

**Fife Health
& Social Care
Partnership**



Supporting the people of Fife together

Digital Strategy 2024-2027

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Foreword

Helping people to stay well and live well is at the core of all services within Fife Health and Social Care Partnership (HSCP). The Partnership's Strategic Plan 2023 to 2026 sets out how services will be delivered, and digital systems and solutions play an integral part of this work providing the technology and tools to support it. Fife HSCP has taken the decision to develop a Digital Strategy to focus on developing our digital capabilities.

Having our own Digital Strategy is an important step for the Partnership and we believe it will help us transform and enhance the services we deliver. Digital systems and solutions can help us streamline administrative tasks, manage records efficiently and automate processes that require little or no human intervention enabling us to focus on quality of care and delivery. It can enable better communication and collaboration, further expand our use of remote consultations, and facilitate secure information sharing across all our providers. Digital solutions can provide quick and easy access to information, empowering us to make informed decisions, with an emphasis on enhancing and tailoring a more person-centred care approach.

Our Digital Strategy will also contribute to meeting the Partnership's climate change responsibilities. A reduction in our carbon footprint will be evidenced by the introduction of solutions which will enable online access to services, self-help information and apps and virtual consultations. Additionally increased use of digital solutions will accelerate the move to the paperless office.

We know that digital devices and applications can monitor health remotely, tracking vital signs and other health indicators enabling early detection of potential issues and facilitating early intervention. We want to exploit this technology within Fife HSCP, transforming how we use digital to be inclusive, thus reducing digital exclusion.

We have vast amounts of data which can be analysed to identify patterns, trends and insights and we want to better use this information to improve our services.

We are confident digital technology has the potential to improve the quality, efficiency, and accessibility of health and social care services, leading to better outcomes for the people of Fife.

This Digital Strategy has been developed in collaboration with colleagues from Fife NHS Digital, Fife Council Business Technology Solutions (BTS), and representative colleagues from across the Partnership, the independent and third sectors and NHS Fife and Fife Council – our thanks go to all those involved.



Nicky Connor
Director, Fife Health & Social Care Partnership

Executive Summary

This is the first Digital Strategy for Fife HSCP and seeks to improve access for the people of Fife, enhance our staff experiences and promote better systems integration across the Partnership. It outlines our vision to introduce inclusive digital solutions which will improve the delivery of integrated care and enhance health and wellbeing outcomes for the people of Fife and contributes to climate change targets.

Our aim is to foster a digital-first mindset and culture, ensuring that digital approaches are considered from the beginning of any project or initiative and that those initiatives are as inclusive as possible using Equality Impact Assessments (EQIA). Our guiding principles seek to ensure our solutions are developed in collaboration with our partner organisations and are integrated, inclusive, secure, reliable, trusted, and ethical. Of paramount importance is our need to work with those partners to allow information to be shared across both health and social care sectors – this embraces our ‘tell us once’ motto.

We will seek to re-use digital systems and solutions where we can, enabling person-centred approaches and data-driven decision making with a focus on benefits. Our strategic goals take direction from current national initiatives and are aligned to the Partnership’s Strategic Plan. The majority of our underpinning strategies recognise the need for digital solutions.

Our strategic actions, if agreed, will build on current digital solutions, implement new inclusive solutions and alternative care models.



Audrey Valente
Chief Finance Officer/Digital Lead

Introduction and Context

A need has been identified by the Partnership for its own organisational digital strategy, one which reflects its digital needs now, and in the future. However, one of the biggest challenges the Partnership faces is the interoperability of the many business systems spanning health and social care in Fife, and the sharing of information, data, and digital deployment resources. The Partnership relies on its parent organisations to provide digital platforms, technology, data informatics and to deliver the technical aspects of digital transformation on its behalf.

A considerable amount of work has been, and continues to be, progressed on the digital front within the Partnership, and this strategy is designed to build on, enhance and improve initiatives already underway, as well as introduce new ones. We will recommend the way ahead for digital, ensuring that both current and new initiatives are joined up, inclusive and aligned to the Partnership's strategic priorities and the national direction for digital.

As part of the development of this strategy we have consulted with our staff and the people of Fife to ensure inclusivity and representation, and the insights gathered have shaped our strategy.

National Direction

Ensuring alignment with the current national direction has been key in developing this strategy. The key findings are highlighted below.

Linking to the Scottish Government's Health & Social Care Delivery Plan, the National Digital Platform will bring together digital components and services making it easier to build or enhance

technology solutions for the public sector in Scotland. The end goal is to enable seamless integration and sharing of health and social care information, improving co-ordination, efficiency, and outcomes for individuals.

Scottish Government's "My Health, My Care, My Home" Framework sets out the requirement to "fully embrace the digital world and use data and technology appropriately to enable people to live well." This work also helps to build digital skills, confidence, and awareness of technology opportunities for staff, service providers, and those they support.

We have paid particular attention to the priorities of Scotland's Digital Health & Care Strategy, Enabling, Connecting and Empowering: Care in the Digital Age (www.gov.scot)

1. Digital Access
2. Digital Services
3. Digital Foundations
4. Digital Skills and Leadership
5. Digital Futures
6. Data Driven Services and Insights.

This strategy recognises it is crucial to ensure that health and care services are integrated and developed with a focus on person-centred, tailored, and individual needs, while also being safe, secure, timely and ethical. It emphasises the need for wellbeing to be safeguarded and enhanced through the greater use of digital technology. The strategy highlights the growing problems caused by digital exclusion, acknowledging that digital inclusion should be at

the heart of what we do. There is a commitment to putting people first and offering digital and non-digital choices to our citizens. Data driven services and insights is a key priority, nationally and locally, and we recognise the need for secure and reliable access to accurate data to increase efficiencies and develop new and innovative ways of working. Using virtual consultations as a choice available for all appropriate appointments and services across health and care is also a national priority, and we plan to continue the growth of this in Fife.

The Digital Front Door is a key commitment in the national Digital Health and Care Strategy to deliver a platform for people to get access to their health and care information and to health and care services, directly. It will allow people to access, self-manage, and contribute to their own health and care information online.

The Care in the Digital Age: Delivery Plan 2023-24 gives a steer on a national delivery plan for 2023/24. The plan aims to ensure that people receive high-quality care that is personalised, safe and effective while also promoting independence and wellbeing.

The plan focuses on several key areas, including:

- **Digital Health and Care Records**
The government aims to implement a national digital health and care record system that enables sharing of information between different care providers improving co-ordination and continuity of care.
- **Telehealth and Telecare**
The plan aims to expand the use of telehealth and telecare services, helping to reduce hospital admissions and improve

access to care.

- **Digital Skills and Workforce**
The government recognises the importance of developing digital skills among care staff and ensuring they have the training and support to effectively use digital technology.
- **Innovation and Research**
The plan recognises the need for ongoing innovation and research in the field of digital health and care. This includes exploring new technologies and approaches to improve care outcomes and experiences. Overall, this plan seeks to harness the potential of digital technology to transform care services in Scotland.

In alignment with the national direction, we are actively seeking to work more collaboratively with our partner organisations taking account of their respective digital strategies.

Further information about these strategies is available online:

- **Scottish Governments Health & Social Care Delivery Plan**
www.gov.scot/publications/health-social-care-delivery-plan
- **Scottish Government's My Health, My Care, My Home Framework**
www.gov.scot/publications/health-care-home-healthcare-framework-adults-living-care-homes/pages/3
- **Scotland's Digital Health & Care Strategy**
www.digihealthcare.scot
- **Care in the Digital Age Delivery Plan 2023-24**
www.gov.scot/publications/care-digital-age-delivery-plan-2023-24

We cannot develop our strategy without recognising the constant advances in technology, and the need to keep a focus on what is coming next. We must keep abreast of advances in automation, artificial intelligence (AI)*, 5G, Internet of Things (IoT), apps, tools, and products that we increasingly use in our everyday lives, such as smart connected devices in the home and the ever more powerful devices in our pockets.

Access to and working collaboratively with Scotland's Innovations Centres, such as Digital Health and Innovation (DHI) Scotland, will also play a key role in helping us deliver on our strategic digital ambitions. Some of their current work includes the development of an Integrated Health & Social Care Record to support the National Care Service as well as the development of the Right Decision Service, a digital tool that enables people to make safe decisions quickly "on the go" based on validated evidence.

*The Partnership will be guided by the processes and protocols that our partners put in place for AI governance and operation.

Vision and Mission for Strategy

The Digital Vision for Fife Health & Social Care Partnership

“Our vision is to become a digitally innovative Health and Social Care Partnership. By leveraging the use of digital solutions, we will enable our workforce to deliver effective, integrated care that supports improved health and wellbeing outcomes for the people of Fife, promoting self-care and independence.”

Our mission is to actively promote digital solutions across the Partnership to enhance delivery of our health and social care services. This includes not only our adult patients and service users, but also our children and young people. This will be evidenced by an increase in the uptake of technologies such as telehealth, telecare, tele coaching and self-care applications, and ensuring that technology enabled care services are available and accessible, enabling value maximisation and improved models of care.

In addition, we will improve the digital experience for staff ensuring flexible access to the right tools and systems. We will work with our partners to improve system integration and access to information, enabling our staff to deliver services efficiently and effectively with the emphasis being on a person-centred approach.

Below is our strategic framework which provides an overview of our vision, guiding principles, strategic priorities, goals, and actions within this digital strategy.

