**Leading and enabling digital innovations
for citizens and services within
health and social care**

UK Authority 10th May 2023

Dr Margaret Whoriskey
Head of Technology Enabled Care &
Digital Healthcare Innovation

Enabling, Connecting and Empowering: Care in the Digital Age

Scotland's Digital Health and Care Strategy

Scottish Government and COSLA

Aim 1: Citizens have access to, and greater control over, their own health and care data – as well as access to the digital information, tools and services they need to help maintain and improve their health and wellbeing.

Aim 2: Health and care services are built on people-centred, safe, secure and ethical digital foundations which allow staff to record, access and share relevant information across the health and care system, and feel confident in their use of digital technology, in order to improve the delivery of care.

Aim 3: Health and care planners, researchers and innovators have secure access to the data they need in order to increase the efficiency of our health and care systems, and develop new and improved ways of working.

Digital Health and Care Strategy

Since its inception in 2015, the Technology Enabled Care Programme has systematically built the foundations, both digital and cultural, that have enabled Scotland's citizens to benefit from the range of digital public health and care services.

- **Creating conditions and foundations** to foster innovations and drive forward local deployment and growth to facilitate transition to routine

- **Cross sector leadership/collaboration** and co ordination with national delivery partners

- **Once for Scotland** driving efficiencies, national models, procurement, knowledge exchange and evidence

- Centre of **cross sector excellence /expertise** – building capability

Digital Health
& Care Scotland

TEC Portfolio includes:

From Innovation to national scale up – Improving access, care and well being

- Near Me – video conference

- Connect Me - Remote Health Pathways

- Digital Mental Health
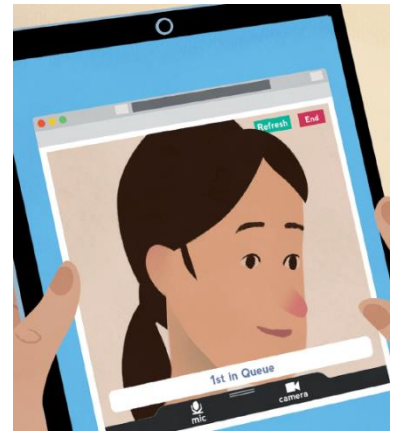
Prevention, Proactive Care and Place : service design and transformation

- Transforming Local Systems

- Social Care, Telecare and Housing

Addressing inequalities and promoting inclusion

- Digital Lifelines

- Digital Inclusion

Near Me

Near Me is software which provides a platform for remote video consultations.
The Near Me programme is concerned with building a central resource platform and keeping this up to date.

The programme goal is that Near Me can be an option across health, social care, housing and the wider public & third sector, wherever clinically appropriate.

The programme is also focusing on scale up a group consultation functionality, support the redesign of clinical services and make video calling accessible for protected groups.

