



Healthier
**Lancashire &
South Cumbria**

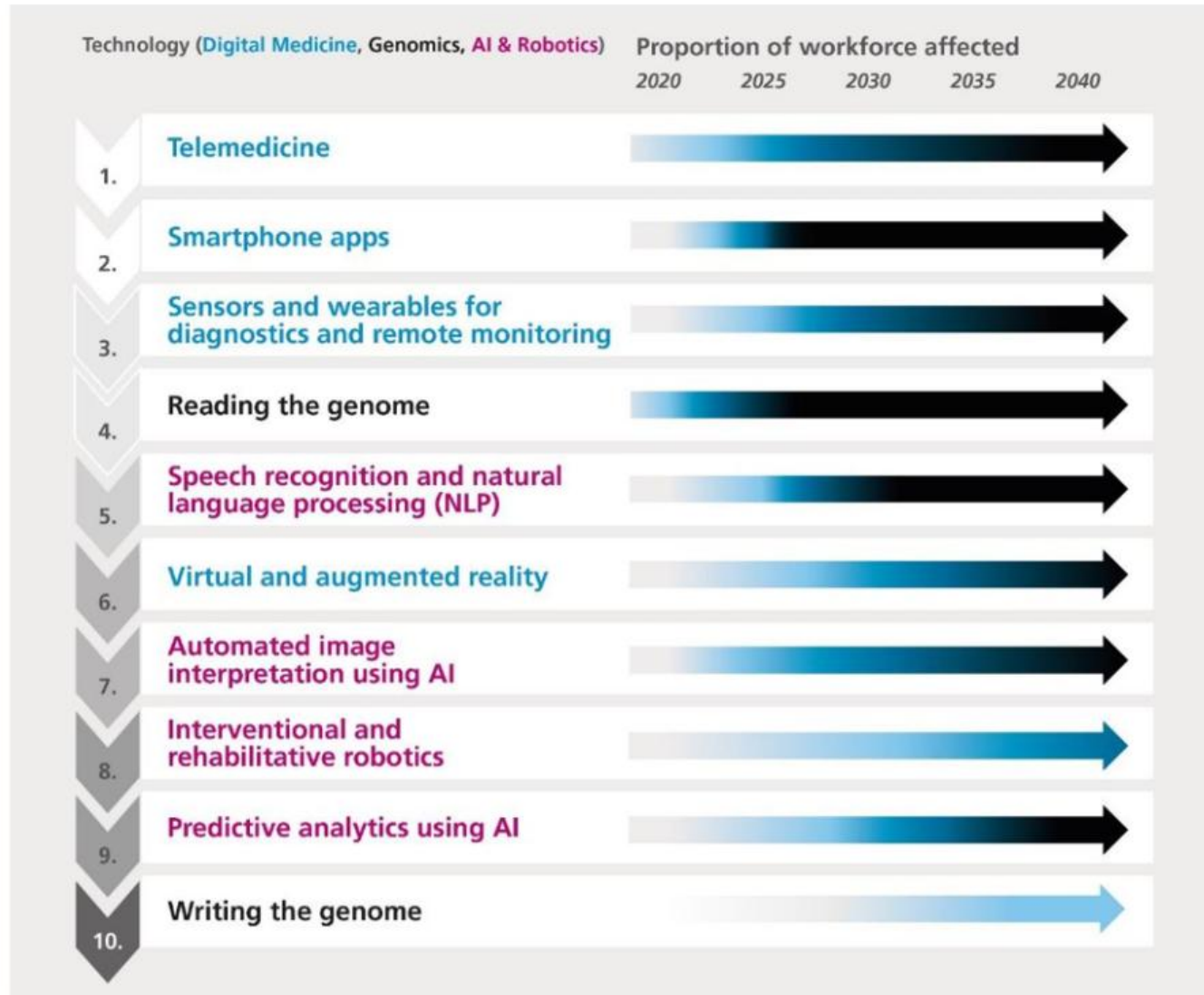
**Being a
Psychology professional
in a
digital age**