The Digital Strategy Strategic Framework

Vision	To become a digitally innovative Health and Social Care Partnership. By leveraging the use of digital solutions, we will enable our workforce to deliver effective, integrated care that supports improved health and wellbeing outcomes for the people of Fife, promoting self-care and independence.								
Guiding Principles	Collaborative	Trusted and ethical	Re-use and maximise	Integrated and inclusive	Secure, reliable and sustainable	Benefits	Person-centred	Data driven	Skilled digital workforce
Strategic Goals	LOCAL Ensure, as far as possible, that the people of Fife are digitally connected within their community			SUSTAINABLE Promote and support digital inclusion for those choosing to use digital solutions			WELLBEING Expand on current and provide new digital solutions to support prevention, early intervention and living well at home for longer		
	OUTCOMES Explore and offer digital solutions which will promote dignity, equality and independence			INTEGRATION Increase systems and referral integrations and improve information sharing			DATA INSIGHTS & ANALYTICS Better utilise data by creating management dashboards enabling accurate insights and well-informed and evidenced decision making		
Strategic Actions/ Outcomes	Increase number of consultations using video & use of other self help digital solutions	Embed digital solutions and alternative models of care	Fuller access to digital across health & care settings	Training and support to users of health & social care services	Improve staff experience and training	Systems access & integration			

How our Digital Goals link to the Partnership's Strategic Plan

The goals within our Digital Strategy are clearly aligned to the priorities within the Fife Health and Social Care Strategic Plan and our design principles underpin and support these priorities.

The HSCP Strategic Priorities

LOCAL

A Fife where we will enable people and communities to thrive

- Ensure, as far as possible, that the people of Fife are digitally connected within their communities.

SUSTAINABLE

A Fife where we will ensure services are inclusive and viable

- Promote and support digital inclusion for those choosing to use digital solutions.

• INTEGRATION

A Fife where we will strengthen collaboration and encourage continuous improvement

- Increase systems and referral integration and improve information sharing.



WELLBEING

A Fife where we will support early intervention and prevention

- Expand on current and provide new digital solutions to support prevention, early intervention and living well at home for longer.

OUTCOMES

A Fife where we will promote dignity, equality and independence

- Explore and offer digital solutions which will promote dignity, equality, and independence

Digital Strategy Design Principles

As part of the development of this digital strategy we have established a set of design principles which will help guide the creation of effective and user-friendly digital products and experiences which meet the needs of our users as well as aligning us to national and local strategies.



Collaborative Partner

We will work together with our Partner organisations to achieve the digital goals of the Partnership fostering a culture of co-operation, teamwork and shared responsibility. We will share knowledge, skills, resources and responsibilities to achieve positive digital outcomes.



Integrated and inclusive

We will ensure that everyone feels valued, respected and empowered to contribute. We will strive to bridge the digital divide within Fife promoting equality and social inclusion and seek to address the barriers to digital access and skills.



Person-centred

We will promote better outcomes using digital solutions wherever possible ensuring our service users have a sense of dignity and empowerment as we assess digital needs.



Trusted and ethical

We will ensure our digital solutions adhere to fairness and transparency guidelines. All parties involved in digital delivery will be trustworthy, respect confidentiality and strive for the best outcomes from our digital solutions.



Secure, reliable and sustainable

We will work with our partners to ensure our digital solutions adhere to national and local standards around encryption, authentication and access controls safeguarding against risks and vulnerabilities. We will ensure systems operate effectively and are reliable, resilient, protected against cyber threats and that longevity is considered in all solutions.



Data driven

We will use digital methods to collect, analyse and interpret data to gain meaningful insights and ensure decisions are based on accurate and quantifiable information.



Re-use and maximise

We will work with our partners, to leverage existing digital tools wherever possible, systems and solutions flexing, scaling and adapting them to fit the needs of the Partnership.



Benefits

We will recognise, identify and realise benefits as we implement digital solutions with a focus on cost savings, increased efficiencies and improved access to and accuracy of data.



Skilled digital workforce

We will work to improve workforce digital literacy, technical proficiency and promote a culture of adaptability and continuous learning around all things digital, aligning to our workforce strategy.

The Fife Health & Social Care Partnership's Strategic Plan 2023-26 is available here: [Fife-Strategic-Plan-2023-to-2026.pdf](https://www.fifehealthandsocialcare.org/fife-strategic-plan-2023-to-2026.pdf) ([fifehealthandsocialcare.org](https://www.fifehealthandsocialcare.org))

National Health & Wellbeing Outcomes and Public Priorities

Our Digital Strategy will support the national health and wellbeing outcomes and public health priorities shown in Appendix 1. We will continue to implement solutions to support individuals in maintaining and improving their overall wellbeing by enabling access to online health and wellness resources, fitness apps, and wearable devices which can track physical activity and vital signs. Using virtual services, we will continue to promote remote consultations and monitoring, ensuring timely access to professionals when needed.

Our digital solutions will provide opportunities for social connection and mental health support, reducing isolation and promoting emotional wellbeing.

As part of the Transforming Overnight Care Project, we will implement digital smart home technologies such as sensor technology, voice-activated assistants or home automations systems and use digital to assist with daily tasks enabling people to live independently and with dignity in their own homes for longer. This project will also explore assistive technologies such as mobility aids or communication devices to empower people with disabilities to maintain their independence and participate fully in society.

Using telehealth and telemedicine services we will reach individuals in remote or underserved areas, providing access to healthcare professionals and specialists who may not be available in person.

Work is also underway to develop our digital solutions which will facilitate data collection and analysis to identify and address health disparities across our localities.

We will continue to use digital to protect individuals from harm wherever possible, exploiting wearable devices with emergency response features which can provide immediate assistance in case of emergencies. We will continue to improve digital platforms and access to applications which can provide resources and support for individuals experiencing abuse, violence, or mental health crises, connecting them to helplines, counselling services or emergency contacts.

By leveraging digital tools and platforms we will ensure the citizens of Fife can access healthcare services, manage their wellbeing, and connect with support networks regardless of their location or circumstances.

HSCP Medium-Term Financial Strategy

The financial position for public services continues to be challenging and the Integration Joint Board (IJB) must operate within significant budget restraints and pressures. It is therefore critical that our resources are targeted at the delivery of the strategic priorities identified in the Strategic Plan 2023 to 2026. To support this the IJB has developed the Medium-Term Financial Strategy (MTFS) which sets out the resources available and ensures that they are directed effectively to help deliver the outcomes identified in the Strategic Plan 2023 to 2026. The MTFS will inform decision making and actions required to support financial sustainability in the medium term. This includes transforming how we provide services to ensure these are safe, timely, effective, high quality and based on achieving personal outcomes.

Our Digital Strategy will be delivered in accordance with the MTFS and the funds that are made available to meet our statutory obligations in relation to service provision, and our performance targets in accordance with the National Health and Wellbeing Outcomes for Health and Social Care.



Other Fife Health & Social Care Partnership Strategies

The Digital Strategy is one of 6 supporting strategies for Fife HSCP and is a component of all other supporting strategies.



Full details of those strategies can be found in Appendix 2 and a summary of the digital components are in the table below.

Strategy	High Level Digital components
Workforce	<ul style="list-style-type: none"> ✓ To support a digitally enabled workforce via a digital competency framework ✓ To nurture workplace culture via Digital Champions ✓ To introduce new work styles, ways of working and best practice ✓ To upskill the workforce ✓ Improve access for staff information sharing.
Participation and Engagement	<ul style="list-style-type: none"> ✓ To continue to engage with individuals directly impacted by the changes which will be brought about by the development and delivery of the Digital Strategy.
Commissioning	<ul style="list-style-type: none"> ✓ To embrace the opportunities that digital platforms can provide and implementing digital solutions to increase choice and availability of social care services. ✓ To increase use of technology enabled care, empowering individuals to successfully manage their own care and well-being.

Strategy	High Level Digital components
Primary Care	<ul style="list-style-type: none"> ✓ General Practice. Continue the move of the General Practitioner IT system from EMIS to Vision. ✓ Urgent Care Service Fife (UCSF) <ul style="list-style-type: none"> ▪ e-Consultations via Near Me Technology ▪ Alternative digital solutions for individuals with no access to video calls ▪ e-prescriptions and digital prescribing ▪ Improved digital interface between clinical systems which will ensure that all urgent care consultations can be accessed in a central location ▪ Improved urgent care website allowing self-assessment guidance on how and when to access urgent care and up to date information on seeking the right care, in the right place by the right professional. ✓ Community Pharmacy. Replace the paper prescription will be replaced with a digital solution, providing an easier and more efficient way to order and receive prescriptions. ✓ Dentistry <ul style="list-style-type: none"> ▪ To install digital radiography in clinics ▪ Continue to make use of the liberty converse system on our dental advice line ▪ Make more use of Near Me in the surgical service ▪ Remove the need for paper records ▪ Use of animation to allow children to see how a theatre visit would be instead of having to make two trips to our clinic at VHK. Patient s will access it through a QR code. ✓ Optometry. Explore opportunities to accelerate the implementation of the Openeyes Electronic Patient Record.
Local Housing	<ul style="list-style-type: none"> ✓ To promote awareness of Smart Life in Fife ✓ To develop a TEC Demonstrator Home ✓ To develop one stop shops to promote independent living ✓ To improve the use of Technology Enabled Care to support people living independently in the community.