Digital Health & Care Scotland

Total Number of Near Me Consultations
Jan 2020 – Jan 2023
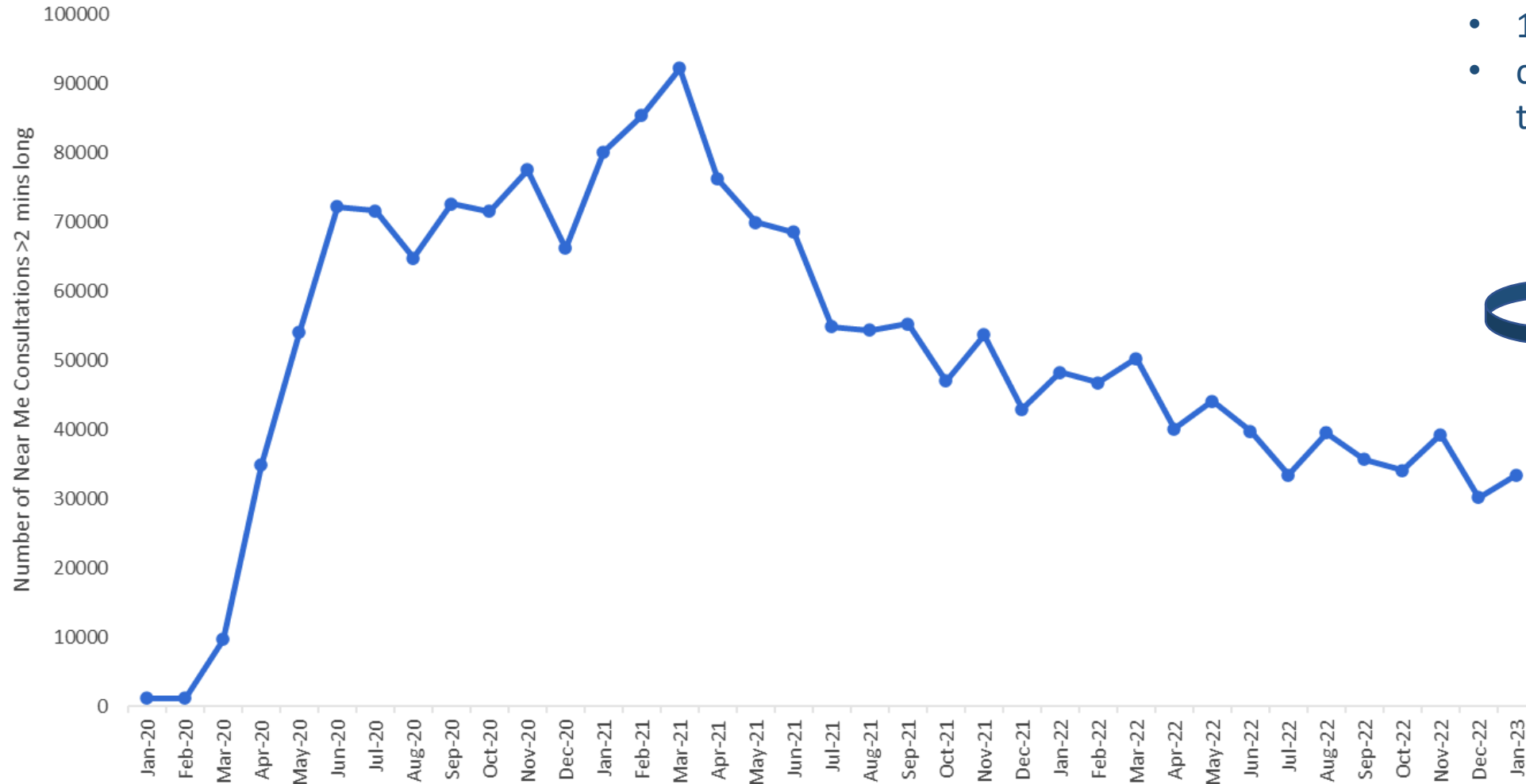
- 1,892,188 consultations
- c 64 million miles of travel saved

24K times round the world

Advantages of using Near Me*
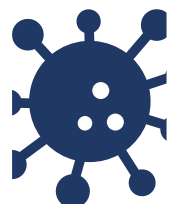
Near Me

79% I saved time

52% I saved money

50% I did not have to take so much time off work / usual activities to attend

43% I had less chance of catching an infection than at a face to face consultation

83% I did not have to travel to a consultations

42% It is better for the environment

14% It was easier to have a relative / carer with me in the consultation

30% Seeing me at home made it easier to explain my situation

41% It improves my access to services

Raw data now available by NHS Board

*Percentages are of those who answered the "Advantages of using Near Me" Question

Connect Me

Connect Me delivers remote monitoring for long-term health conditions, enabling citizens to receive, record and relay relevant information about their current health and wellbeing. It allows citizens to take more control and responsibility for their health, while reducing time spent travelling and attending appointments.

Connect Me aims to scale up its delivery of remote Blood Pressure monitoring in primary care and expand its monitoring services for other long term health conditions such as Asthma, heart failure and pulmonary disease.

Cumulative recruitment to Blood Pressure Monitoring pathways
(12 month rolling chart)

