation, help developers navigate the route to adoption and scale-up, and give professionals a clear understanding of the clinical and cost-effectiveness of different digital health products.</p>	<p>September 2022</p>
<p>We will provide further implementation support to organisations adopting recommended products. NICE-endorsed products will be included in regulated frameworks for the NHS. Contract support will be offered in the form of guidance on further scaling. An NHSE commercial team will intervene if any risk of ongoing market failure arises. The team may wish to assess the need for market surveillance to ensure the NHS continues to get good value from innovative products.</p>	<p>September 2022</p>
<p>We will clarify the evidence standards and regulatory approvals that developers of digital health products need to meet, such as CE or UKCA, the Digital Technology Assessment Criteria (DTAC), and the NICE Evidence Standards Framework for Digital Health Technologies. Standards will cover clinical and cost-effectiveness, data protection, security, interoperability, clinical safety, accessibility and usability.</p>	<p>March 2023</p>
<p>We will develop a clear commercial strategy to support local commissioning and contracting, including establishing a single national procurement framework for products NICE recommends through its EVA to support their further evaluation, help developers navigate the route to adoption and scale-up, and give professionals a clear understanding of the clinical and cost-effectiveness of different digital health products.</p>	<p>September 2022</p>

We will launch a multi-agency advice service for AI deployment in the NHS, made up of NICE, the MHRA, CQC and Health Research Authority (HRA), to streamline regulatory advice for AI technologies in health and care. Closed private beta (launched September 2022) with ability to register interest at the end of summer 2022.	September 2022
Where there is strong evidence for products' clinical and cost-effectiveness, and they meet unmet urgent clinical needs, we will consider commissioning them nationally (for example, some digital prevention tools)	-
<b>We will help commissioners to identify, evaluate and procure new technologies that best support the needs and aspirations of people drawing on care.</b>	<b>From August 2022</b>
We will launch a scheme to use promising care technology to help people live independently in their own homes for longer. Funding will be used to test ideas, scale those that have proven benefit, and raise awareness among people drawing on care, their families, unpaid carers and care providers of the extent to which technology can support independent living.	April 2023
We will launch a fund to drive uptake in care homes of sensor-based falls prevention and detection technologies, such as acoustic monitoring, for the 20% of residents identified as being at high risk of falling.	March 2024
We will increase the availability of digital monitoring of vital signs for people in care homes and at home, with the aim of a further 500,000 people being supported by this technology.	March 2023
We will scale hospital at home and tech-enabled virtual ward services. These will be used as step-down pathways for frailty and respiratory care to reduce length of stay. Our ambition is to have 40 to 50 virtual ward 'beds' per 100,000 of the population.	March 2024
We will develop a tech-enabled annual physical check for people with severe mental illness, with roll-out taking place in a selection of ICSs.	March 2023
We will define clinical pathways where people are supported to self-monitor and self-manage.	March 2024
We will define the full digital delivery programme for screening transformation, ensuring that services are user-centred, interoperable, built from components that can be reused in different screening programmes, and ensuring that we learn and improve as we go.	Preliminary results summer 2022
We will test and evaluate AI technologies for screening in crucial areas such as breast and lung cancer, with a view to supporting the adoption of cost-effective technologies. This work is being done through the AI Lab.	Preliminary results summer 2022

