

blueprism®



East Suffolk and
North Essex
NHS Foundation Trust

THE ROLE OF AUTOMATION IN PARTNERSHIP WORKING ACROSS INTEGRATED CARE SYSTEMS

UKAuthority: The future of health & social care

Commercial in Confidence





Richard Small, Intelligent Automation Lead,
Suffolk County Council



John Cameron, Assistant Director of Digital Automation,
East Suffolk and North Essex NHS Foundation Trust



Richard Boddington, Head of Local Gov & Housing,
Blue Prism

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“Up to 80% of Social Care time is taken up with administrative tasks”

”

The demand is growing but there is less time available for social work practitioners to support vulnerable people.

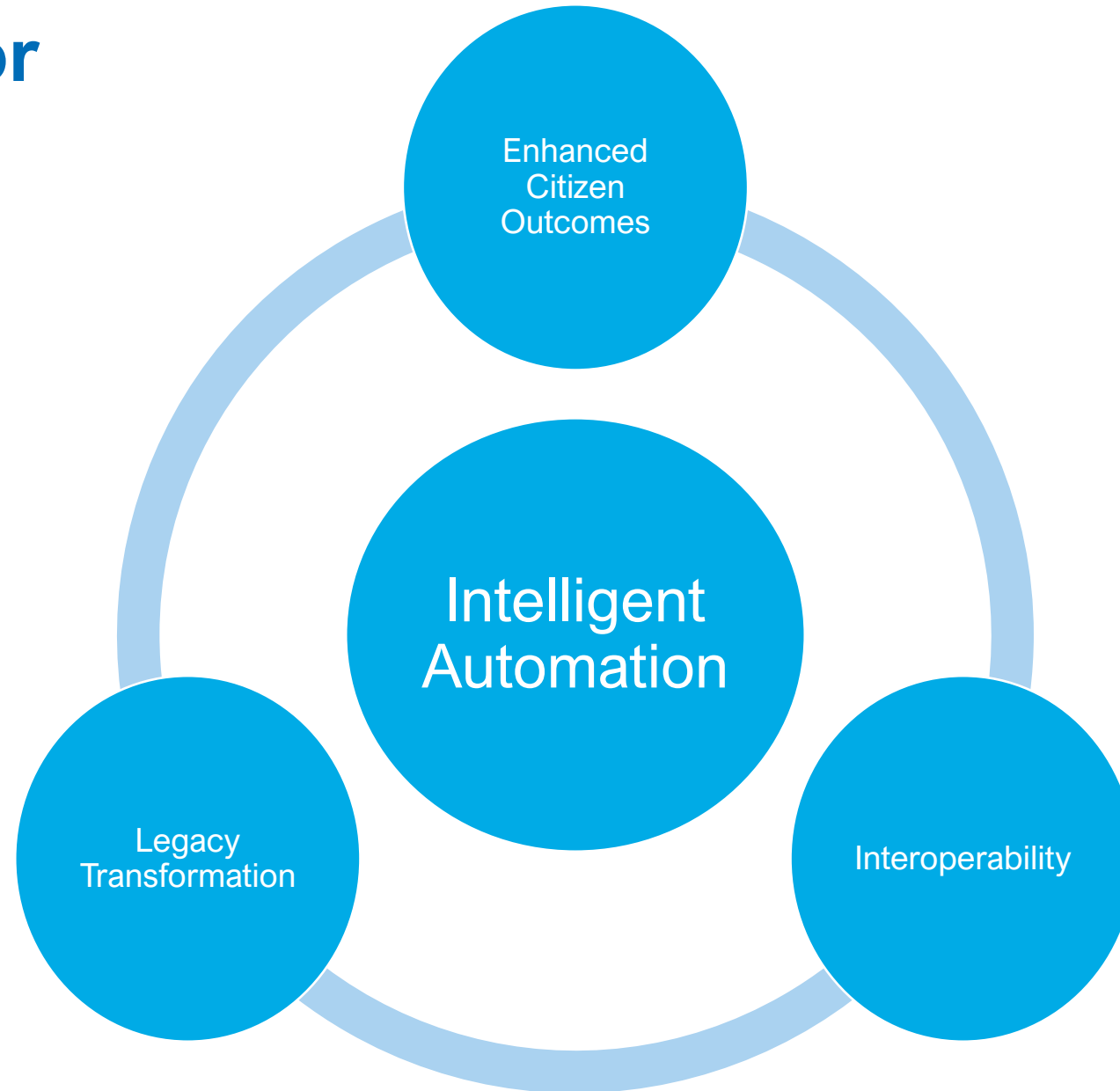
— Assistant Director, Adult Social Care

The greatest barrier to positive patient experience is seen as **legacy systems** and **infrastructure** slowing down processes, selected as the top issue by nearly a third (32%) of responses and in the top three for nearly two thirds (65%)

Other major barriers include **long waiting times for appointments of referrals** (ranked top by 19%), understanding payment responsibility (18%), a **lack of digital services** (14%) and long hospital waiting times (10%)

To address these challenges people are asked to act like robots... carrying out mundane, repetitive, rules based activity