Number of activations

| Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |

45539   47086   48460   52994   54611   55804   57526   59556   61593   63572   66055   69095
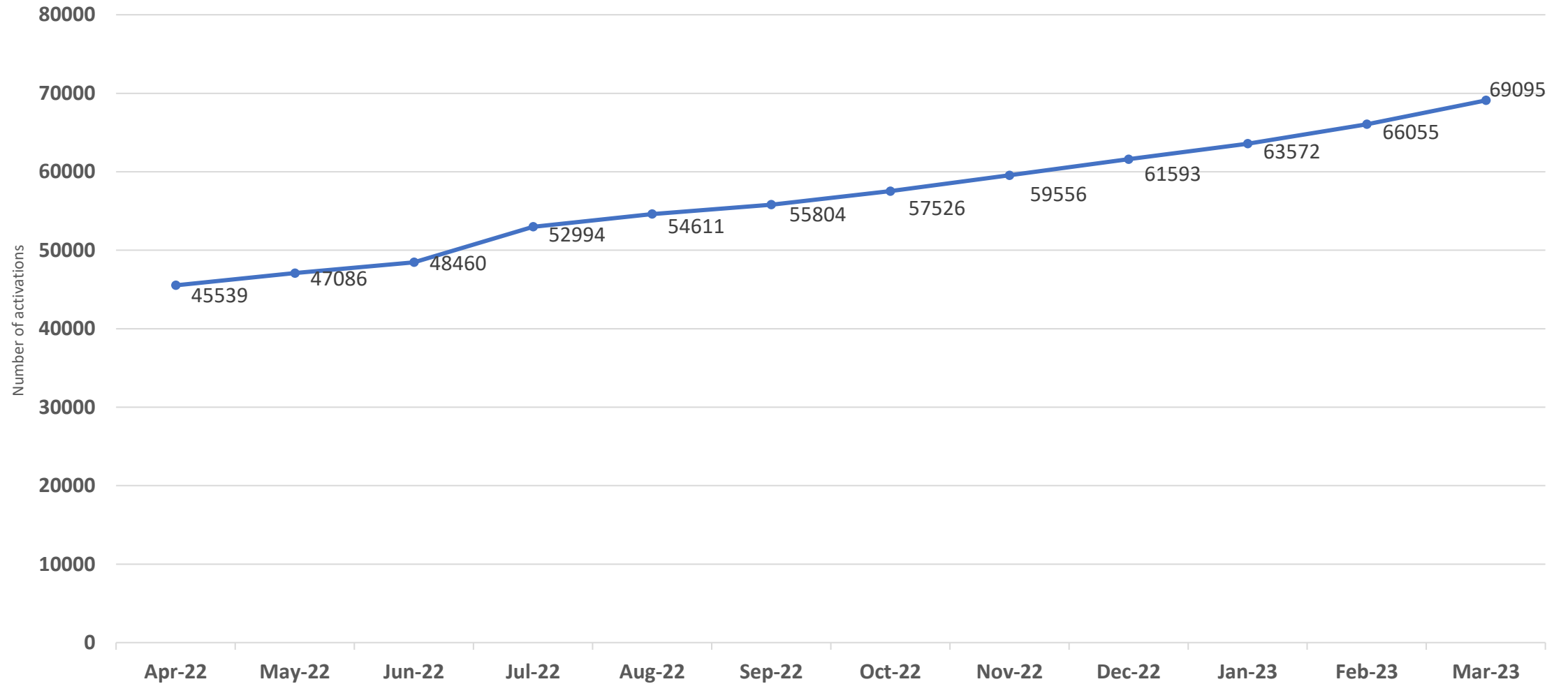
Provisional Data (Missing/incomplete data are being updated as received from Health Boards monthly in relation to Florence activity reporting)

Digital Mental Health

Digital Mental Health is working to support the increased demand for digital mental health services including the Delivery of digital therapy.

This programme will; increase the number of digital Cognitive Behavioural Treatments (CBT) available, including Expanding Child and Young Persons CBT services, developing video enabled therapy via Near Me for this audience, publishing a national wellbeing site on NHS Inform and recruit new mental health teams in the Territorial Boards.