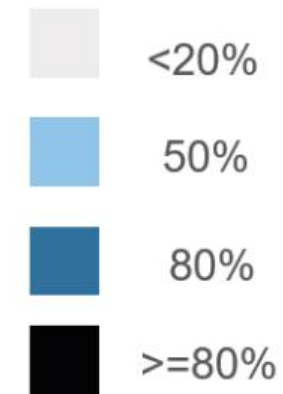
Dr Amanda Thornton: Digital Health Clinical Lead
Healthier Lancashire & South Cumbria

- **NHS Long Term Plan:** Digital transformation will require all NHS staff to make adjustments in how they work – from the receptionist who supports outpatient clinics to those on their Board
- **Interim NHS People Plan:** Need for an increase in the technical skills of the NHS workforce for both specialist and non-specialist staff
- **The Topol Review:**
 - Employers must ensure that digital literacy built into training programmes, career pathways and placements.
 - Professional/Statutory/Regulatory Bodies: Identify the knowledge, skills, professional attributes and behaviours needed for healthcare graduates to work in a technologically enabled service, and then redesign the curricula.
 - Organisations responsible for employing and training must ensure that current and new staff are supported to reach an appropriate level of digital literacy for their career stage.





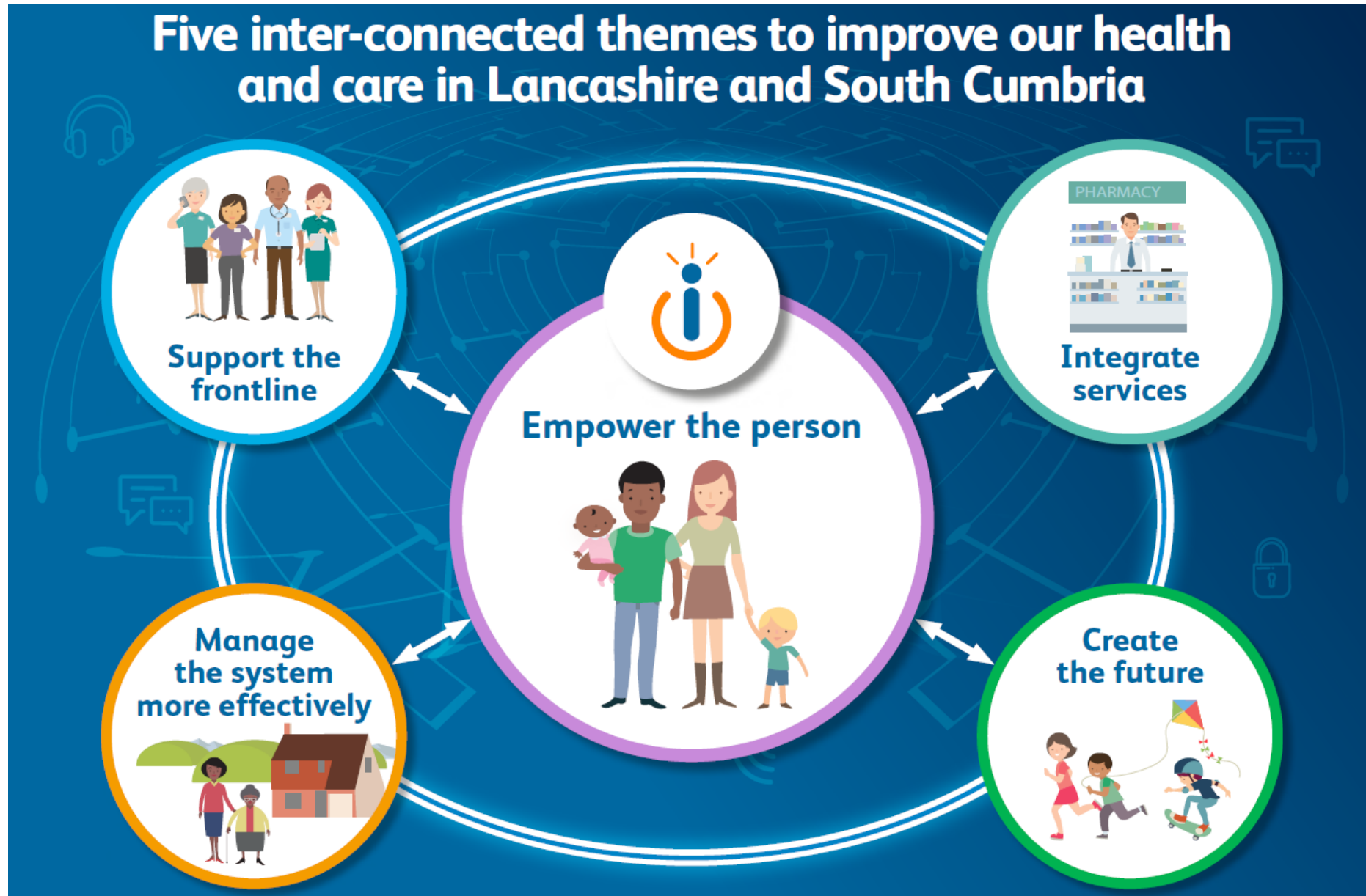
Arrow heat map represents the perceived magnitude of impact on current models of care and, by inference, on the proportion of workforce affected.



