



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

UK Authority: Integrating Digital Health & Care 2023

How do we ensure we have the best possible information to deliver the best possible care?



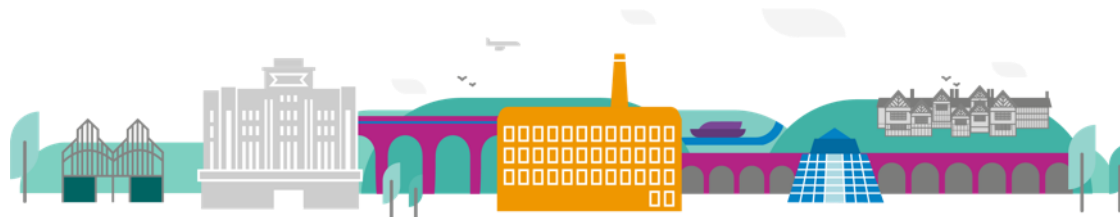
What is the problem we are trying to solve?

- Can we develop a digital solution to improve hospital discharge, improving outcomes for patients and make better use of our resources?
- In Stockport, working with Manchester and Oldham, we are exploring if we can develop a common solution that could be rolled out further.
- We want to know if the challenges we face are common, specifically the challenges around data – data sharing and agreed insight to support decisions around capacity and demand.
- Is our data “digital ready” to support the development of a solution?
- Is our workforce ready to use the data available to them?
- Can we also use this data to support longer term planning e.g. Winter preparations?
- Would anyone else be interested in working with us as we build a prototype?



Challenges

- The intermediate care system faces significant challenges across the country, demand for social care is growing with corresponding increases in spending.
- People, with no criteria to reside, are spending too long in hospital beds creating issues with flow. This in turn is costing the health and care system.
- When people are ready to be discharged from hospital, but require some support or placement, there are often delays due to a lack of joined up intelligence which hinders decision making.
- The data required is held by multiple organisations, bringing additional challenges.
- It can be difficult to get to an agreed “single version of the truth”, with lots of manual methods for bringing together the required intelligence.
- The data is often stored in ways that restrict opportunities for automation. For example unstructured information, spreadsheets, emails etc.