Strategy	High Level Digital components
Advocacy	<ul style="list-style-type: none"> ✓ To introduce an effective communications strategy that raises awareness of services using digital communications. ✓ To develop online support.
Alcohol & Drugs	<ul style="list-style-type: none"> ✓ Improving levels of digital equality and opportunities for people across all communities ✓ To consider the development of a Fife Alcohol and Drug Partnership App for public use, to help find the right service at the right time ✓ To improve Technology Enabled Support to reach people who previously may have gone unsupported due to barriers presented by face-to-face engagement ✓ Supporting/understanding the work of Reducing Drug Death Innovation Challenge which, aims to develop innovative technologies that help reduce drug-related harms/save lives.
Carers	<ul style="list-style-type: none"> ✓ To use digital technologies to support young carers in Fife by contributing to the costs, and ensuring deprivation and financial hardship are not a barrier to learning and social connections. ✓ To create a carers information website.
Dementia	<ul style="list-style-type: none"> ✓ Develop Subject Expert Senior Practitioners to support the operational Social Work teams by identifying and implementing digital opportunities for people in Fife as well as helping develop a skilled and knowledgeable workforce. ✓ Promote effective use of the current and future technologies which can support individuals with dementia to engage with support and live more independently in the community. ✓ Promote digital inclusion for anyone living with dementia, to support them living at home.
Home First	<ul style="list-style-type: none"> ✓ To utilise digital systems and applications to create a single point of access for care management and build capacity in communities to embed a new model of care. ✓ To utilise digital systems and applications to enable relevant multi agency access to a single Anticipatory Care Plan.
Learning and Disability	<ul style="list-style-type: none"> ✓ To develop a strategy that encompasses digital technology to realise benefits for individuals with learning disabilities.

Strategy	High Level Digital components
Mental Health	<ul style="list-style-type: none"> ✓ To develop a strategy that encompasses digital technology to realise benefits for individuals with mental health challenges.
Prevention and Early Intervention	<ul style="list-style-type: none"> ✓ To provide accessible learning opportunities for the workforce on Prevention and Early Intervention opportunities ✓ To support the use of data in decision making ✓ To adopt a targeted and future care approach ✓ To enable individuals to proactively manage their own health.

Locality plans and locality planning approach.

The Public Bodies (Joint Working) (Scotland) Act 2014 puts in place the legislative framework to integrate health and social care services in Scotland. Section 29(3)(a) of the Act requires integration authorities to work within localities and in Fife we have established seven locality groups which are aligned to the Fife Council local area committees. Health and Social Care Local Action Plans are currently based on improved joined up working across local teams by the staff who have the insight and knowledge regarding delivery of health and social care services in the local community. The locality planning groups focus on changing the way we work to improve health and wellbeing outcomes.

The overarching aims of localities are to:

- promote healthy lifestyle choices and self-management of long-term conditions.
- support people to live healthy well independent lives while living in their own home for as long as possible.
- reducing the number of avoidable emergency admissions to hospital and minimise the time people are delayed in hospital.
- efficiently and effectively manage resources available to deliver Best Value.
- support staff to continuously improve information and the support and care that they deliver.
- support unpaid carers, to reduce the impact of their caring role on their own health and wellbeing.

To achieve the aims, the locality planning groups take a systematic approach to gathering and analysing the data to provide an

accurate and timely evidence base that will influence locality priorities. When reflecting on all the evidence across the seven localities, it is key that to make a positive impact in regard to the Digital Strategy, locality planning groups ensure that people who use health and social care services get the right care and support, at the right time and in the right setting, with a focus on community-based and preventative care.

Current Situation

Within Fife HSCP, we have already come a long way in our digital journey, and we want to continue to capitalise on our existing achievements as well as embracing new initiatives. We must understand what is already in place and working well for us and identify and assess these solutions with a view to customising and integrating wherever possible to align with our service requirements, whilst ensuring that the solutions are inclusive for everyone. Utilising what we have, as well as introducing new, will help us drive innovation and improve efficiencies. We must work together with our partner organisations to tackle a wide range of challenges, from better systems integrations, which will enable more joined up working, to ensuring users of health and care services in Fife have better access to digital means and solutions. The current direction of their work priorities is listed in Appendix 3

Thanks to that collaborative working with our partners and the rapid response to digital during the COVID-19 pandemic, we have adopted digital hybrid working at a fast pace, meaning staff can operate seamlessly between home and office, giving our staff the flexibility, they need to thrive with a good work/life balance.

Working with colleagues in the Housing Plus Programme, we are exploring a wide range of sensor technologies, and in particular smart home digital solutions, enabling our more vulnerable people to interact with their surroundings using voice activation or touch to help with daily activities. The various initiatives are below: -

Details of Housing initiative	Key dates
Promote awareness of Smart Life in Fife (SLIF). The Housing Plus Team have trained all Older Persons Housing (OPH) staff on how to use SLIF so they can encourage tenants to get involved.	Completed
Life Curve Test of Change - Housing Plus Team are working with 5 tenants (in Sheltered Housing) to test the benefits of the Life Curve. This includes digital inclusion through tenants using the Life Curve online offering and regular Near Me video calls from the Housing Plus Team. This is part of a wider project with the HSCP team.	By October 2024
One Stop shops to promote independent living. One stop shop in High Street, Kirkcaldy will provide a tech library. With at present approx. 15 organisations linking with the Independent Living Advice Hub (ILAH) this will provide an opportunity for all organisations to support service users becoming digitally included. Idea is to loan out I-pads and other tech with MiFi (mobile wireless internet) hot spot devices funded through Connecting Scotland to cover digital inclusion aspects.	Completed

Details of Housing initiative	Key dates
Develop a Technology Enabled Care demonstrator home.	By November 2024
Improve the use of Technology Enabled Care to support people living independently in the community Charm 3 - test of change. Will involve working with a small number of tenants to test the benefits of a wearable device that records health data. The intention is to work with a tenant also participating in the Environmental Sensor test of change. Environmental Sensors measure the environmental condition of a home. This will provide the opportunity to test any links with the env condition of a property to an individual's health. This project is on hold at present as the company involved are experiencing changes.	By March 2025
Alexa test of Change. Improve the use of Tech Enabled Care to support people living in the community by developing Alexa in conjunction with Amazon, Scottish Government, Digital Office, Scottish Enterprise, Censis, other Local Authorities (all social care reps). The developed Alexa will have smart properties in addition to a built in I-sim, back up battery and added cyber security. This device will not be available off the shelf. The added resilience will support the opportunity to test the effectiveness of this device to voice activate help to the new digital ARC. This test of change will be carried out in phases as the Alexa device develops. The added functionality will support independent living and if the proof of concept successful a new way of delivering services. There is an opportunity in future phases to integrate care scheduling and repairs systems.	Phase 1 developed devices should be available from March 2024
Online lunch ordering and payment offering to provide an opportunity for tenants to order lunches online.	March 2024
Test of Change - installation of broadband in a new build Very Sheltered Housing complex. This will include broadband, Alexa device with a service charge for the user.	November 2024

Using Near Me, we have an established way of offering online virtual appointments giving choice to our service users.

The Home First Strategy has been agreed by the Partnership in Summer 2023, and digital technology will play a key role in transforming community care models. One of the main objectives of the delivery programme is to use digital systems and applications to create a single

point of access for care management and build capacity in local communities to embed a new model of care.

We will be working with our partners in NHS Fife and Fife Council to explore the best digital technology available to help achieve the Home First outcomes. This will result in streamlined access to community care, excellence in scheduling by ensuring the right person with the right skills visits people's houses therefore reducing footfall. Care co-ordination within localities will result in people being cared for at the right time, in the right place.

Another key aim of Home First is to use digital systems and applications to enable relevant multi agency access to a single Anticipatory Care Plan. This will increase the number of service users with an agreed Anticipatory Care Plan, and the number of agencies that can access the plans to provide enhanced and coherent care.

The Primary Care Strategy has a key priority of embedding and accelerating digital technology solutions (such as Near Me, e-consult) to support recovery and underpin the transformation of primary care, so that it reflects modern needs and expectations. The action plan intends to introduce digital solutions to enhance capacity and support the care delivery model and to ensure the environment is more supportive of digital health innovation, supporting effective collaboration and new ways of working.

More specifically, in the main areas of primary care, there are the following digital priorities: -

- **General Practice**

- Continue the move of the General Practitioner IT system from EMIS to Vision.

- **Urgent Care Service Fife (UCSF)**

- e-Consultations via Near Me Technology improve clinician and patient confidence, effective clinical decision making and enabling multi-disciplinary consultations with individuals and family members not be available to attend local urgent care centres.
- Alternative digital solutions for individuals who do not have access to video calls, can safely and securely send images of ailments during telephone consultations enabling effective clinical decision making for individuals and family members who may not be available to attend local urgent care centres.
- e-prescriptions and digital prescribing allows for prescriptions to be sent electronically to an individual's pharmacy of choosing, with no need for a paper prescription, this is a more secure and efficient way to get urgent access to medication.
- Improved digital interface between clinical systems which will ensure that all urgent care consultations can be accessed in a central location, improving multi-discipline access to health records, more efficient for continued patient journeys and improve security for the transfer of patient records.
- Improved urgent care website allowing self-assessment guidance on how and when to access urgent care and up to date information on seeking the right care, in the right place by the right professional.

- **Community Pharmacy**

- Engage with digital prescribing and Dispensing Pathways Programme which focuses on revolutionising the prescribing and dispensing process in Scotland. Ultimately the paper prescription will be replaced with a digital solution, providing an easier and more efficient way to order and receive prescriptions, creating efficiencies in both General Practice and Community Pharmacy to provide a more seamless patient journey.”

- **Dentistry**

- To install digital radiography in all our clinics, subject to resource allocation.
- Continue to make use of the liberty converse system on our dental advice line which allows us to reach more patients in pain much more efficiently.
- Make more use of Near Me in the surgical service.
- Remove the need for paper records in our dental anaesthetic system.
- Use of animation to allow children to see how a theatre visit would be instead of having to make two trips to our clinic at VHK. Patients will access it through a QR code.

