

## Ten Year Health Plan

### Workshop in a box summary – Moving from analogue to digital

#### Streamlined patient information, communication and efficiency

Participants were positive about the opportunities for more streamlined patient information. Many shared examples of having ‘paper folders’ full of their medical information that they brought from appointment to appointment. The idea of a single digital patient record was popular, with participants emphasising the importance of this being available at GP surgeries as well as hospitals. People felt that a single record system would help with consistency and improve patient safety. Concerns included the complexity of housing so much information in one place. Some people were also worried about the accuracy of data input – one person shared an example of learning their medical record said they had undergone one heart procedure previously, when in fact they had undergone four.

#### Barriers to embracing technology in the NHS – lack of funding and capacity

Participants highlighted several challenges or barriers to improving technology within the NHS. These included short-term funding for trialling new approaches which often abruptly stops and impacts delivery. Some participants were sceptical about the readiness for the NHS to adopt new approaches, especially when it is struggling to deliver day-to-day care. One participant referred to how some GP surgeries are implementing work to rule and how this is impacting getting an appointment. This felt like a priority to address first over implementing new technology, though they did see the value in it. Another participant highlighted regional variation in technology advancement and roll-out:

*“Technology is great, but they've got to...look at it across the UK”*

#### Barriers to embracing technology in the NHS – skills and confidence

Most participants were enthusiastic about greater use of technology. However, they raised concerns about societal skills and readiness for a significant shift. Ensuring that technology is accessible to all, including the elderly and those with limited digital skills, was a major concern:

*“We need to create that kind of culture, that technology is quite effective. And also, I'd like to say that not everybody is digitally competent or have digital devices, and that's a huge barrier.”*

People also emphasised the importance of NHS staff readiness for increased use of technology, as they may struggle to confidently deliver new types of health tech. It also needs to be harmonised to work across the entire NHS:

*“Better technology is good, but it all needs to interact, and it needs to work for everybody across the different NHS trusts.”*

Some suggested solutions to these problems included community tech skills clinics and ensuring that new systems are simplified and user-friendly.

*"Improved technology really has to start also at the very beginning. Simple things like making improving the communication, speeding it up, eliminating loops."*

### **Virtual GP appointments**

Participants felt that virtual GP appointments could increase efficiency and convenience for patients, but there were concerns about accessibility and the need for face-to-face interactions in certain situations. Some didn't want a digital by default approach, and most agreed a choice to see a doctor in person should be offered. As above, people's technology skills and confidence were one reason for this. Others said they would feel more reassured with a physical exam. The role of patient safeguarding was also highlighted – an in-person appointment offers more opportunities to check if a patient needs any support beyond health issues.

*“Regarding the use of AI, sometimes you just want to see a doctor.”*

### **Artificial Intelligence in healthcare**

Participants were very positive about the potential for AI to speed up analysis of scans. All felt this would be of benefit to patients and NHS staff, who would have more freed-up time.

### **Key areas for NHS to focus on**

When asked what key priorities the NHS should focus on for better technology, people chose:

- Be inclusive, blended and personalised.
- Have one system for all, accurate inputting of data, AI can be used to deliver so much.
- Need a national campaign to inform people of AI and different uses.
- Have an inclusive system – people should be able to check their own records and correct where necessary.
- Need appropriate IT Systems in place, to deliver the technology, in a stable and secure manner, with support for NHS staff and patients.