Digital Mental Health Scale of Use

Digital Therapies Year on Year

Year	Value
15/16	5247
16/17	7137
17/18	12863
18/19	17660
19/20	24515
20/21	40846
21/22	60410
22/23	70026
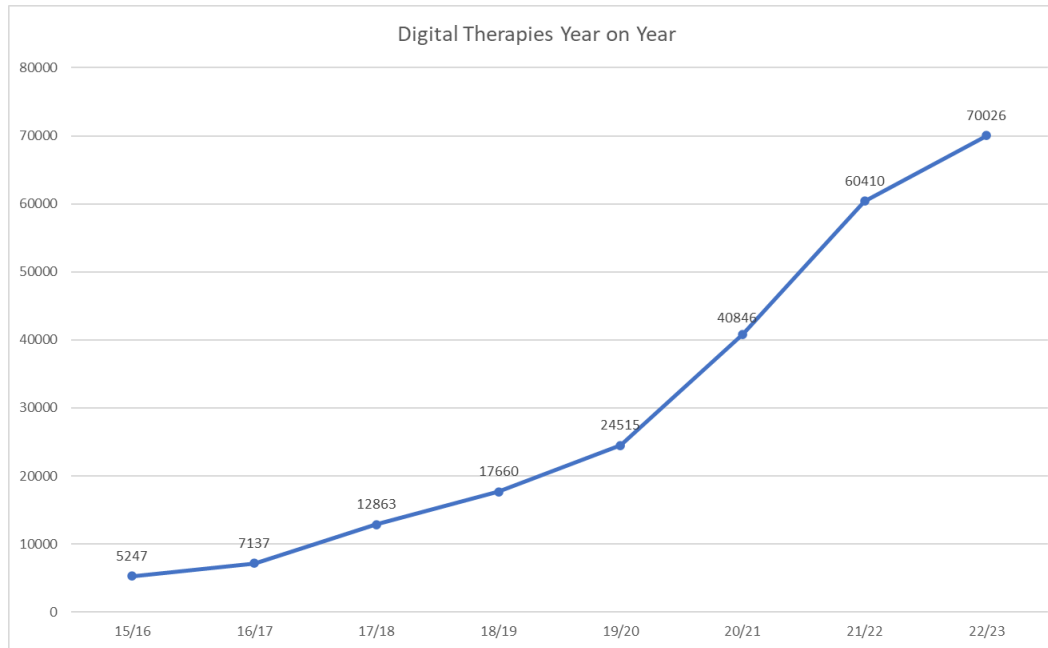
70,026 referrals to Digital Therapies in last 12 months

85% of referrals come from GPs with **38,777** through self-referral

Psychology Receives 123,000

With **user satisfaction of 91%** for cCBT

Suicide ideation of over 4,000 citizens monitored per month

Online digital self-help accessed 432,978 times in last year

Over 18,600 video consultations carried out per month

Unsupported Digital Therapies (self-referral) Year on Year

Year	Value
15/16	0
16/17	0
17/18	0
18/19	0
19/20	0
20/21	7520
21/22	23698
22/23	38777
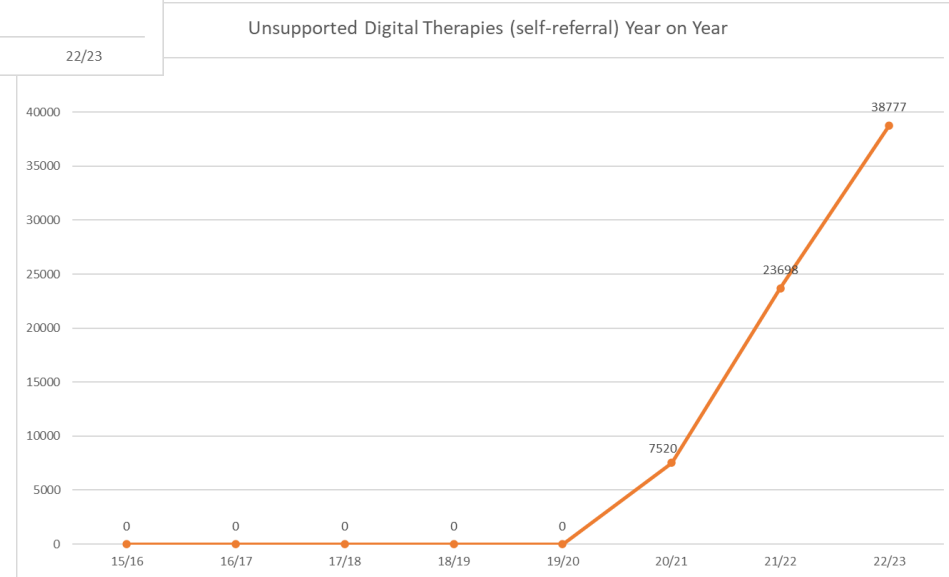
Digital inclusion in Care Homes (end of phase 1)

75% of all Scottish Care homes

91% of care home residents

Sector uptake
(sector share)

- Independent 61% (59%)
- Public 18% (18%)
- Third 21% (23%)