We will develop technical architecture designs for breast screening by June 2022 and for all in-scope national screening services by November 2022.	June-November 2022
By enhancing and extending our national referral platform, the NHS e-Referral Service, we aim to support ICSs to meet their target of reducing unnecessary outpatient appointments and follow-ups by at least 25%.	March 2023
We will automate appointment management tasks in primary and secondary care, such as telephone-answering, letter-writing and document-scanning, by building the technical architecture to integrate electronic referral systems (eRSs) with primary and secondary care EPRs and supporting adoption. APIs for secondary care to be available.	March 2023
We will increase the number of organisations using electronic referral systems (eRS) APIs to reduce an unnecessary burden on the workforce. Our goal is to have 20% of providers accessing APIs.	March 2023
We will expand eRS into new settings, including wider primary care and mental health, with First of Type.	March 2023
We will increase awareness, uptake and impact of advice and guidance via eRS.	March 2023
We will create a plan for the delivery of a national data registry, which will also encompass a review of imaging standards and a national architecture review. The National Data Registry will enable a clinician to view a person's history at the point of care.	September 2022
We will use clinical decision support systems in diagnostics to improve the provision of the most appropriate test at the right time, improve the safety and quality of care, and reduce the overall cost through the roll-out of iRefer. It is anticipated that it will be rolled out to 50% of trusts.	By March 2023
We will roll-out of digital infrastructure that will enable diagnostic networks to make future use of AI to reduce repetitive tasks, increase the throughput speed of diagnostic results reporting and provide enhanced post-processing of imaging data sets.	March 2024
We will develop new pathways to clear the backlog of long-waiting patients on non-admitted pathways, for example dermatology, respiratory, cardiovascular, rheumatology, such as at-scale virtual consultations and distributing surgical appointments across geographies.	March 2023
We will increase the use of digital pre-assessment to free up capacity in pre-assessment clinics.	September 2024

<p>We will assist the evaluation of technologies that could support elective recovery by helping to triage GP patient referrals by urgency (RITA project by Deloitte), or by supporting care in the community with at-home testing (Healthy.io) to detect early signs of kidney injury.</p>	<p>Winter 2024 to summer 2025</p>
<p>We will provide more consistent and easier-to-use digital journeys that enable people to receive care and advice from the right services, at the right time and in the right way to meet their needs, and which support delivery of proactive care.</p>	<p>March 2025</p>
<p>We will support collaborative working through PCNs and neighbourhood teams, increasing integration of primary care with UEC, community pharmacy and other services within ICSs, including providing safe and seamless access to patient records within defined roles.</p>	<p>March 2025</p>
<p>We will strengthen NHS 111, online and on the phone, as an entry point to the urgent care pathway. We will do this by supporting better integration of primary care and UEC, and investing in clinical decision support and the directory of services, including the use of machine learning, to enable consistent, safe and scalable triage and care navigation by the 111 and 999 services and at urgent care settings.</p>	<p>March 2025</p>
<p>We will improve the responsiveness of UEC services through interoperability and workflow agility in increasingly interconnected services. The new Booking and Referrals Standard (June 2022) will be deployed between 111 and emergency departments, between 999 and Clinical Assessment Services, and at other key interfaces in the UEC system (March 2025).</p>	<p>June 2022-March 2025</p>
<p>We will harness the power of data for real-time management information and to provide insight on the opportunities for higher-quality and more efficient care across the system, with a focus on primary care and UEC. For example, interactive dashboards enable commissioners and providers to better understand their patients' journeys from initial triage to health outcome.</p>	<p>March 2025</p>
<p>We will build on the expertise of local authority services to extend access through working with systems to increase the availability of private, accessible community spaces for digital interactions, such as digital kiosks. We will also support local partnerships working to expand affordable connectivity.</p>	<p>2025</p>
<p>We will empower individuals through their communities, by encouraging hyperlocal connections and approaches that use community assets to engage and empower people to use digital technology for health. We will work through existing programmes like the <a href="#">Core20PLUS Connectors</a> programme to uncover and address fears about using digital health services.</p>	<p>2025</p>