- **Optometry**

- Explore opportunities to accelerate the implementation of the Openeyes Electronic Patient Record system for the community glaucoma service (CGS), to allow better sharing of information between primary and secondary care. The purpose of the CGS is to facilitate the discharge of certain lower risk glaucoma

patients from the hospital eye service and enable them to receive care from accredited providers in the community.

In the last 12 months the Care at Home Service has successfully introduced Carelink for managing service user information to assist with scheduling of care via the Total Mobile Solutions, which has been in place for a number of years. The service is in the process of integrating Carelink and the Liquid Logic Social Work system to realise further benefits.

The Care at Home Service also use telecare solutions for providing community alarms to service users. The Telecare service recently moved over from analogue to digital and worked very closely with the ARC (Alarm Receiving Centre) to ensure a successful upgrade for all users.

The NHS Fife Psychology Service has a long history of excellence in digital innovation. The earliest of these developments was the Psychology Service’s Moodcafe website. Launched in April 2007, Moodcafe was the first of its kind in offering accessible and high-quality mental health and wellbeing self-help resources, for a wide array of difficulties.

Following this, the Service was also the first in Scotland to develop the Access Therapies (AT) Fife Website, a bespoke self-referral portal for its Primary Care Services. Launched in November 2018, the AT Fife website has become incredibly popular and provides the people of Fife with easy access to a range of effective, evidence-based psychological treatments and support programmes, without the need for GP or professional referral. In the coming years, the service will increase the availability of services through the AT Fife portal.

In the last decade the Fife Psychology Service, in collaboration with partners in Scottish Government, has been at the forefront of Technology Enabled Care (TEC) through the delivery of a suite of Digital Therapeutics. These include a range of self and professional-referred web and app-based Computerised Cognitive Behavioural Therapies (cCBTs). These interventions now include depression, generalised anxiety, insomnia, resilience, stress, adaptation, and management of various physical health difficulties. Most of these are delivered in a self-help or supported self-help format, thereby increasing accessibility, reach and potential for self-management. Thanks to Scottish Government funding, 2023 saw the formation of the Service's first dedicated Digital Therapies Team. Future work will look towards enhancing this provision, through activities such as independent procurement to support gaps in service and increase access to effective treatments.

Following the COVID-19 pandemic, the NHS Fife Psychology Service was quick to respond, forming a Service-wide Digital Service Delivery Working Group (DSDWG). The group worked quickly alongside partners in NHS Fife's Digital and Information, and Information Governance departments, as well as with Scottish Government specialists to contribute to emerging national guidance and technologies to support the transition to online services.

Today, the Psychology Service continues to offer a range of fully online and blended treatment options, including online individual and group therapies. The DSDWG continues to support the best use of digital services through development of subject area expertise, quality improvement efforts, and contributions to local and national digital projects. These include the national programme to evaluate

NearMe for group therapies and the pilot of the ConnectMe Remote Health Monitoring pathway for Mental Health.

Below are some key statistics and outcomes:

- Average of 72,000 visits to the Moodcafe website every year, meaning people are better informed about various Mental Health conditions and are empowered to manage these better.
- Nearly 11,000 referrals made through the AT Fife website to date, giving people access to high-quality psychological therapies with the majority of these referral have resulted in treatment.
- Over 3,000 self-referrals to our Sleepio and Daylight digital therapeutics since they were launched in 2020 and over 3,000 referrals and over 2,500 self-referrals for adults and children to our Silvercloud Digital therapeutics since they launched in 2021. People have had near instant access to high quality evidence based therapies. These services have improved access, reduced waiting times and reduced demand on other parts of our services. Most of these referrals translated into active treatments.

Fife Health and Social Care Partnership has been using the 'Smart Life in Fife' self-assessment tool for a number of years now and are currently working to improve the process and increase uptake of the system, which allows service users to get the right advice and personalised solutions to assist them in their daily life, reducing the need for Community Occupational Therapy intervention for non-complex issues. That service is further enhanced by the introduction of the LifeCurve App which is live on Smart Life in Fife and will be rolled out to the Partnership Care Homes within the next six months, and then to the wider Community Care Services. The

LifeCurve App enables service users to plot where they are in the ageing process and introduce techniques to reduce the acceleration of ageing/frailty and to keep on living independently.

The Health and Social Care Portal is being continually improved, most recently a new interface was introduced. The next part of the project will be to link to the Liquid Logic social work system.

The e-Rostering solution is part of a national e-Rostering programme led by National Services Scotland. The system will become the master system for the compilation of rosters, management of leave and time recording for all NHS staff. NHS Digital & Information has started the roll-out of e-Rostering here in Fife and are working with key teams in the early adopter phase.

We are currently developing a new HSCP website which will serve as a comprehensive and accessible platform for the people of Fife to access information, support and services related to their health and social care needs. This will play an active role in supporting people to manage their own health.

In collaboration with our partner organisations, we are enhancing the use of the suite of powerful tools available within Microsoft Office 365 helping us to collaborate, communicate and create like never before in new and exciting ways.

A project has recently been established as part of the MTFS programme to Modernise Administration Services with the outcome to develop a modern and digitally enabled Administration Service in the Partnership which will fit with public expectation.

We recognise all this good work, and our strategy will enable us to

build on this whilst prioritising our digital initiatives in line with our strategic priorities.

Participation and Engagement

Public, staff, and third and independent sector engagement activity has taken place as part of the development of this strategy.

Staff Engagement

Business Needs Identified

The response to our staff engagement was high with 368 staff responding and 2,500 comments made. This was very encouraging. Many comments were positive towards digital and, in particular, the benefits that our Microsoft tools have brought. Staff can clearly see how digital can improve their ability to provide a better service and are keen to see us progress what they see as their digital priorities.

These priorities can be themed as below:

- **Increased access to systems across NHS Fife and Fife Council** – there is inconsistency in the access to systems across the HSCP with some staff having access where others do not. There are restrictions placed on some systems with ‘access only’ rights tied down to either NHS Fife or Fife Council leading to “full picture” information being difficult to establish.
- **Systems Integration** – there is a requirement within most roles to use multiple systems which do not integrate or “talk to each other.” Staff find they are wasting time having to duplicate information across many systems.
- **Enhanced use of data** (utilising dashboard tools) – there is an acknowledgement that we have a lot of rich information stored in multiple ways across multiple systems. Our staff would like to see

tools developed which help us provide real time data and insights allowing them to make informed decisions quickly.

Workforce Needs Identified

Almost half of the respondents (41.2%) highlighted that training is very important in supporting the digital awareness of staff. Many people highlighted that there needs to be more allocated time for staff to be able to do necessary training or work on raising their digital awareness.

Public Engagement

Most of the public engagement took place face to face, however members of the public also had the opportunity to respond to questions online using a QR code or a link which was shared. Public engagement took place across all seven Fife Localities and people were able to give their views in GP surgeries, supermarkets, carer groups, coffee mornings and at a City Conference.

There were four clear priority themes from the public engagement, these include:

- **Wi-fi in Care Homes** – this came across very strongly as a priority issue. There are inconsistencies in the models of wi-fi provision in care homes leading to many residents having no access to wi-fi, therefore no access to digital. This is contributing to the digital exclusion of many and having a direct impact on the mental health and welfare of our residents.
- **Bookable appointments online** – the people of Fife feel that

being able to book appointments online would vastly improve their access to our services.

- **Increased use of monitoring and sensor technology** – the people of Fife see the benefits of this type of technology enabling them to live independently at home for longer and benefiting early intervention of health conditions.
- **Access to information online** – the people of Fife would like to be able to access HSCP information more easily. As well as enhancing our services, this will support people to self-help potentially reducing early-stage referrals.

A high-level SWOT analysis of the output from the Participation and Engagement activity is found in Appendix 4

Action Plan

The priority for the next three years, to 2027, is to actively promote digital solutions across the Partnership to enhance delivery of our health and social care services.

This means completing current projects and initiatives which introduce digital solutions, this will include: -

- increasing the number of consultations delivered using virtual consultations.
- increasing the use of self-assessment tools and other self-help digital solutions
- fuller access to digital across health and care settings
- ensuring digital solutions and alternative models of care are fully embedded across all relevant health and social care services.
- providing training and support to maximise opportunities enabling individuals to successfully manage their own care and wellbeing.

This will be evidenced by an increase in the uptake of technologies such as telehealth, telecare, tele coaching and self-care applications. Ensuring that Technology Enabled Care services are available and accessible will enable us to maximise value and introduce improved models of care.

To progress this strategy, we then must work with our partners to improve system integration and access to information, enabling our staff to deliver services efficiently and effectively with the emphasis being on a person-centred approach. We must also work to improve the digital experience for staff ensuring flexible access to the right tools and systems.

As a result we have agreed with our partners, that our priority action is to create an HSCP Digital Oversight Board which will enable us to build a complete and comprehensive digital picture for the Partnership. Our priority actions as detailed in the following High Level Action Plan, and which are aligned to our partners' strategies, will be governed, and managed via this joint working board. A detailed programme of digital work for HSCP will be created based on this action plan and this will be made available by August 2025.