Wifi in care home

- No: 9%
- Only partial coverage: 36%
- Available throughout home: 55%
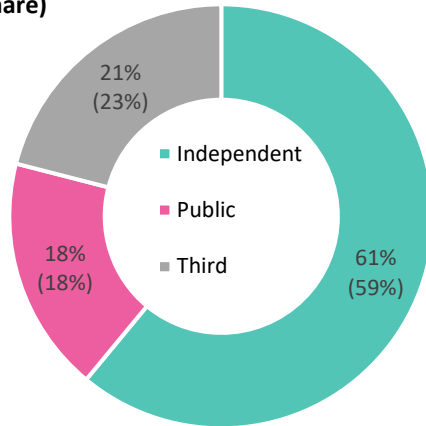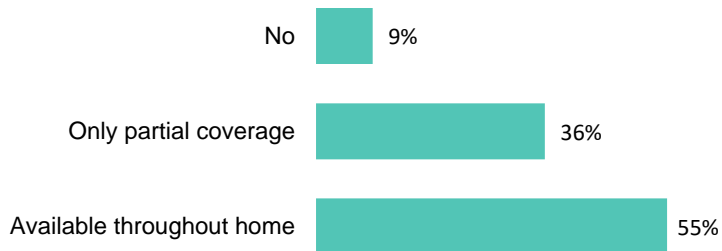
Uptake by registered specialist area

- Alcohol & Drug Misuse: 93%
- Bloodborne Virus: 100%
- Children & Young People: 34%
- Learning Disabilities: 62%
- Mental Health Problems: 53%
- Older People: 80%
- Physical and Sensory Impairment: 85%
- Respite Care: 57%
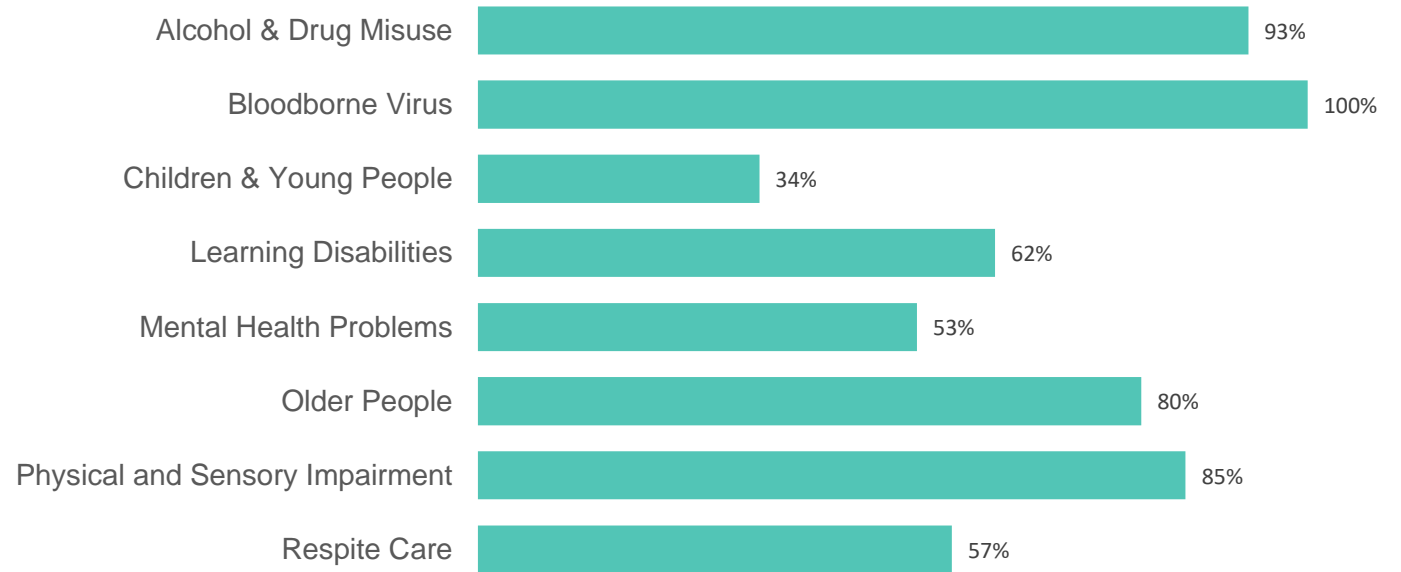
A £1.5M programme of work

Dispatched to 1034 care homes
1971 iPads (749 Mifi devices)

132 homes had no devices
(approx. 9% of all homes)

impacting 3,500 residents
(approx. 10% of resident population)

TEC

Digital Health
& Care Scotland

TELECARE IN SCOTLAND

Est **170,000** people have telecare provision

Est **45,000** people **housing providers** and others

Est. **130,000** people provided by **32 HSCP/Local Authority Telecare Services**