- Increased and systematic use of technology will;
 - Reduce demand on existing staff
 - Release staff burden
 - Increase time to care
 - Reduce workforce gap
 - Further enhance staff skills
 - Enable new models of care
 - Create capacity in the system
 - Increase staff and patient satisfaction
 - Retention & Recruitment
 - Enhance digital literacy and readiness of citizens / patients

- **In a ‘digital age’ – it’s the right thing to do**

- **Recognition that whilst talent remains key, digital will help fill the gaps..**



I am able to access and add into my own electronic health care record, using it to manage my appointments and 'health business' online.

I have access to good quality information to support me in making decisions and managing my health and wellbeing.

When I need services and support, there are a growing range of options available to me to access them remotely from wherever I need to.

I can use digital tools to help me to make changes where I need to and monitor the impact of those changes on me, my family and my future.

I am confident that my data is stored securely and only shared when and where it is needed.

I feel confident and enthusiastic in using new digital solutions to help empower people to manage their own health and wellbeing.

I can support people to manage and coordinate their own care with me and share our experiences through the care record.

I have been afforded the time to innovate and to develop my skills and confidence in using digital solutions.

I have access to information necessary to do my job and I collect and use data as a fundamental part of my role in caring for the person, family or community that I work with.

I can interact with others supporting those I care for, regardless of location, using a number of digital tools and methods.

- Our health and care systems are experiencing a number of mental health challenges
- Service Models not aligned to current levels of demand
 - Rise in prevalence & incidence (Depression & anxiety; SMI; Suicide / Unexpected Death; Self-harm; Dementia) with a significant rise of patients presenting that were not previously not known to service.
- Social Impacts of austerity
- Have seen an increase in the use of the MH Act
- Impact on emergency response (Police / Ambulance)
- Increased demand on existing services, resulting patients accessing services in timely fashion and unsustainable numbers.

L&SC STP			
	Demand	Supply	Vacancies
2016 Position	6,201	5,673	528
New posts in growth areas	Clinical 339		
	Non-clinical 559		
Transfer of posts to transformation and growth areas	-210		
Non-clinical staff		Leavers -521	
		Replacement Staff 521	NHSI
Leavers - Clinical		-550	NHSI
Improved retention		210	NHSI
Newly Qualified Staff from training		840	HEE
New roles such as Nurse Associates, Physicians Associates and Crisis telephone triage staff		210	HEE
2021 Position	6,889	6,383	506

“Today, we need to prepare students for jobs that have not yet been created, to use technologies that have not yet been invented, and to solve problems that we do not yet know will arise”

Andreas Schleicher
Director for Education and Skills, OECD





An immigrant...