We will target and tailor offers, identifying and targeting groups that face barriers to accessing services and using digital approaches to bring the benefits of the digital transformation to everyone. Population health analysis will inform an inclusive offer that incorporates non-digital options where they are needed to ensure equitable access.	2025
NHSE will produce a framework for NHS action on digital inclusion with our future plans, and will develop further resources to support systems in practical action.	By May 2023
We will deliver a range of initiatives to ensure design is an established, recognised, and valued approach and profession in the NHS.	Between 2022 and 2025
We will build understanding and adoption of design in NHS organisations, facilitating access to design expertise, ensuring NHS organisations can support the professional user-centred design workforce and strengthening the design standards expected of suppliers to the NHS.	Between 2022 and 2025
We will convene conversations with venture building and funding experts looking to partner with the NHS. We will set expectations on how to work with the NHS and support relationship-building with NHS organisations that have the capacity and expertise to identify and scale new tech.	From June 2022
We will provide funding through ICSs to pilot and build an evidence base for different types of care tech. ICS and social care providers will be supported to purchase and scale these technologies through the development of guidance and good practice as well as the creation of an assured list of suppliers that enables consistent application of standards and interoperability.	From July 2022
We will provide NHS organisations with guidance on the types of expertise and resources required to become effective at building and scaling new tech.	From September 2022
We will encourage NHS organisations to collaborate and partner to be able to improve the scale and breadth of expertise to support new technologies.	From September 2022
We will provide commercial support to NHS organisations in their negotiations with funders. We are likely to take hands-on involvement in support of the NHS organisations in these negotiations to ensure that the NHS gets a fair deal.	From September 2022
We will clarify the required standards and assurance procedures.	Ongoing
We will streamline contracting methods both to leverage NHS buying power and simplify the process of selling technology to NHS buyers.	Ongoing

We will amend and consolidate existing guidance for buyers on appropriate routes-to-market through updates to the Procurement Framework Strategy Recommendations.	Ongoing
We will invest time and energy in building long-term partnerships at the national level.	September 2022
We will create a central hub to support ICSs and NHS trusts in doing the same, alongside procurement advice.	March 2024
Through the Data for Research and Development programme we will invest up to £200 million to transform access to and linkage of NHS health and genomic data sets for data-driven innovation and inclusive clinical trials, whose results will be critical to ensuring public confidence in data access for research and innovation purposes.	-
We will enhance positive patient and public support through a 3-year programme of activity. Groups include public assemblies, focus groups and regional Citizens' Juries as described in the Data saves lives engagement commitments.	From July 2022
We will publish a Value-Sharing Framework to ensure the NHS gets best value from these assets.	March 2023
We will accelerate clinical trial set-up, including increasing the capacity of the NHS DigiTrials service to deliver studies by 30%.	March 2023
We will develop an England-wide network of TREs to allow researchers access to secure, high-quality, linked data sets to support research using data generated from across the NHS, including genomics, imaging and pathology. This supports a broad range of types of research, including across priority areas such as cancer diagnosis, and development and validation of AI-enabled tools and technologies by expanding the scope, capacity and capability of the NHS Digital TRE, with a target of 250 users.	March 2023
We will develop an England-wide network of TREs to allow researchers access to secure, high-quality, linked data sets to support research using data generated from across the NHS, including genomics, imaging and pathology. This supports a broad range of types of research, including across priority areas such as cancer diagnosis, and development and validation of AI-enabled tools and technologies by developing a network of sub-national or regional linked TREs.	March 2025
We will enable researchers to access linkage-enriched genomics data sets from linked sources.	2025
Our aim is that, by 2024, 75% of adults will have registered for the NHS App with 68% (over 30 million people) having done so by March 2023.	2024