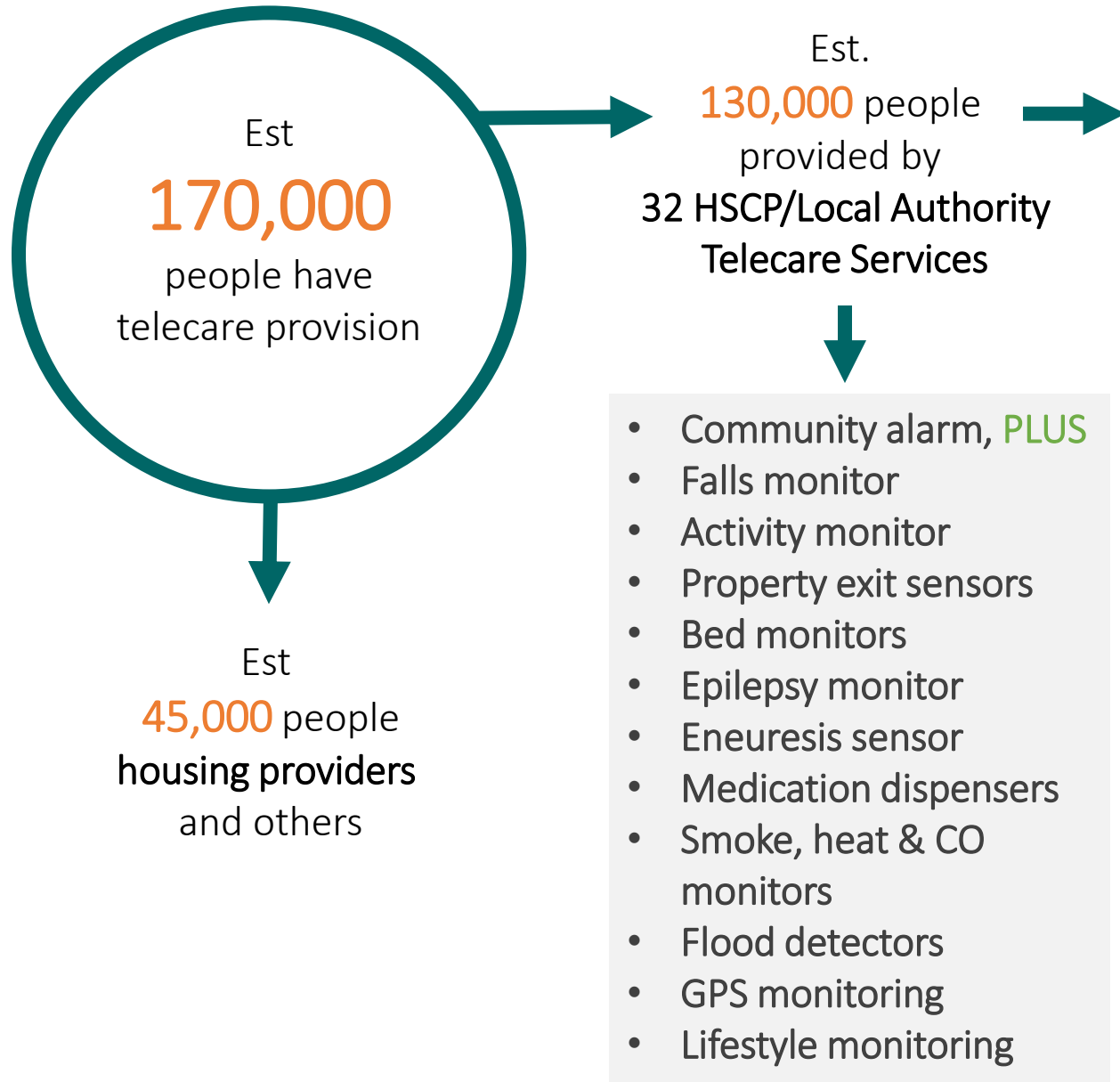- Community alarm, PLUS
- Falls monitor
- Activity monitor
- Property exit sensors
- Bed monitors
- Epilepsy monitor
- Eneuresis sensor
- Medication dispensers
- Smoke, heat & CO monitors
- Flood detectors
- GPS monitoring
- Lifestyle monitoring

- National uptake for **75+ group** is **20%** (range across HSCPs is 10-35%)
- Call handlers across Scotland manage around **5 million** alarm calls per annum
- Around **two-thirds** are **not in receipt of home care**
- Integrated authorities spend circa **£39m per annum** to provide telecare – this generates benefits of around **£99m per annum**

What is PainChek?