Patient/client/service user Digital priorities

You asked for	What we need to do	Who we need to work with	Outcomes/what impact will this work have
Wi-Fi in care homes	Establish current wi-fi access status and progress a model, or models, of wi-fi provision in care homes with a view to ensuring access is available to all.	Fife Council BTS	This will ensure that our care home residents can be digitally connected with their families and wider communities, improving their physical and mental wellbeing, and digital inclusion.
Bookable appointments online	Establish current status around online booking systems and apps and progress a prioritised workplan to introduce these to all suitable HSCP services	Fife Council BTS NHS Fife Digital	Providing this functionality will: <ul style="list-style-type: none"> • improve user access, experience and choice. • improve organisational and workforce efficiency, and reduce costs. • reduce the carbon footprint associated with printing and posting, which can be quantified and tracked as part of project implementation.
Increased use of sensor technology	Explore the opportunities for greater use of sensor technology, building on the solutions implemented in Transforming Overnight Care project.	Fife Council BTS NHS Fife Digital	We will support individuals in a more person-centred way helping us to promote independence and living well at home or in a homely setting for as long as possible.
Access to information online	Continue to develop the new HSCP website so that the people of Fife can easily access the right information at the right time regardless of their point of enquiry.	Fife Council BTS NHS Fife Digital	A user friendly HSCP website will enable the people of Fife to: <ul style="list-style-type: none"> • access accurate, up-to-date information about services, self-help/ support and self-referral options • Increase awareness of video consultation options • Improve access to the right service at the right time • Improve awareness of the community chest fund and other opportunities • Improve awareness of our third sector and independent sector partner organisations • Promote HSCP services and roles as a career path/vacancy opportunity. • This will contribute to a sense of empowerment and dignity.

Staff/workforce Digital priorities

You asked for	What we need to do	Who we need to work with	Outcomes/what impact will this work have
Increased access to systems across NHS Fife and Fife Council	Establish requirements for access to systems, identify barriers to access and implement workable solutions that benefit the partnership staff.	Fife Council BTS NHS Fife Digital	Improved access will <ul style="list-style-type: none"> • Improve communication and co-ordination of care, ensuring appropriate, well informed, and person-centred decisions are made. • Reduce the number of times the service user is required to repeat their story. • Create a more digitally enabled workforce with access to the right information at the right time.
Systems integration	Programme of work to explore what systems are currently integrated, identify future integration requirements (or new system requirements) and develop a plan for implementation.	Fife Council BTS NHS Fife Digital	Improved system integration will undoubtedly avoid duplication of effort, remove perceived and actual barriers to collaborative working, and enhance the digital experience and efficiency of our workforce.
Enhanced use of data and analytics	Understand the work under development to implement additional dashboards to aid decision making based on data and analytics. We will ensure this aligns with the HSCP Performance Framework.	Fife Council BTS NHS Fife Digital	Enhanced use of data and analytics will provide better insights to operational service delivery leading to service improvement, increased service user satisfaction and organisational and workforce efficiencies. In the longer-term better insights will improve service user health and care outcomes

Action Plan Indicative Timeline

3 Year Action Plan					
Patient/Client/Service User - Digital Priorities	Links to other programmes / strategies	Description	Year 1	Year 2	Year 3
1. Wif-fi in care homes	Fife Council Digital Strategy Fife NHS Digital Strategy	Investigate and plan to deliver consistent, secure, reliable Wi-Fi access across Fife Care Home estate	●		
2. Bookable appointments online	Fife Council Digital Strategy Fife NHS Digital Strategy	Explore potential digital solutions to enable suitable HSCP appointments to be booked online	●	●	
3. Increased use of sensor technology	Overnight Stays	1. Improve/ extend Technology Enabled Care to support independent living 2. Further rollout of Digital Apps and tools to enable individuals to pro-actively manage their own health	●	●	
4. Access to information online	New HSCP Website	1. Complete development of the HSCP Website 2. Promote awareness of SmartLife in Fife /Lifecurve apps- 3. Expand the use of Near Me technology for e-Consultations	●	●	
Staff/workforce priorities	Links to other programmes / strategies				
1. Increased access to systems across NHS Fife and Fife Council	Fife Council Digital Strategy Fife NHS Digital Strategy	1. Transform Business Administration - Enhance use of Microsoft e.g. Teams, Power BI, Forms, exploring new digital opportunities 2. Continue the move of GP IT system from EMIS to Vision 3. To nurture a digital first culture across the workforce 4. To enable information sharing	●	●	
2. Systems Integration	Fife Council Digital Strategy Fife NHS Digital Strategy Home First Programme	1. Develop our approach to systems integration including improved digital interfaces between systems 2. Create a digital solution for centralised scheduling of appointments for care services			●
3. Enhanced Use of Data	Data Dashboards	Develop digital solutions to enhance the use of data and analytics			●

This plan is linked to the digital guiding principles, the priorities of our digital partners, and the priorities of the HSCP, as demonstrated below

Patient/Client/Service User - Digital Priorities	Links to other programmes /strategies	Links to HSCP					Links to guiding principles								
		Local	Sustainable	Outcomes	integrated and inclusive	Wellbeing	Collaborative	Trusted & Ethical	RE-use and Maximise	Integrated and Inclusive	Secure, reliable and sustainable	Benefits	Person Centred	Data Driven	Skilled Digital Workforce
1. Wif-fi in care homes	Fife Council Digital Strategy Fife NHS Digital Strategy	●	●	●	●	●	●	●		●		●	●		
2. Bookable appointments online	Fife Council Digital Strategy Fife NHS Digital Strategy	●	●	●	●		●	●		●	●		●		
3. Increased use of sensor technology	Overnight Stays	●	●	●	●	●	●	●		●	●	●	●		
4. Access to information online	New HSCP Website	●	●	●	●	●	●	●	●	●	●	●	●		
Staff/workforce priorities	Links to other programmes														
1. Increased access to systems across NHS Fife and Fife Council	Fife Council Digital Strategy Fife NHS Digital Strategy				●		●	●	●	●	●	●			●
2. Systems Integration	Fife Council Digital Strategy Fife NHS Digital Strategy Home First Programme				●		●	●	●	●	●	●			●
3. Enhanced Use of Data	Data Dashboards	●		●	●		●		●	●	●	●		●	●

Patient/Client/ Service User - Digital Priorities	Links to other programmes / strategies	Links to Medium Term Financial Strategy								Links to priorities with NHS Scotland Digital Health & Care Strategy					
		Ensuring Best Value	Whole System Working	Prevention and Early Intervention	Technology First Approach	Commissioning Approach	Transforming Models of Care	Prescribing - reduce waste/realistic prescribing	Bridge the Budget Gap/ Financial Stability	Digital Access	Digital Services	Digital Foundations	Digital Skills and Leadership	Digital Futures	Data Drives services and Insights
1. Wif-fi in care homes	Fife Council Digital Strategy Fife NHS Digital Strategy		●		●					●	●	●		●	
2. Bookable appointments online	Fife Council Digital Strategy Fife NHS Digital Strategy		●		●				●	●	●		●	●	
3. Increased use of sensor technology	Overnight Stays	●	●	●	●	●	●		●	●	●	●	●		
4. Access to information online	New HSCP Website	●	●	●	●	●	●	●	●	●	●	●	●	●	
Staff/workforce priorities	Links to other programmes														
1. Increased access to systems across NHS Fife and Fife Council	Fife Council Digital Strategy Fife NHS Digital Strategy		●		●							●	●	●	●
2. Systems Integration	Fife Council Digital Strategy Fife NHS Digital Strategy Home First Programme		●		●			●			●	●	●	●	
3. Enhanced Use of Data	Data Dashboards		●	●	●			●	●		●	●	●	●	

Partnership Digital Skills and Culture

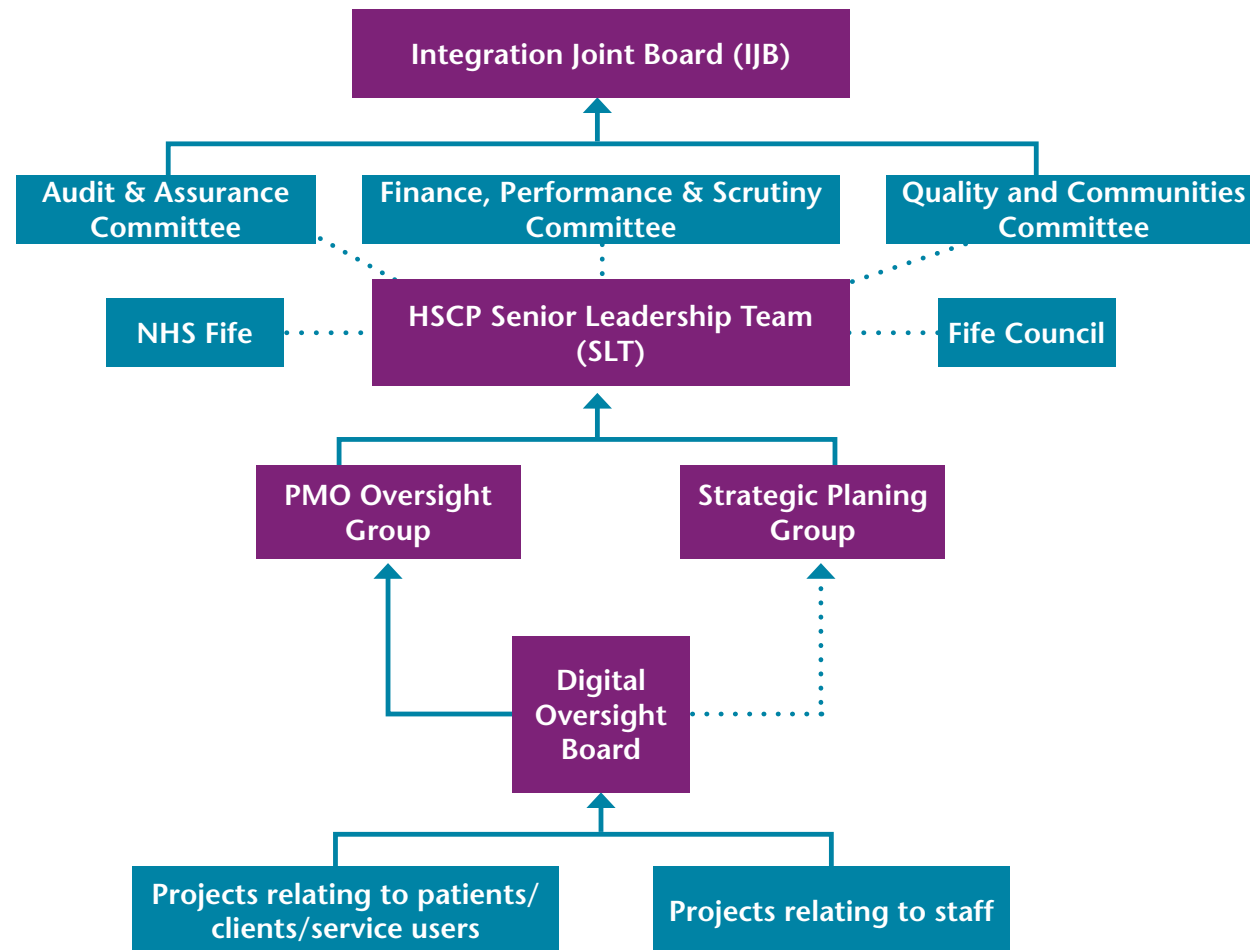
Progressing our digital workplan is reliant on ensuring we align closely to what is set out in the Fife HSCP Development Action Plan. This plan proposes to develop and implement a digital competency framework with a communication strategy for the HSCP workforce that supports training and upskilling requirements.

