

Shaping the future of health & care using digital technology

Dr Maddy Borhani
Senior Productivity Manager
14 May 2021



NHSX is a joint unit of NHS England and the Department of Health and Social Care, supporting local NHS and care organisations to:



Digitise



Connect



Transform

Who we are

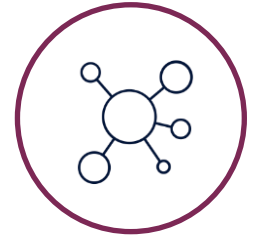
Our achievements so far



**11,000 iPads
delivered to
care homes**



**Access to video
consultation for
99% of GP practices**



**Microsoft deal
saving the NHS
£300m**



**Simplified
information
governance**



**Innovation
collaboratives
supporting frontline**



**3m+ users
on NHS App**



Remote monitoring



Remote consultation



Radio Frequency
Identification (RFID)



Robotic Process
Automation (RPA)



COVID impact on digital technology adoption

RPA success stories



Staff Antibody Testing

Booked over **6,000** tests for health and social care staff

Saved over **52 hours** of admin work per day

Saving of **£22k** per month



Social Care NHS mail

Handled and allocated mail account to care homes

Saved over **1,000 hours** of admin work with faster turnaround

Situational Report to NHSE/I

Saved over **4,400 hours** per year

Collate variety of data sets

Reduced human **error**

Improved **accuracy**

Oxygen Flow & Supply

24/7 accurate reading & monitoring of oxygen level

Created **1,500 hours** of capacity

100% accurate data

Reduced human intervention

Eliminated clinical risks

Our purpose is to



Reduce the burden on our workforce

reduce the clinical and corporate minute by **removing waste** & improving quality of care and services



Improve health and care productivity with digital technology

supports national commitments of **HMT's 1.1%** productivity yearly target, and realise the **Health's Tech Vision**.

Our approach was

Investigation



Assessment
of existing
collateral



Engagement
with high-
level
stakeholders



Engagement
with SMEs,
end users &
suppliers

Analysis of Outcome



High-level
Assessment
and review



Publication
& Proposal



RPA in NHS and Social Care



170

Responses

National RPA survey

54%

Responses

NHS and Social Care

39%

Responses

Innovators and suppliers



40% exploring RPA



7% not considering at all

RPA Maturity



32% maturing or at advanced level of automation



20% piloting, proof of concept and/or implementing



93% of respondents want to be part of the RPA community of practice

Strategic Priorities



Cost reduction



Increased productivity



Improved process integration



Increased clinical efficiency



40% of respondents are developing internal capabilities and talents through formal training