Public Sector Strategy



Intelligent Automation: Driving long-term and strategic value



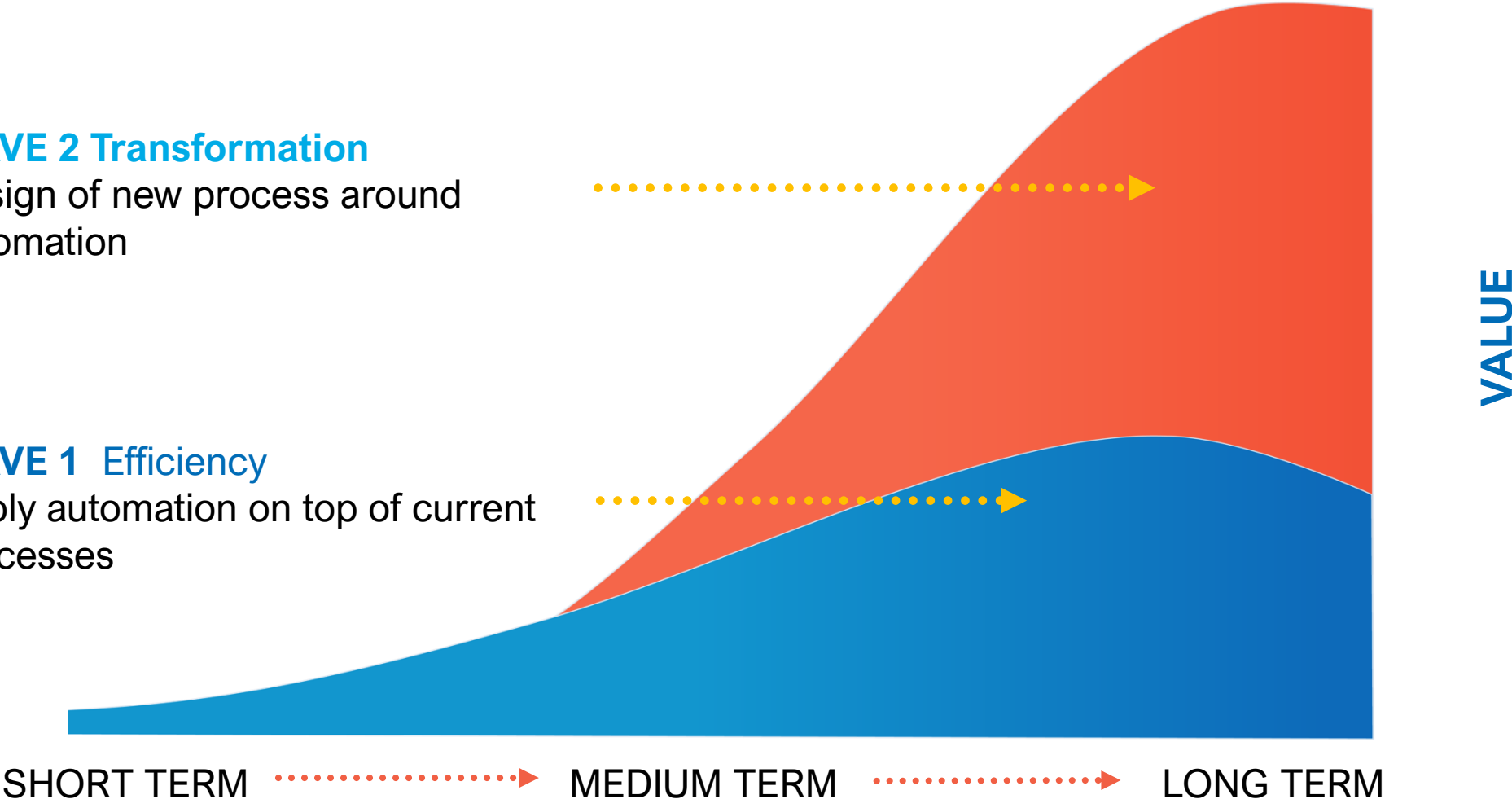
WAVE 2 Transformation

Design of new process around automation

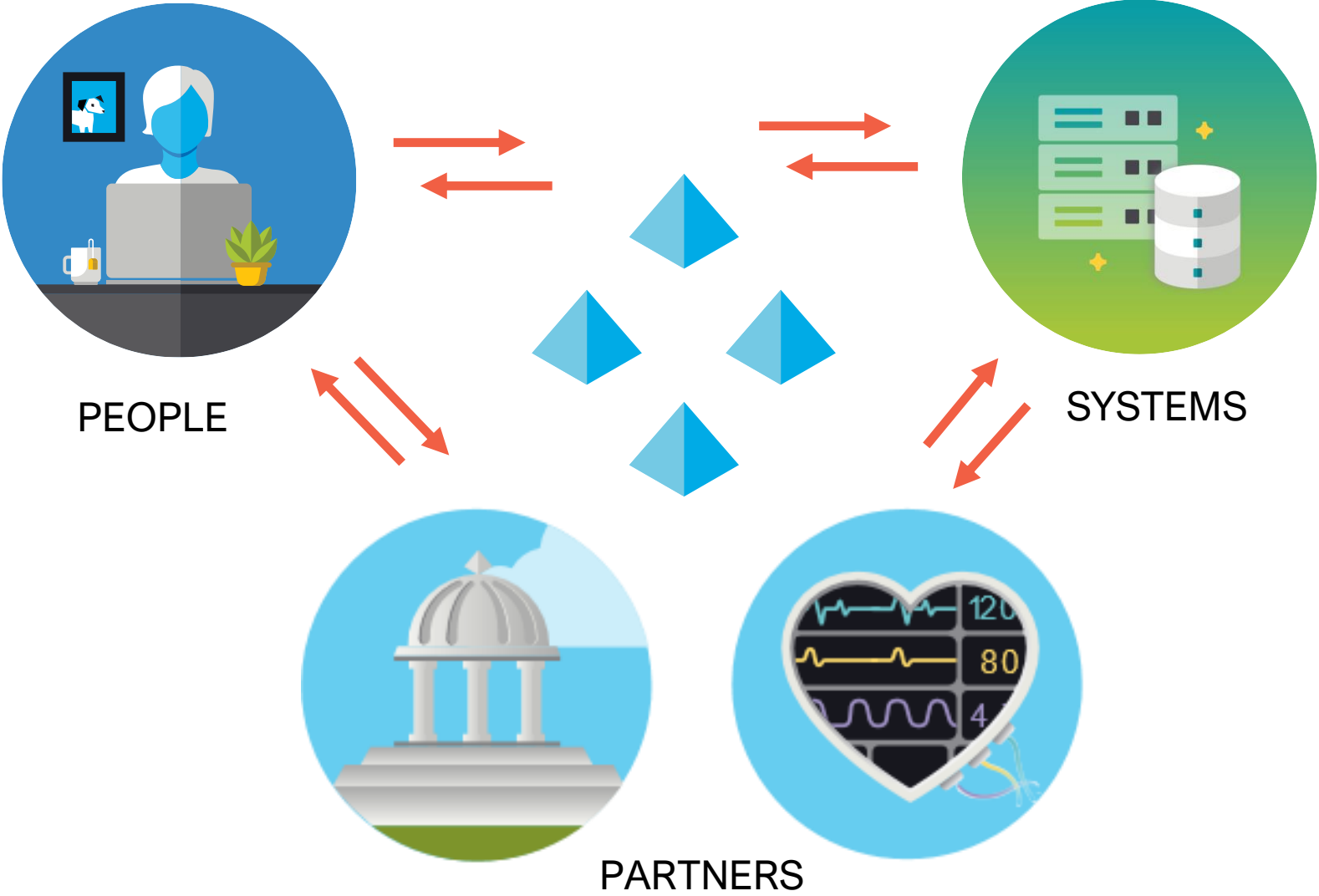


WAVE 1 Efficiency

Apply automation on top of current processes



Intelligent Automation for Public Sector



The role of automation in partnership working across Integrated Care Systems: **SNEE RPA Programme – the ICS**

- What is an integrated care system (ICS)?
- What types of organisations or partners are engaged in an ICS?
- Suffolk & North East Essex ICS (SNEE)

 Suffolk & North East Essex Integrated Care System



The role of automation in partnership working across Integrated Care Systems: SNEE RPA Programme – year 1 partners

 Suffolk & North East Essex Integrated Care System



The role of automation in partnership working across Integrated Care Systems:

SNEE RPA Programme – our vision

SNEE has a key role in connecting partners to work together at scale around the key strategic areas that are essential in ‘enabling’ transformation of health and care delivery at the frontline. These are: Workforce, Finance, Estates and Digital. We believe that the SNEE RPA programme will have a positive impact on all these strategic areas.

- **form a SNEE RPA strategy that delivers benefits not only for partner organisations, but also helps achieve system wide ambitions**
- **create a delivery model for automation and deliver RPA technology and resource into partners with no RPA capability**
- **share RPA knowledge and expertise**
- **agree an RPA workforce model including the introduction of shared apprentices**
- **creating a blueprint that will establish a rolling year-on-year road-map that can attract funding**
- **create a framework that satisfies governance arrangements, regulatory policies and legal requirements as they affect partner organisations at either a local or national level**

The role of automation in partnership working across Integrated Care Systems: **SNEE RPA Programme – year 1 roadmap**



The role of automation in partnership working across Integrated Care Systems: **SNEE RPA Programme – Challenges**

What challenges are we facing together?

- **Co-ordinating project workstreams within multi-faceted, variable paced organisations**
- **Information Governance models**
- **Data Protection / Sharing protocols**
- **Project prioritisation**

The role of automation in partnership working across Integrated Care Systems:

SNEE RPA Programme – Benefits

The benefits fall into two categories:

Strategic

- **Focus and Optimisation**
- **Visibility**
- **Centre of Excellence**
- **Workforce Modelling**

Operational

- **Co-production**
- **Development Support**
- **Professional Development**
- **Estate Marketplace**