To manage my health, I can see an enhanced range of services my local pharmacies can offer me.	From June 2022
To stay well, I can find more information on women's health including new menopause content.	From June 2022
To stay well, I can access enhanced mental health information about services for children and young people, parents and carers.	From June 2022
To get well, I can access my GP's online triage and message-based consultation offer (if enabled for my practice).	From June 2022
To get well, I can find, in one place, information on perinatal mental health services available near me, including those I can use for crisis support.	From June 2022
To get well, I can get support for myself and my partner in the perinatal period to find information on what mental health services are available, how to access them and what to expect.	From June 2022
To manage my health, I can start to receive messages sent by my GP in a secure inbox accessed through the NHS App; with in-app notifications to let me know when there is a message to read.	From September 2022
To manage my health, I can start to view and manage hospital appointments (if my local hospital is participating).	From September 2022
To stay well, I can use the online Heart Age tool to calculate my estimated heart age score and get advice and guidance as to how I can improve my score based on managing risk factors such as diet, cholesterol and exercise.	From September 2022
To stay well, I can book my COVID-19 vaccine or booster using the NHS App as well as through the NHS website.	From September 2022
To manage my health, I can start to receive notifications and messages via the NHS App for my COVID-19 vaccine appointments.	From December 2022
To manage my health, I can start to be alerted by my GP that my prescription has been dispatched to a local pharmacy.	From December 2022
To manage my health, I can find my way around the NHS App more easily with an improved design.	From December 2022
To manage my health, I can access my online NHS profile where I can manage my contact details.	From December 2022
To manage my health, I can see new information in my GP record and request my historical information directly from my practice.	From December 2022
To stay well, I can access more health services using my NHS login (up to 100 services nationally).	From December 2022

To stay well, I can find enhanced information online about my local dentists and opticians and see what services they can offer me.	From December 2022
To get well, I can see how long I may have to wait for an appointment at my local hospital and access relevant advice to make healthy choices while I wait (if my local hospital is participating).	From December 2022
To manage my health, I can register with a GP practice online (if my practice is participating).	From March 2023
To manage my health, I can find more information online about what sexual health services are nearby and the choices available to me.	From March 2023
To manage my health, I can start to access hospital correspondence, including clinic letter and pre-consultation questionnaires (if my local hospital is participating).	From March 2023
To manage my health, I can start to receive alerts, messages and notifications regarding secondary care appointments through the NHS App (if my local hospital is participating).	From March 2023
To manage my health, I can access my child's health record online, if I'm a parent or legal guardian.	From March 2023
To stay well, I can access digital tools to help me track my blood pressure and share this with my GP.	From March 2023
To stay well, I can access more information and support for new parents.	From March 2023
To get well, I can see more ratings and reviews of local NHS services.	From March 2023
To stay well, I can book a flu vaccination appointment using the NHS App or NHS.uk.	From September 2023
To manage my health, I can access my NHS vaccination history online.	From March 2024
To manage my health, I can start to make enhancements specific to me on my online NHS profile, including the ability to update my postal address.	From March 2024
To manage my health, I can access the health record of the person I care for, where I have the correct authority.	From March 2024
To manage my health, I can register with the NHS App, even though I'm not registered with a GP.	From March 2024
To manage my health, I can give feedback on my experience when accessing NHS services.	From March 2024

To manage my health, I can share my health and care information with trusted individuals.	From March 2024
To manage my health, I can access video consultations (where my local GP or hospital is participating).	From March 2024
To stay well, I can receive alerts and notifications regarding health checks and screening services through the NHS App.	From March 2024
To stay well, I can be signposted to NICE approved digital health products that might be relevant to me – for example, to help me stop smoking or manage a long-term condition.	From March 2024
To stay well, I can access a digital health check that highlights my risks of getting the biggest preventable conditions, such as cardiovascular disease and type-2 diabetes, and points me to tools, support and actions I can take to reduce my risks.	From March 2024
To get well, I can be notified that I might be eligible to take part in a clinical trial and access more information about it.	From March 2024
To get well, I can be supported at critical moments of transition when I might need to start to access social care – for example, following a stroke, bad fall or a dementia diagnosis.	From March 2024
To get well, I can use my NHS login to access NICE-approved digital health products that my GP or care team have recommended to me – for example, to help my anxiety and depression, or to better manage my diabetes or cardiovascular disease.	From March 2024
To manage my health, I can view all my test results easily and consistently	From March 2025 and beyond
To manage my health, I can review how my data has been used to plan services and contribute to medical research.	From March 2025 and beyond
To manage my health, I can exercise greater control over how my data is used by being able to opt out of specific uses of my data if I choose, once I have been informed of the potential benefits.	From March 2025 and beyond
To manage my health, I can access services that are relevant to me.	From March 2025 and beyond
To stay well, I can be invited to use novel diagnostics to detect cancer early.	From March 2025 and beyond
To stay well, I can access public health digital tools – and, where I choose to, have this linked back to my online NHS profile.	From March 2025 and beyond
To stay well, I can link my wearable devices and other health-related data to my online NHS profile.	From March 2025 and beyond
To get well, I can book into direct access diagnostic clinics through integration with 111 online.	From March 2025 and beyond