The Workforce Development Plan seeks to introduce a Digital Champion's Programme. This is an opportunity for the workforce to develop a network headed up by service digital leads across Fife HSCP to support workforce development and skills improvement. The inclusion of a Champion's Network Programme is aimed at upskilling the workforce, and improving the retention of staff as technology enhanced care evolves. NHS Fife currently embed Digital Champions within their solution delivery process. They are currently establishing a more formal Digital Champion Group as part of their Digital enablement work, which is central to the new strategic intent and will be outlined in their refreshed Digital Strategy.

Furthermore, the Fife HSCP Workforce Development Plan will monitor the effectiveness of systems training and consider progressing a sustainable training pathway for the workforce that incorporates a range of learning styles.

Monitoring and Review

The Digital Strategy will be monitored and reviewed by the Strategic Planning Group. Any change/project activity will be monitored and reviewed by the Digital Programme Oversight Board which, will be accountable to the Programme Management Office (PMO) Oversight Group, the HSCP Senior Leadership Team (SLT) and, the Integration Joint Board (IJB)



Appendix 1 - National Health and Wellbeing Outcomes

National Health and Wellbeing Outcomes

1.	People are able to look after and improve their own health and wellbeing and live in good health for longer.
2.	People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
3.	People who use health and social care services have positive experiences of those services, and have their dignity respected.
4.	Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.
5.	Health and social care services contribute to reducing health inequalities.
6.	People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing.
7.	People who use health and social care services are safe from harm.
8.	People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care, and treatment they provide.
9.	Resources are used effectively and efficiently in the provision of health and social care services.

Public Health Priorities

1.	A Scotland where we live in vibrant, healthy, and safe places and communities.
2.	A Scotland where we flourish in our early years.
3.	A Scotland where we have good mental health.
4.	A Scotland where we reduce use of harm from alcohol, tobacco, and other drugs.
5.	A Scotland where we have a sustainable, inclusive economy with equality of outcomes for all.
6.	A Scotland where we eat well, have a healthy weight and are physically active.

Appendix 2 - HSCP Strategy Information

Workforce Strategy

The **Workforce Strategy 2022/25** commits to supporting the development of a digitally enabled workforce in line with new models of working and care delivery, working with partners including Housing. Ensuring that our belief and ethos in fostering a nurturing workplace culture is at the heart of strategic and policy decision-making forums, to support a digitally enabled workforce.

The Year 2 Workforce Action Plan is designed around the five pillars set out in the National Workforce Strategy and will deliver the following:

Plan - strengthening our workforce planning.

Strategic/Operations Goal to develop new work styles to support more flexible and inclusive working across the partnership.

- Starting November 2023 - Facilitate workforce training to upskill staff to utilise digital care technology for night care provision.

Strategic/Operational Goal to review all services running available Workforce and Workload Planning Tools, giving cognisance to Safe Staffing Legislation, digital opportunities, the national standards scrutinised by the Care Inspectorate and Health Improvement Scotland (HIS) and national difficulties in recruitment across certain professional groups/specialities.

- Rollout of the workforce planning tool to Hospital at Home teams in line with HIS timescales.

Train – Supporting the training and development of our workforce.

Strategic/Operational goal – establish Digital and Information for Paperlite solutions, in a way that supports a future workforce and upskills the current workforce.

- By March 2024 – Provide required development to maximise digital access for the dispersed workforce to meet the need to progress to paperless systems needed in Home Care Services is rolled out for monitoring and recoding of emergency care visits and vehicle checks.

Strategic Goal - Support for a digitally enabled workforce

- By August 2024 - To develop and implement a digital competency framework with a communication strategy for the HSCP workforce that supports training and upskilling requirements aligned with the HSCP Digital Strategy.
- By May 2024 - To introduce a Digital Champions programme opportunity for the workforce and headed up by service Digital Leads across the HSC to support workforce development and skills improvement.

Employ – Increasing our employment into Health and Social Care.

Strategic/Operational Goal – develop recruitment platforms including greater presence across social media and higher education institutions.

- By April 2024 – Complete the new Colleague Hub on the refreshed HSCP Website to share information across the

integrated workforce.

Nurture – Nurturing our workforce.

Strategic/operational goal – support our workforce to take responsibility for their own health and wellbeing and use training and development to engage and focus employees on their own health and wellbeing.

- By November 2024 issue information to the workforce via digital and social platforms promoting best practice and self-care initiatives on health and wellbeing to the workforce.

Participation & Engagement Strategy

The Participation and Engagement strategy 2022/25 outlines that the principles of participating and engagement call for and underlines the need to engage with and listen to individuals directly impacted by the changes which will be brought about by the development and delivery of the Digital Strategy action plan.

The action plan states that Localities exist to ensure that the benefit of better integration improves health and wellbeing outcomes. They provide a local forum for professionals, communities, and individuals to inform redesign and improvement for their locality and avoid a top-down approach.

Working from a “top-down, bottom-up” approach Participation and Engagement aim to reach all our communities and ensure their voices are heard.

Commissioning Strategy

The Commissioning Strategy 2023/26 outlines the vision ‘To commission high quality, local, sustainable, and collaborative services that are person-centred and outcome-focussed, that support the delivery of care provision at the right time and in the right place and enable people to live independent and healthier lives in their own home, and within their own community.

The strategy aims to promote health and wellbeing and strengthen early intervention and prevention, and for individuals to embrace the opportunities that digital platforms can provide. Fife communities have changed significantly over the years, the size, the health conditions that people live with for longer, healthcare and how people use digital technology have all changed and continue to change.

By 2026, one of the key priorities of the Commissioning Strategy to be achieved is that through our commissioning practice, there will be an increase in the choice and availability of social care services through implementation of digital solutions where appropriate.

The result will be an increase in technology enabled care, empowering individuals to successfully manage their own care and wellbeing, where suitable to individual needs.

Local Housing Strategy

The Local Housing Strategy 2022/27 outlines that the Fife Council Housing Service and the wider Fife Housing Partnership are committed to greater digital opportunities for people across Fife. This is captured in the Local Housing Strategy within Priority 3 - "A suitable home". The vehicle for delivering most of this work is the Housing Plus project.

Within the Local Housing Strategy, are the following actions –

- By March 2024 – Promote awareness of Smart Life in Fife
- By March 2024 – Develop a TEC Demonstrator Home
- By March 2025 – Develop one stop shops to promote independent living
- By March 2025 – Improve the use of Technology Enabled Care to support people living independently in the community

Primary Care Strategy

The Primary Care Strategy has a key priority of embedding and accelerating digital technology solutions (such as Near Me, e-consult) to support recovery and underpin the transformation of primary care, so that it reflects modern needs and expectations. The action plan intends to introduce digital solutions to enhance capacity and support the care delivery model and to ensure the environment is more supportive of digital health innovation, supporting effective collaboration and new ways of working.

For the main areas of primary care, there are the following Digital priorities:

- Continue the move of the General Practitioner IT system from EMIS to Vision.

Urgent Care Service Fife (UCSF)

- e-Consultations via Near Me Technology improve clinician and patient confidence, effective clinical decision making and enabling multi-disciplinary consultations with individuals and family members.
- Alternative digital solutions for individuals who do not have access to video calls, can safely and securely send images of ailments during telephone consultations enabling effective clinical decision making for individuals and family members.
- e-prescriptions and digital prescribing allows for prescriptions to be sent electronically to an individual's pharmacy of choosing, with no need for a paper prescription.
- Improved digital interface between clinical systems which will

ensure that all urgent care consultations can be accessed in a central location, improving multi-discipline access to health records.

- Improved urgent care website allowing self-assessment guidance on how and when to access urgent care and up to date information on seeking the right care, in the right place by the right professional.