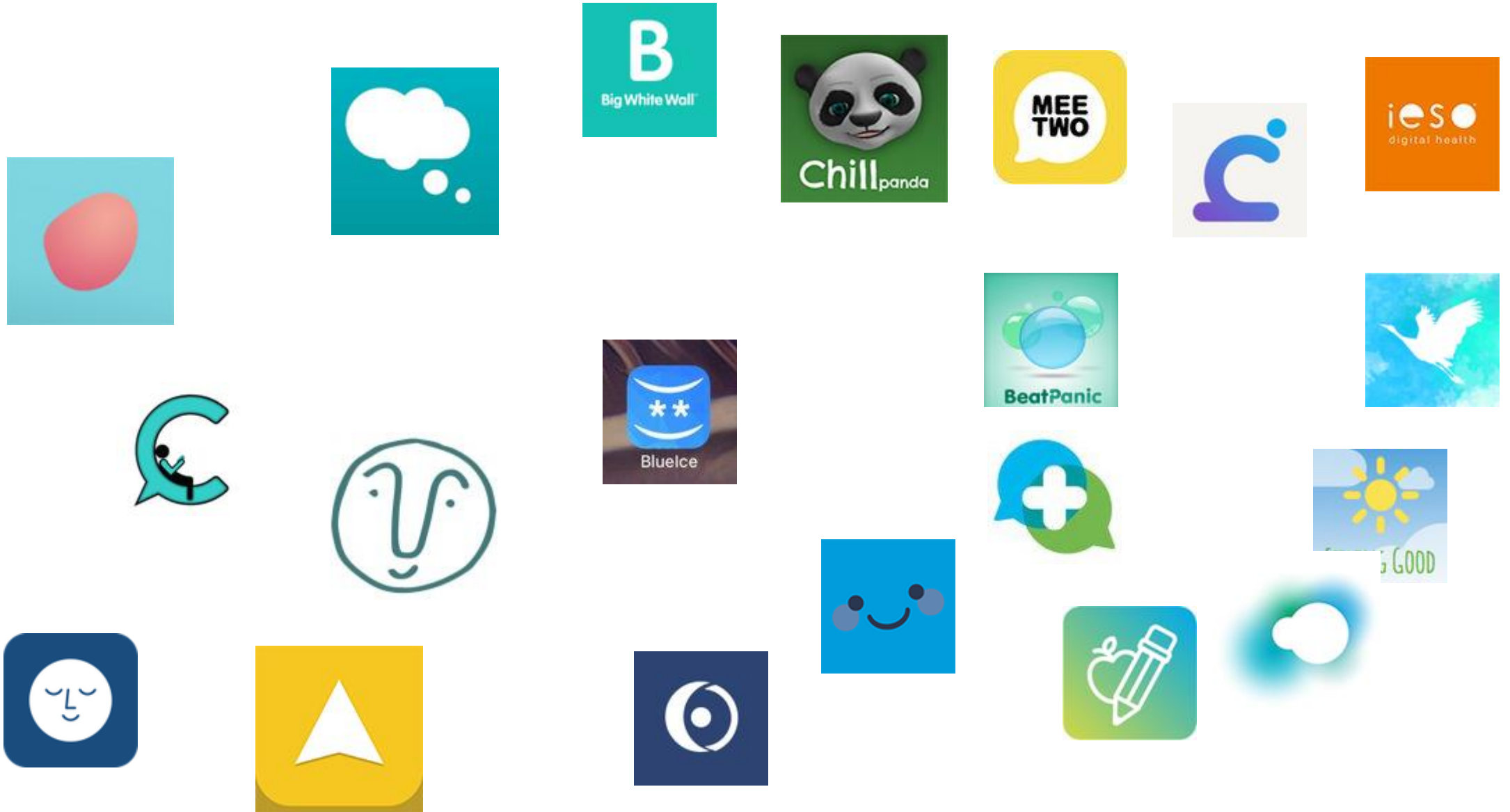
<https://www.youtube.com/watch?v=G23Fa5Ys25M&feature=youtu.be>

A Native.....

<https://www.youtube.com/watch?v=Uo0KjdDJr1c>



Enable our Citizens – and consider digital tools in prevention /self-care /independence



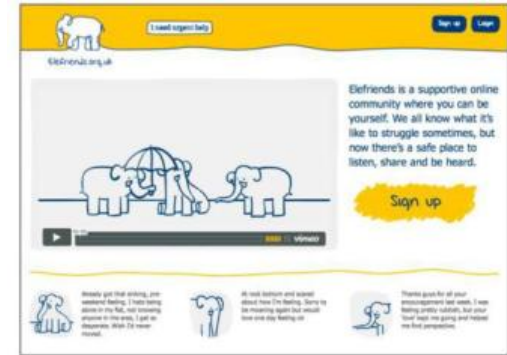
What can we do about it: Enable our Citizens – and consider digital tools in clinical pathways



kooth



#bpd #BigMadChat



FearFighter

Category: Mental health
Free in some areas



Big White Wall

Categories: Mental health, Online community
£9.99/month. Free in some areas

<https://www.nice.org.uk/about/what-we-do/our-programmes/evidence-standards-framework-for-digital-health-technologies>