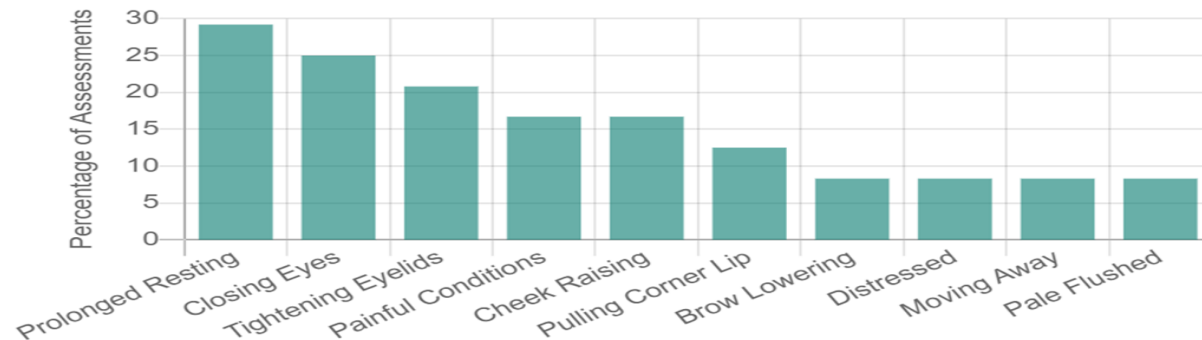PainChek® is an app which uses facial recognition and artificial intelligence (AI) technology to assess pain in people who are unable to verbalise pain
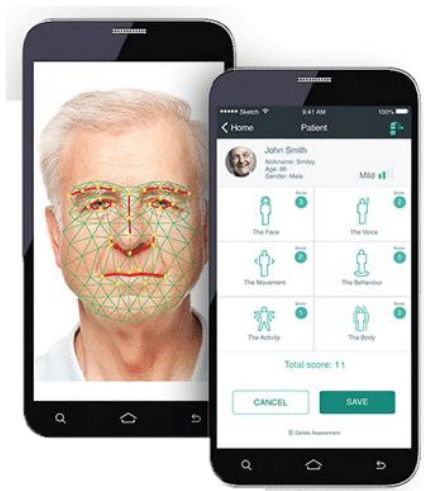
Scoring Domains
- Facial analysis
- Behavioural
- Activity
- Voice
- Movement
- Body

Pain Behaviour Profile 25 Apr-24 Jul ⓘ

Identify & quantify pain

Person centred approach

Digitally document and track interventions

Reduced subjectivity

Time saving

Impact: Quality of life

Falls
Initial reduction (first 12 weeks) of 75%
Overall reduction (24 weeks) of 42%

Stress and distress
Initial reduction of 42%
Overall – no change

Body Mass Index (BMI)
Half of residents had an increased BMI at end of project

Dependency
Half of residents had a reduced dependency score at end of project

Housing

The housing programme is closely linked with telecare because of the shared need for transition to digital by 2025 for many types of support services offered in the housing sector.

There is an emphasis with this programme to challenge the status quo in housing and shift cultures and practices, to embracing digital to embed more preventative support of residents, and to use good practice learning examples to inspire organisations across the sector to follow suit, in order to, ultimately, impact over a million people.

Digital Lifelines
SCOTLAND
Saving lives through connections

Scottish Government
Riaghaltas na h-Alba

SCVO

Simon Community Scotland

SCOTTISH DRUG DEATHS TASKFORCE

DRNS
DRUGS RESEARCH NETWORK SCOTLAND

Digital Health & Care Innovation Centre

TEC

TURNING POINT SCOTLAND

CONNECTING SCOTLAND

COSLA

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27 organisations supported over **1000** people to be digitally included

Aberdeen . Dundee . Glasgow . Edinburgh . Fife . North - East - South Ayrshire . Angus . East Dunbartonshire . East Lothian . Midlothian . Highlands . North - South Lanarkshire . Perth & Kinross

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27 sensor technologies

22 mobile applications

identified and studied

4 areas of practical research & development have been supported

A collaborative workshop engaged

45 participants from policy and the wider sector

55 Digital champions trained

"Technology is used for human connection; finding information; support for health and well-being and feeling included *- DRNS research*

186 people participated in surveys, service mapping, interviews, and focus groups

Digital Inclusion

Adults living in the most deprived areas are approximately twice as likely to have common mental health problems

Only 14.4% of people engaged with community mental health rehabilitation (CMHT) use the internet

16% of the UK population are unable to use the internet and their devices by themselves

Tenants in the social rented sector less likely to have internet access

~1,170,000 live in social rented housing

Mental Health

Digital Inclusion Learning

Housing

Create a shared understanding of digital inclusion in health and social care and identify a sustainable service model(s) that addresses digital exclusion and supports delivery of the Digital Health & Care Strategy.
Learning by doing (SAtSD): Mental Health and Housing.
Consolidating wider learning across programmes.