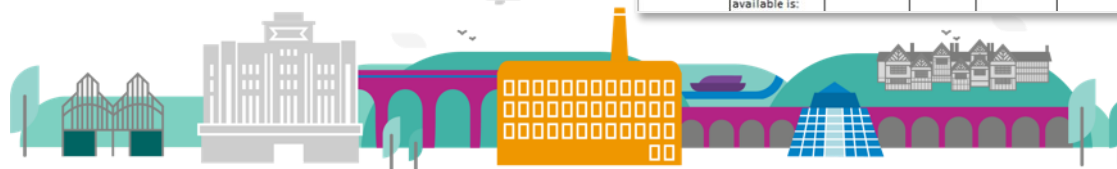
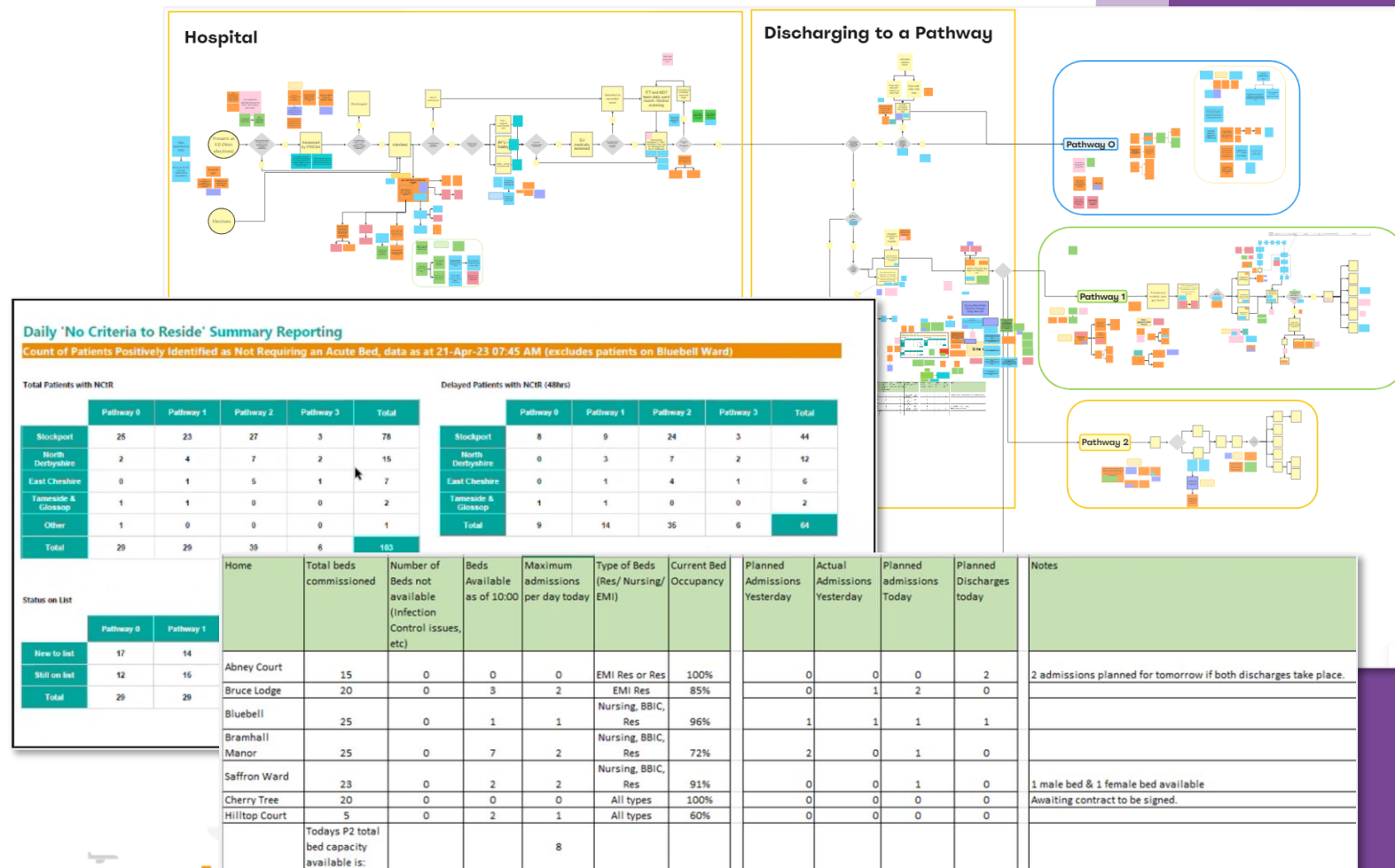
Opportunities

- We want to explore if we can create a common dataset and/or digital tool to better understand the capacity and demand across the system.
- This will support day to day decisions to help improve outcomes for patients/clients but also will help localities use available capacity and resources more effectively. As the dataset grows it will also support longer term planning decisions.
- We also want to see if we can use the same data to track an individuals journey/plans to better support proactive journey management.
- We have had a successful Local Digital Fund bid to support a Discovery project that will test our hypothesis, with a prototype to follow.
- By the end of our discovery, we hope to have confirmed that the process and data capture is similar across the three areas (Stockport, Manchester & Oldham) and we can create a common single dataset that we could then use to develop a digital solution to this problem.



What have we been doing?