3a Digitally ready workforce

Increasing ICS maturity →

	Emerging	Developing	Maturing	Thriving
Workforce strategy and planning	<ul style="list-style-type: none"> Ad-hoc approach to attracting technical expertise and skills, particularly in 'newer' digital fields No 	<ul style="list-style-type: none"> Evidence of informatics, Business Intelligence and the digital agenda being afforded priority by ICS leaders Developing plans for attracting technical expertise and skills, particularly in 'newer' digital fields Strategic understanding of technical skills, expertise and capabilities required in line with a wider digital strategy 	<ul style="list-style-type: none"> Evidence of informatics, Business Intelligence and the digital agenda being afforded priority by ICS leaders Evidence of plans to attract technical expertise and skills, particularly in 'newer' digital fields Strategic understanding of technical skills, expertise and capabilities required in line with a wider digital strategy and one, three and five year plans undertaken accordingly 	<ul style="list-style-type: none"> Evidence of informatics and the digital agenda being afforded priority by ICS leaders Digital and technical expertise required to deliver the NHS Long Term Plan is in place. There is clear well managed talent pipeline. There are established relationships in place with NHS Digital, industry and the university sector.
	<ul style="list-style-type: none"> No plan to support ICS leadership in driving the digital transformation of their organisations, and for non-executive directors to support and demand increasing digital maturity over the next five years 	<ul style="list-style-type: none"> Developing plan to support ICS leadership in driving the digital transformation of their organisations, and for non-executive directors to support and demand increasing digital maturity over the next five years. 	<ul style="list-style-type: none"> Plans to support ICS leadership in driving the digital transformation of their organisations, and for non-executive directors to support and demand increasing digital maturity over the next five years. Evidence of a digital enablement and implementation roadmap with clearly defined benefits 	<ul style="list-style-type: none"> Clear plans to support ICS leadership in driving the digital transformation of their organisations, and for non-executive directors to support and demand increasing digital maturity over the next five years.
	<ul style="list-style-type: none"> No clear system wide, target technology architecture, developed, embedded and owned by the business leadership. There is limited organisational understanding and evidence of data aggregation, patient held records and point of delivery systems (e.g. EMR) 	<ul style="list-style-type: none"> Developing plans and policies of a clear system wide, target technology architecture, developed, embedded and owned by the business leadership. There is a ICS wide clear understanding and evidence of data aggregation, patient held records and point of delivery systems (e.g. EMR) 	<ul style="list-style-type: none"> A clear system wide, target technology architecture developed and planning to enable it's embedding into the ICS leadership. There is a ICS wide evidence of data aggregation, patient held records and point of delivery systems (e.g. EMR) 	<ul style="list-style-type: none"> A clear system wide, target technology architecture, developed, embedded and owned by the business leadership. There is a ICS wide clear understanding and evidence of data aggregation, patient held records and point of delivery systems (e.g. EMR)
	<ul style="list-style-type: none"> There is no plan for developing the workforce to RUN, MANAGE, IMPROVE and TRANSFORM the healthcare technology environment – this includes skills ranging from system support, through to front line transformation, training and education etc. 	<ul style="list-style-type: none"> There is a developing plan for developing the workforce to RUN, MANAGE, IMPROVE and TRANSFORM the healthcare technology environment – this includes skills ranging from system support, through to front line transformation, training and education etc. 	<ul style="list-style-type: none"> A clear plan for developing the workforce to RUN, MANAGE, IMPROVE and TRANSFORM the healthcare technology environment – this includes skills ranging from system support, through to front line transformation, training and education etc. 	<ul style="list-style-type: none"> Implemented plan for developing the workforce to RUN, MANAGE, IMPROVE and TRANSFORM the healthcare technology environment – this includes skills ranging from system support, through to front line transformation, training and education etc.
	<ul style="list-style-type: none"> No plan to address the workforce requirements of delivering HIMMS level 7, particularly within an acute environment, but also across the wider system 	<ul style="list-style-type: none"> Strategy and policies developed of the workforce requirements of delivering HIMMS level 7, particularly within an acute environment, but also across the wider system 	<ul style="list-style-type: none"> A clear understanding with supported policies of the workforce requirements of delivering HIMMS level 7, particularly within an acute environment, but also across the wider system 	<ul style="list-style-type: none"> A clear understanding with supported policies of the workforce requirements of delivering HIMMS level 7, particularly within an acute environment, but also across the wider system and evidence of roll out system wide.
	<ul style="list-style-type: none"> Extent to which current digital leadership capacity and capability has been mapped (and is understood) is limited. 	<ul style="list-style-type: none"> Digital leadership capacity and capability has been mapped evidence of a coherent plan to address any gaps and there a talent pipeline and succession strategy being developed. 	<ul style="list-style-type: none"> Digital leadership capacity and capability has been mapped evidence of a coherent plan to address any gaps and there a talent pipeline and succession strategy being implemented. 	<ul style="list-style-type: none"> understand its current assets, understand its gaps and have a plan in place to bridge them as well as knowing who its next generation of digital leaders Plan to invest in their development and have links to NHS Digital Leadership Academy and other national programmes to develop its leaders and talent pipeline.
Improvement structures and processes	<ul style="list-style-type: none"> No informatics leadership representation at an ICS level 	<ul style="list-style-type: none"> Developing informatics leadership representation at an ICS level 	<ul style="list-style-type: none"> Informatics representation at a senior level in ICS Established ICS governance and ownership of Digital Transformation Programme 	<ul style="list-style-type: none"> Informatics leadership fully appointed at an ICS level Established ICS governance and ownership of Digital Transformation Programme, with defined executive lead
Workforce and wider engagement	<ul style="list-style-type: none"> No established relationships with the digital supply chain environment and associated procurement capabilities. 	<ul style="list-style-type: none"> Developing relationships with the digital supply chain environment and associated procurement capabilities. Plans in place for ICS to incorporate AHSN as technology partners in innovation. 	<ul style="list-style-type: none"> Well established breadth of relationships with the digital supply chain environment and procurement capabilities have been well researched and, developed with associated links to the AHSN as technology partners. 	<ul style="list-style-type: none"> Well established breadth of relationships with the digital supply chain environment and procurement capabilities have been well researched, developed and implemented. Evidence of AHSN driving innovation and acting as valuable technology partners.