People have **greater access to digital solutions** that can support them in their health and wellbeing and have **increased awareness** of available supports.

Health and social care **culture/practice** is increasingly digitally connected, strengthened in **enabling digital choice** and in developing **digitally inclusive services**.

A **shared understanding** of digital inclusion across health and social care is created through learning with **appropriate, sustainable models and approaches** developed.
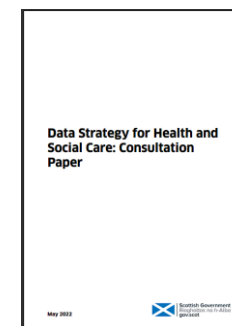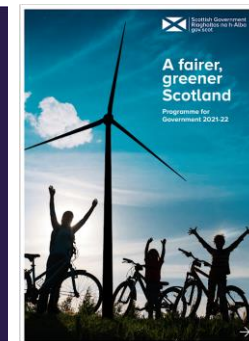
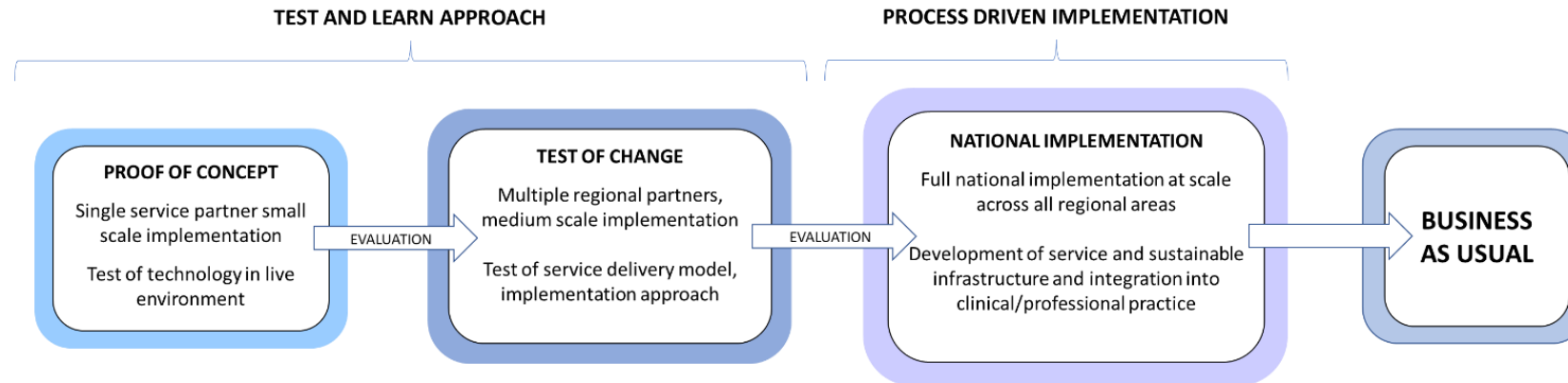# Digital Front Door Programme

AIM

To establish:

"**…**a fully interactive 'Front Door', both online and via mobile, into a range of different services across health and care.

This will be a way in to both digital and physical services across the statutory, third and independent sectors, making it more convenient to access timely services across a choice of channels.

TEC Methodology Paper

Paper drafted detailing implementation approach, providing oversight into approach taken across TEC Programme areas

TEST AND LEARN APPROACH **PROCESS DRIVEN IMPLEMENTATION**

PROOF OF CONCEPT

Single service partner small scale implementation

Test of technology in live environment

EVALUATION

TEST OF CHANGE

Multiple regional partners, medium scale implementation

Test of service delivery model, implementation approach

EVALUATION

NATIONAL IMPLEMENTATION

Full national implementation at scale across all regional areas

Development of service and sustainable infrastructure and integration into clinical/professional practice

BUSINESS AS USUAL

Approach consisting of iterative phases of development transitioning from test and learn approach into process driven national implementation

5 distinct phases; start up, initiation, iterative delivery, sustainability, BAU

Work consisting of significant levels of engagement, service transformation, design and redesign, running in parallel with complex IT system implementation and cultural change

@TECScotland

@DigiCare4Scot

Margaret.Whoriskey@gov.scot

www.tec.scot