- Process mapping, but with a particular view on the available data.
- Review of existing datasets, dashboards etc.
- Conversations with:
 - System leads/suppliers
 - Data leads
 - Social workers
 - Discharge teams
 - Managers
 - Information Governance
- Started to design the prototype

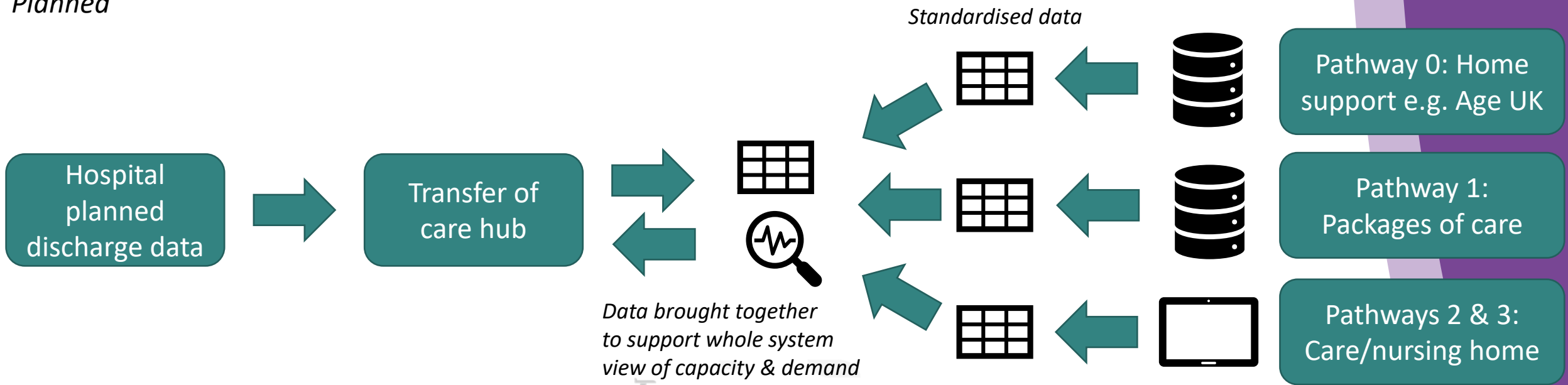


Prototype development



Current

Planned



Data brought together to support whole system view of capacity & demand

Standardised data

Tool for care homes, also useful for operational decision making



Key Development Principles

- Importance of **user input** throughout design & development

- Working with users at all stages in the design, from development through to pilot, to ensure it aligns to needs

- Centering **data ethics** and **information governance**

- Working with the IG teams from the outset and throughout design & development
- Working with families? Consider ethics of what data should be included as well as meeting requirements

- Using **open source** and **iterative** development

- Sharing code and design, aligned to GDS (Government Digital Services) principles

- Working **with** existing systems

- For example, using a single sign on to remove barriers to access and login

- Value of **working collaboratively**

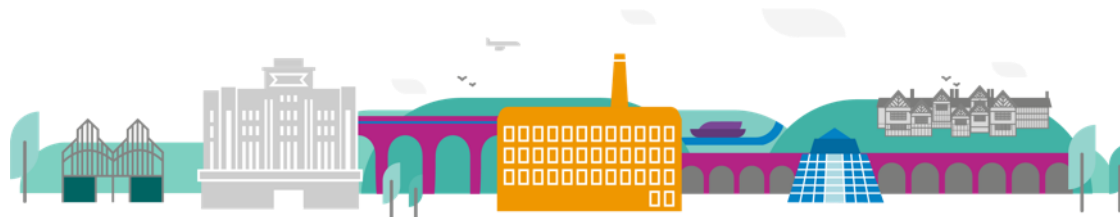
- Bringing together data, front-end technical teams and the services
- Building collaborative relationships to enable data sharing across the health and social care system

- Share in the open

- Business case, user journey, common data model etc. will be published, with blogs, conference attendance, showcases etc.

Next steps

- Review existing software solutions – has this already been solved?
- Identify any other hospitals/councils that already have solutions in place for all/part of the hospital discharge process.
- Cross reference Stockport, Manchester and Oldham's processes and data.
- If there is a common solution, submit a bid for additional funding (up to £350k) to further develop the prototype – are there any other councils that would be keen to take part?
- Begin publishing our findings in the open, starting with a blog on the Digital Stockport page
- Tackle some of the easy wins we have identified e.g. API issues, hospital team access to social care system, auto-archiving spreadsheet data to build history



Thank you

Please get in touch if you would like to find out more, have some useful insight to share and/or are interested in joining our bid.

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