Community Pharmacy

- Engage with Digital prescribing and Dispensing Pathways Programme which focuses on revolutionising the prescribing and dispensing process in Scotland. Ultimately the paper prescription will be replaced with a digital solution, providing an easier and more efficient way to order and receive prescriptions.

Dentistry

- To install digital radiography in all clinics, subject to resource allocation.
- Continue to make use of the liberty converse system on our dental advice line which allows us to reach more patients in pain much more efficiently.
- Make more use of Near Me in the surgical service.
- Remove the need for paper records in our dental anaesthetic system.
- Use of animation to allow children to see how a theatre visit would be instead of having to make two trips to our clinic at VHK. Patients will access it through a QR code.

Optometry

- Explore opportunities to accelerate the implementation of the Openeyes Electronic Patient Record system for the community glaucoma service (CGS), to allow better sharing of information between primary and secondary care.

Advocacy Strategy

The Advocacy Strategy 2023/26 does not directly refer to digital or digital solutions, although the current service provides access to online specialist support. The priorities of the Strategy refer to the need to develop an effective communications strategy and raise awareness of services, which will likely use digital communications.

A detailed delivery plan will be developed once the Advocacy lead is appointed (Date tbc).

Alcohol and Drugs Strategy

The Alcohol & Drugs Strategy 2023/26 is currently being refreshed. In relation to digital, the revised strategy will focus on: -

- improving levels of digital equality and opportunities for people across all communities.
- consider the development of a Fife Alcohol and Drug Partnership App for public use, to help find the right service at the right time, and will seek a sustainable resource to support the app development.
- improving the use of Technology Enabled Support to reach people who previously may have gone unsupported due to barriers presented by face-to-face engagement.

- supporting/understanding the work of Reducing Drug Death Innovation Challenge which, aims to develop innovative technologies that help to reduce drug-related harms and save lives.

Dementia Strategy

Fife Health and Social Care Partnership is committed to supporting individuals in Fife who are living with dementia to live independent and healthier lives and ensure that they have access to appropriate care services in suitable environments.

As part of this commitment, the Partnership has recently developed and recruited two Subject Expert Senior Practitioners whose primary focus is Technology and Dementia. These posts will support the operational Social Work teams by identifying and implementing digital opportunities for people in Fife as well as helping develop a skilled and knowledgeable workforce.

The postholders will promote effective use of the current range of technologies, such as Near Me, Just Checking and existing telecare devices, as well as maximising the use of new and emerging digital technologies which can support individuals with dementia to engage with supports and live more independently in the community.

A key aspect of the roles will also be joint working across the Partnership, as well as with third sector partners to ensure that anyone living with dementia in Fife and their carers have equal opportunities to access digital technologies to support them living at home.

Home First Strategy

The Home First Strategy 2023/26 will be delivered by a combination of the Home First Programme and Service led initiatives. The structure is composed of subgroups/workstreams that each focus on key transformational areas of the Home First model.

The priorities for the Home First Strategy which relate to digital are:

Priority 2 – we will utilise digital systems and applications to enable relevant multi agency access to a single Anticipatory Care Plan. This will increase the number of service users with an agreed Anticipatory Care Plan, and the number of agencies that can access the plans.

Priority 3 - we will utilise digital systems and applications to create a single point of access and build capacity in communities to embed a new model of care.

The Digital Strategy will enable this vision to happen by seeking the best digital technology available to help achieve the Home First outcomes. This will result in streamlined access to community care, and less footfall in people's houses.

Care co-ordination within localities will result in people being cared for at the right time, in the right place. The Home First delivery plan will commence in 2023 and run until March 2026

Learning Disability Strategy

The Learning Disability Strategy will start being developed in 2024.

Mental Health Strategy

The Mental Health Strategy is currently in development and is aiming for approval in spring 2024.

Prevention and Early Intervention Strategy

- The Prevention and Early Intervention Strategy 2024-2027 and delivery plan is under development, targeting approval in early 2024.
- The delivery plan assumes the use of digital in the undernoted priority areas: -
- Provision of accessible learning opportunities for the workforce on Prevention and Early Intervention by March 2026.
- Supporting the integration of data from sources across the partnership to inform how resources are deployed to increase prevention and early intervention activity by March 2027.
- Adopting a targeted and future care planning approach (anticipatory) to maximise opportunities for individuals by March 2027.
- Enabling individuals to proactively manage their own health, wellbeing and social circumstances by promoting preventative measures, healthy lifestyles and social connections by March 2027.

Carers Strategy

The Carers Strategy 2023/26 refers to the past success using digital resources such as purchasing access to support/ information and resources for carers. Looking ahead, the Carers strategy notes the use of digital in the intended outcomes, outcome 5: Supporting young carers in Fife.

- By 2026, the plan is to support digital connectivity for young carers by contributing to the costs, and ensuring deprivation and financial hardship are not a barrier to learning and social connections. The measure for this is the number of young carers accessing study support – at least 200 young carers accessing study support.

Appendix 3

Digital Priorities of our partners

A summary of the current digital priorities of our partners, which are relevant for the Partnership is below.

Fife Council Digital Strategy priorities
Development of IoT (internet of things) to connect and exchange data with other IoT devices and the Cloud.
Development of sensor technologies.
Delivery of high-speed wireless or fibre networking in anchor tenant locations.
Single Directorate structure supported by unified approaches, data, and systems to customer case management
Re-use of existing Information and Communications Technology investments and greater use of combined data, systems, and platforms to create a sustainable, more tightly integrated, set of systems/solutions.
Unified customer and case management platforms and data as related to the area of "people-based services - i.e., wellbeing, protection and intervention" likely to include social care case management, financial, social, housing, educational and other aspects.
Council-wide platforms and approaches and the development of more agile "Minimum Viable Product" MVP approaches to new digital requirements.
NHS Fife Digital Strategy priorities
Electronic Health Record/Digital Hub (to ensure communication in relation to patient care is digitally accessible to the patient) <ul style="list-style-type: none"> • further inclusion of Community & Mental Health Services • transition of Tiara (Clinical Information system) to this service.
Community and Mental Health system (Morse) <ul style="list-style-type: none"> • Transition of Tiara
Mental Health Pathways digitisation
Technology Enabled Care <ul style="list-style-type: none"> • Remote Health Pathways, • Blood Pressure monitoring
Bedside risk assessment <ul style="list-style-type: none"> • Smartpage implementation, task manager and handover

GP related activity

- Communication between GP/Community Services and Acute Services. Supporting connectivity of Scottish Care Information (SCI Gateway) and other systems e.g., Link Life Fife.
- Seeking to support a future referral world that support the full range of services our population can access.
- GP IT replacement – Full Business Case to be presented in early 2024.
- Consolidation GP Business Systems – Modernising GP estate e.g., printing options

Vaccination Transformation Programme enhancements

Child Health Replacement

- Replacement of the Child Health System

Health & Social Care Portal

- Leverage the data sharing opportunities associated with Fife Council's Liquid Logic case management system

eRostering implementation

- Implementation across NHS Fife and HSCP (NHS Staff only) is at risk due to the need for business-as-usual support.

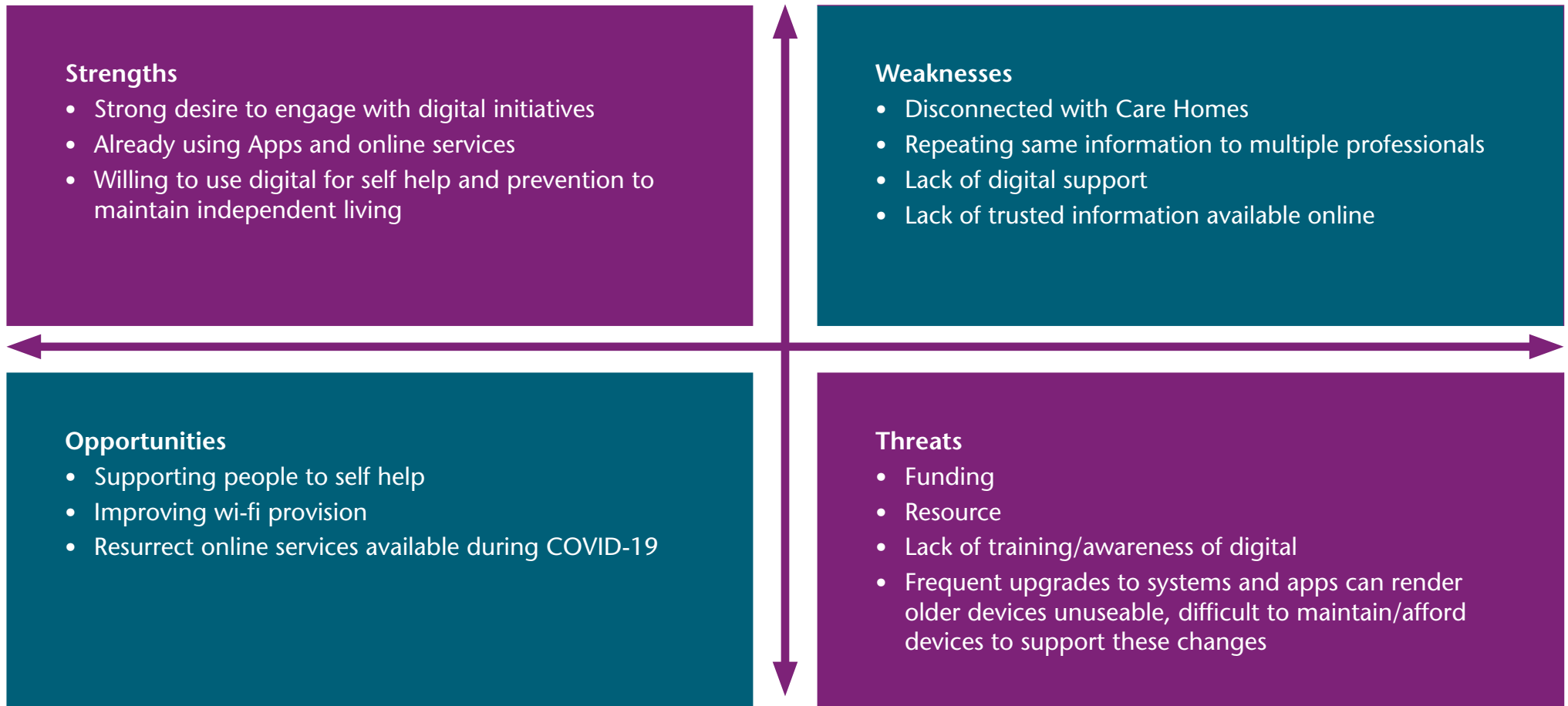
Office 365 deployment

- Extension of use and further development with a view to sharing and collaborating on information through a single common and federated platform in use between NHS Fife and Fife Council employees