To get well, I can order an at-home diagnostic for a range of blood or urine tests.	From March 2025 and beyond
To get well, I can choose to access 111 online through the NHS App, so the clinical triage has a rich picture of my health history -, including my recently uploaded latest health data from my wearable device.	From March 2025 and beyond
To get well, I can join registers of people willing to participate in clinical trials so I can be contacted proactively.	From March 2025 and beyond
To get well, I can share my genomic profile so this can be taken into account by my care teams.	From March 2025 and beyond
To get well, I can have a joined-up view of key health and social care information accessible through a single login.	From March 2025 and beyond

**Headline Commitments from ‘Data Saves Lives: Reshaping health and social care with data’**

**Giving health and care professionals the information they need to provide the best possible care**

Awareness of information governance is not just important for experts. All health and care staff need the confidence to appropriately access data to support and deliver people’s care.

Just as we are encouraging digital skills across health and care organisations, we must make sure the whole workforce, and the public, understand the important role information governance plays. A change of mindset is required to drive and build confidence in information governance as an enabler.

To achieve that requires a focus on new ways of working, and defined skills and abilities for new entrants into the profession. We need to change the experience of those who work in information governance and those who work with information governance so they perceive it as integral to excellent care.

We will accomplish the change by:

- influencing and creating a more dynamic, credible and professional workforce who are committed to driving a transformation of approach and behaviours across the sector;
- championing the appropriate use of information to make a difference in setting competencies, and;
- reviewing the skills and knowledge required, putting in place career paths, and creating communities of practice to rebuild a credible and self-respecting profession.

We will:

- establish a head of profession to ensure the development of competency frameworks, standards, job families and appropriate professional accreditation for information governance staff working in health and care – commenced from April 2022.

**Supporting local and national decision-makers with data**

We will build the profile of data and analysis as a profession in line with the wider vision that will be set out in the forthcoming digital workforce strategy. This will include consistent and appropriate competency frameworks, networks, training, career opportunities and status.

This approach to building data and analysis as a profession is identified as a priority in the Goldacre review and its recommendations will be used to help inform the development of the data and analytical community.

We will:

- develop a workforce observatory, including an annual census, to inform how to better harness the professional skills of analysts and data managers, engineers and scientists, and support their professional learning and development (*n.b. this was completed in March 2022*);
- develop an online Analytics Hub, working with AnalystX, to share, promote and endorse training, events and other resources aimed at analysts and non-analysts across all career levels (*n.b. this was completed in December 2021*);
- grow the AnalystX community and build the team of future analytical leaders through a champions programme (*n.b. this was completed in March 2022*);
- continue to encourage innovation and collaborative working through a data and analytics accelerator by promoting the use of open data, and working with a plurality of solutions and teams. The principles of the accelerator will be tested through hackathons and real business cases by September 2022;
- develop and roll out a unified set of competency frameworks aligned to the government analysis function skills and the digital, data and technology profession by December 2022, and;
- through the Developing Data and Analysis as a Profession Board:
  - agree frameworks, guidelines and policies to support the analytical community and address the concerns raised in the Goldacre review;
  - build the ecosystem of the profession through communities of practice (local, regional, national and virtual), and;
  - signpost and provide development opportunities for analysts in both health and social care by March 2024.