Regional Spread of RPA

Based on the interviews conducted in July 2020

North West

- 4 services
- 3 organisations

North East & Yorkshire

- 4 services
- 3 organisations

Midlands

- 11 services
- 5 organisations

East of England

- 9 services
- 3 organisations

South West

- 8 services
- 4 organisations

London

- 18 services
- 5 organisations

South East

- 2 services
- 1 organisations

Build a strong foundation

Technology Plan

80%

Governance structure

10%

No third-party support

90%

Operating model

Skills & capacity

60%

Training internal talent



Benefit Driven

Strong business case



86%

Productivity over cost

Benefit framework



A blended team

RPA + Analysts + PM
developers



Insight into challenges



RPA Users

Knowledge-gap



Lack of skilled workforce

Cost



Process variation

lack of governance



repository of good practices, evidence-based RPA applications needed



Cyber security, NHS RA policy and other technical requirement



How to creation robust business cases and the ability to scale the IT service



RPA Explorers



Suitable areas to deploy

Evidence around benefit and VfM

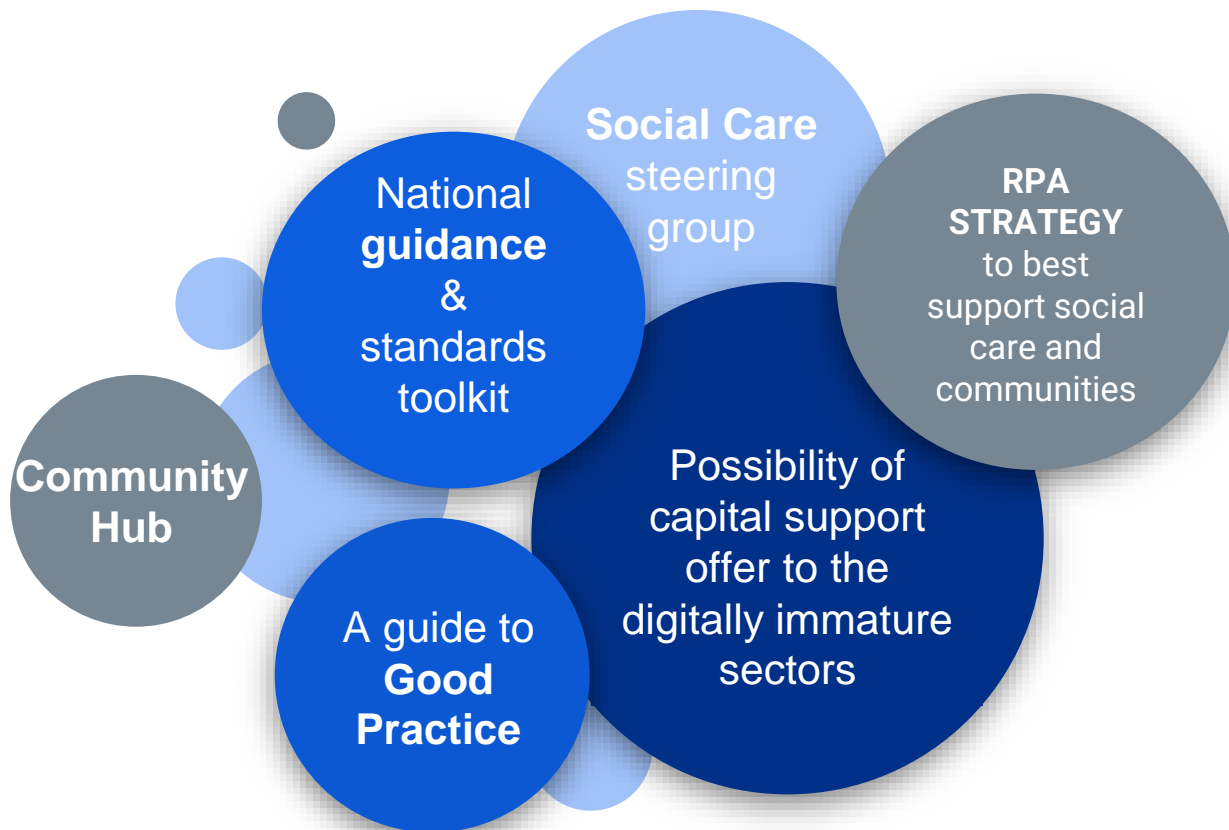


Silo-implementation

Lack of knowledge and understanding



Our strategic delivery plan



Join the
National Community
for RPA
on Future NHS

To provide a **safe space** and
forum to share **experiences**,
connect and **collaborate** with
peers

The screenshot displays the Future NHS Collaboration Platform interface. At the top, the logo for 'Future NHS Collaboration Platform' is visible on the left, and the 'NHS' logo is on the right. Below the header, there is a navigation bar with options for 'My Dashboard', 'My Workspaces', 'Search', 'Notifications', 'Tasks', and 'Account'. The main content area is titled 'National Community for Robotic Process Automation' and features a sidebar with a menu including 'Robotic Process Automation', 'Regulations & Guidance', 'Getting Started with RPA', 'Discussion Forum', 'Case Studies', 'Centres of Excellence', 'Resources', and 'Events'. The main content area displays the title 'Robotic Process Automation' and a featured article titled 'Embrace “full automation” to release “time to care” in the NHS and social care, says Lord Darzi'. Below the article, there are several colored buttons for navigation: 'Getting Started with RPA' (green), 'RPA Centres of Excellence' (maroon), 'Case Studies' (light blue), 'Regulations and Guidance' (green), 'Resources' (yellow), and 'Discussion Forum' (orange).

Connect with us

To get involved?



maddy.borhani@nhsx.nhs.uk



digital.productivity@nhsx.nhs.uk



[@maddybor](https://twitter.com/maddybor)