Appendix 4

SWOT Analysis from Participation and Engagement Exercise

Digital Strategy Public Engagement SWOT Analysis



Digital Strategy Staff Engagement SWOT Analysis

Strengths

- Increased use of Microsoft tools - Outlook, calendar, Teams, Planner, Notes, Forms
- Hybrid working allowing a more agile workforce
- Investment already made in digital solutions including Morse and Liquid Logic
- Enthusiasm towards better use of digital

Weaknesses

- Access to systems and information across NHS and Council is problematic and piecemeal
- Lack of systems integration leading to duplication of effort and poor communication and information flows
- Limited access to support and confusion about where to go for support
- Poor communication flows across NHS/Council departments

Opportunities

- Remove barriers for staff by better sharing of information and improved communication
- Develop our online presence and offerings (bookable appointments, online access to health care professionals, self-help tools)
- Paperless/paperlite environments
- Improve access to accurate, meaningful data to provide improved services
- To upskill staff and develop a digital literate workforce

Threats

- Funding
- Resource
- Lack of training time
- Legacy systems
- Concerns about amount of screen time / time on devices

Glossary of Terms

Analytics	The systematic computational analysis of data or statistics.
Apps	An app is a software program that's designed to perform a specific function for the user, or in some cases, for another application program.
AT - Access Therapies	Access Therapies Fife provides information to help deal with mental health problems and to access a range of local services.
Artificial Intelligence (ai)	Artificial Intelligence is a rapidly evolving technology that tries to simulate human intelligence using machines, enabling them to perform a wide range of tasks, from simple to complex.
BP monitoring	Blood Pressure monitoring.
Carbon Footprint	A measure of the amount of carbon dioxide released into the atmosphere as a result of human action. An increase in carbon dioxide can head to an increase in global temperature.
Carelink	Software which helps healthcare professionals to better manage patients on diabetes therapy by transforming data from insulin pumps, continuous glucose monitors and blood glucose meters into trends, patterns and insights about their patients' glycaemic control.
Care at Home Service	A service that provides help to allow people to live at home independently, safely for as long as possible.
Climate Change	Climate change is the long-term shift in temperature and weather patterns. In general temperatures are rising.
ConnectMe	An application to support communication via audio and video with Health Professionals.
Digital	Using electronic devices/technology to share data and information, usually replacing a manual process.
DHI Scotland	Digital Health and Innovation Centre is one of seven Innovation Centres funded by the Scottish Government and Scottish Funding Council, which supports transformational collaboration between universities and businesses aimed at creating opportunities to connect academics with designers, healthcare providers, SMEs, charities and other key stakeholders.
Digital Device	A piece of physical equipment (e.g., a mobile phone, tablet) that uses digital data, by sending, receiving, or storing it.
Digital Front Door	A concept referring to the initial point of access for individuals seeking digital health and care information and services.

Digital Inclusion	Digital inclusion is about ensuring the benefits of the internet and digital technologies are available to everyone, through apps on digital devices, like smartphones and tablets, or on more traditional computers and laptops. This means ensuring that people have the ability to use the internet and digital tools and that the resources and services are available to them.
Digital Platform	The software and technology used to unify and streamline business operations and IT systems.
Digital Vision	A digital vision is a clear and compelling statement of what you want to achieve with your digital initiatives
eRoosting	An electronic system, used by NHS Fife, which manages when staff are needed to work.
EQIA	Fife HSCP carries out an EQIA Equality Impact Assessments (EQIAs) for all new initiatives. This involves using an evidence base to predict any potential outcomes of the changes on any of the nine protected characteristics and then making any necessary adjustments to reduce or eliminate any negative impact.
Federated	A federation is a group of computing or network providers agreeing upon standards of operation in a collective fashion. The term may be used when describing the inter-operation of two distinct, formally disconnected, telecommunications networks that may have different internal structures.
GP	General Practitioner
High Level Action Plan	This term describes a detailed plan outlining specific actions and steps to achieve strategic goals
HIS Scotland	Healthcare Improvement Scotland is the national healthcare improvement organisation for Scotland and part of the NHS in Scotland. The HIS works with staff who provide care in hospitals, GP practices, clinics, NHS Boards and with patients, carers, the community and the public to drive improvements in the quality of healthcare people receive by providing quality improvement support to healthcare providers.
HSCP	Health and Social Care Partnership ensures that health and social care provision across Scotland is joined-up and seamless, especially for people with longer term and often complex needs, many of whom are older or disabled.
Integrated Care	This is where medical, social, psychological, and nursing services are delivered on one site of care. An example of this would be a care home for the elderly who require care from all the different skill sets to provide a quality of life for the residents.

Integrated Care Record	Is the record of the above care.
Interoperability	The ability of different information systems and software applications to communicate, exchange data, and use the information that has been exchanged.
ICT	Information and Communication Technology is an umbrella term that includes any communication device or application, encompassing radio, television, cellular phones, computer and network hardware and software, satellite systems, and so on, as well as the various services and applications associated with them.
Integration Joint Board (IJB)	A board of representatives from Fife Council, NHS Fife and representatives for the public and partners who commission health and social care services in Fife.
Leverage	Leveraging technology means updating, replacing or optimising the use of digital tools to help us in the workplace and support the delivery of high-quality services.
Liquid Logic	Software used by Social Workers and professionals in partner agencies.
Medium-Term Financial Strategy	A strategy that promotes the financial sustainability of Fife HSCP over the medium term between 2022 to 2025.
Minimum Viable Product	A version of a product with enough features to be usable by early customers, who can then provide feedback for future product development.
MORSE	System that gives access to patient information which can be collated from many different systems, providing both historic and current care activities, ensuring the clinician is fully informed.
Near Me	Near Me is a video consulting service that allows people to have health and social care appointments from home or wherever is convenient.
Office 365	A hosted, online version of Microsoft Office Software.
Partnership Care Home	A Care Home run by the Health and Social Care Partnership and excludes privately run care homes.
Person Centred Approach	This term signifies an approach to care that prioritises the individual's needs and preferences.

SCI Gateway	Scottish Care Information Gateway is a national system that integrates primary and secondary care systems using familiar yet highly secure Internet technology. SCI Gateway enables GPs to access SCI services on-line and can also be integrated with commercial systems.
Self-Assessment Tools	Software applications or systems used for individuals to assess their own health
Self-help digital solutions	Digital resources aimed at empowering individuals to manage their own health and well-being.
Sensor Technology	Technology that uses sensors to acquire information by detecting the physical, chemical, or biological, property quantities and convert them into readable signals.
Smart Devices	Electronic devices, generally connected to other devices or networks via wireless protocols (e.g., wi-fi, Bluetooth) that can operate to some extent interactively or autonomously.
Smartpage	A smartphone and web-based app for hospital communication and task management.
SWOT Analysis	A SWOT analysis is a planning tool which seeks to identify the Strengths, Weaknesses, Opportunities and Threats involved in a project or organisation. It's a framework for matching an organisation's goals, programmes and capacities to the environment in which it operates.
Systems Integration	The process of combining different systems to work together efficiently.
Technology	Technology is the application of scientific knowledge to achieve practical ends. In this context it means computers, software, Audio Visual equipment, phones and tablets, smart watches, sensors.
Technology Enabled Care	The term refers to services that use technology to support and enhance care delivery
Telehealth (also known as Telemedicine)	The provision of healthcare remotely by means of telecommunications technology.
Telecare	The use of technologies, such as remote monitoring and emergency alarms, to receive care at home, which enables individuals to live independently.
Tele coaching	Coaching at a distance, by use of telecommunications.

TIARA	Information system used by Clinical Staff.
Transforming Overnight Care project	A project aimed at designing and embedding a person-centred model of care for overnight support, which is least restrictive, promotes independence, privacy and respect of service users and delivers best value with both the application and utilisation of technology enabled care, our workforce and available revenue.
Virtual Consultations	Remote appointments or services conducted through digital platforms, such as video calls, rather than in-person visits.
Wearable devices	Wearable devices are health monitoring devices worn on the body, such as the wrist, to help monitor the wearer's health data. These devices use biosensors to collect different data from the patient, such as heart rate, blood pressure, sleep patterns, and activity.
Wi Fi	A facility allowing computers, smartphones, or other devices to connect to the internet or communicate with one another wirelessly within a particular area