**‘Data Saves Lives: Reshaping health and social care with data’: List of commitments**

*(n.b. commitments related specifically to the workforce are highlighted in **bold**)*

<b>Commitment</b>	<b>Date</b>
We will improve access to GP records in the NHS App by giving patients access to their latest health information and provide patients with the ability to digitally request historic coded information including diagnosis, blood test results and immunisations.	From November 2022
We will support up to 100 AI companies through the AI in Health and Care Awards to achieve market authorisation and/or the real world evidence required to support long-term NHS commissioning of their technology, subject to HM Treasury approval.	March 2026
We will make up to £140m of funding available through the AI in Health and Care Award to accelerate the testing and evaluation of AI technologies.	December 2024

We will undertake further work on using data to improve health outcomes and to reduce health disparities, including through the AI Ethics Initiative. The initiative will report in 2023/24 on its joint research call with the Health Foundation exploring how to use AI-driven technologies to improve health outcomes for ethnic minority populations in the UK.	March 2024
We will publish the future strategy for cyber security across the health and care system.	December 2022
<b>We will triple the number of adult social care providers completing the Data Security and Protection Toolkit to at least 'approaching standards' status, from 14.3% to 43%.</b>	<b>June 2022</b>
<b>We will set clear cyber standards for health and care organisations and suppliers, annually reviewing and publishing standards in the mandatory Data Security and Protection Toolkit.</b>	<b>Next standards refresh in July 2022 and then continuing annually</b>
We will build on platforms such as NHS digitrials to support the best use of data and digital tools in study feasibility, identification and monitoring of research participants to enable faster, more efficient and effective clinical trials.	From March 2021
<b>We will develop, in collaboration with Skills for Care, a digital skills framework that will support the improvement of the digital capabilities of everyone working in the adult social care sector (completed March 2022), supported by the delivery of an inclusive approach to training opportunities to improve the data and digital-literacy of the adult social care workforce (from April 2022).</b>	<b>April 2022</b>
Social care records will be integrated into local shared care records within 6 months of a provider's digital system going live - based on current forecasts for digital roll out, this will mean 80% of providers will be integrated.	By September 2024
We will ensure that at least 80% of social care providers have a digitised care record in place that can be connected to a shared care record and we will reinforce the use of the NHS number universally across adult social care to support this.	March 2023
We will develop and roll out a unified set of competency frameworks aligned to the Government Analysis Function skills and the Digital, Data and Technology profession.	December 2022
We will begin to make new source code that we produce or commission open and reusable by default (with clear exceptions) and publish it under appropriate licences to encourage further innovation (such as <a href="#">MIT</a> and oglv3, alongside suitable open datasets or dummy data). Subject to consultation, the relevant policies will also aim to be open and reusable.	From December 2021

<p>We will agree a target data architecture for health and social care outlining how and where data will be stored and accessed, starting with health and then followed by social care.</p>	<p>July - September 2022</p>
<p>We will develop the data orchestration layer and metadata catalogue which allows the data discovery and data flows supported by the APIs across the data sources in the health and social care system.</p>	<p>December 2022</p>
<p>We will continue to develop the NHS App so that 75% of the adult population will be registered to use the NHS App and NHS website, and content and services produced on these national channels will be tailored to a person's needs and choices, making it easy to self-serve and provide choice in the ways they interact with us (by March 2024).</p>	<p>March 2024</p>
<p>Every ICS will need to ensure that all constituent organisations are able to access a shared care record, that meets the requirements set out in the standards roadmap, enabling individuals, their approved caregivers and their care team to view and contribute to the record" (December 2024).</p>	<p>December 2024</p>
<p>Social care records will be integrated into local shared care records within 6 months of a provider's digital system going live - based on current forecasts for digital roll out, this will mean 80% of providers will be integrated.</p>	<p>September 2024</p>