Technically Enabling our workforce

Sector by Sector; Profession by profession

Topol Review

LTP and Interim Peoples Plan

BDRW Programme

Leadership & culture
National lead- tbc

Capacity & Supply
National lead
Nicola Calder

Digital Literacy
National lead
Henrietta Mbeah-Bankas

Professionalism
National lead
Di Bulman

Digital Academy
National lead
John Stringer

New/ Current Workforce

- Inductions & Expectations
- Sacred learning time/Capacity to innovate
- JDs / PS inclusive of digital confidence
- E-Appraisal to include digital objectives
- CPD
- Supervision / Action Learning Sets
- Development of digital champions within practice

Future Workforce

- Education and review of curricula
- Work with royal colleges/HEIs
- Person centric workforce planning
- Job planning across sectors
- Regulatory bodies, GMC, NMC
- Digital apprenticeships

Leaders

- System leadership support
- Board development
- Support for Middle Managers
- National/regional Bodies knowledge
- Digital behaviors embraced

Enablement

- Digital passport
- Single log-in
- Digitalised system flow
- PHM data/dashboards
- Collaboration tools
- Agile working
- IT intra-operability

The Technical Workforce

- Recognition of 'technically fragile services'
- Professionalisation
- Retention / Talent programmes
- Development programmes
- One Workforce approach

Digital doesn't replace compassion

“... it's okay to feel Not Very Okay At All. It can be quite normal, in fact. And all you need to do, on those days when you feel Not Very Okay At All, is come and find me, and tell me. Don't ever feel like you have to hide the fact you're feeling Not Very Okay At All. Always come and tell me. Because I will always be there.”

