

Our Ref: PW/AKB/FOI-05-390

5th June 2023

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Telephone: 0300 123 1461

Sent by email

Dear Sir/Madam

FOI-05-390

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 26th May 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

I am Duang Weston, Digital Change Facilitator - NHS Norfolk and Waveney Integrated Care Board. I have been asked to support a desktop research exercise on Digital Inclusion Strategies across all Integrated Care Systems in England, which we will share with NHS England, East of England Regional colleagues.

Over the past few years, there has been a growing impetus to address digital exclusion and its impact on health inequalities. The NW ICB is beginning its journey to collaborate with our System Partners on an ICS Digital Inclusion Strategy/Local Digital Roadmap for Norfolk and Waveney and is keen to network with colleagues committed to supporting digital inclusion.

With this in mind, we are collating a register of publicly available ICS Digital Inclusion Strategies to build a collective knowledgebase that informs a standard ICS Digital Inclusion Strategy aligned with the 'What Good Looks Like' Framework.

We would be very grateful if you could confirm.

- 1. Does your organisation support/embed Digital Inclusion in your digital transformation activities?
- 2. If yes, could you please share the link to your Digital Inclusion Strategy document or Roadmap/Plan with us?

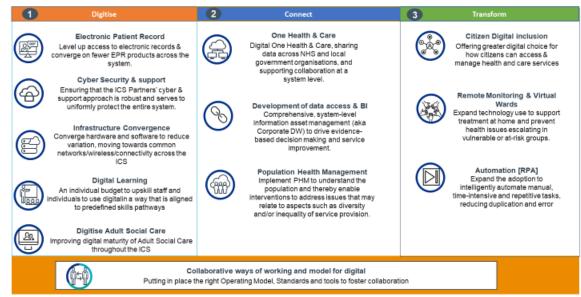
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Citizens are at the centre of our service design and have access to a standard set of digital services that suit all literacy and digital inclusion needs. Citizens can access and contribute to their healthcare information, taking an active role in their health and well-being. All Partners within our ICS have approaches developed as part of their Digital Strategies to support Digital Inclusion.

Citizen Digital Inclusion is one of our 11 ICS Digital Roadmap Initiatives.





Our digital roadmap will help us to achieve outcomes that will improve the experience of our staff and service users



Staffordshire and Stokeon-Trent Integrated Care Board

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We are pursuing a common, standardised approach to patient empowerment using patient engagement portals specifically PKB and My Health & Care App (part of our Shared Care Record suite of products). We actively promote the NHS App through our primary care services.

All Partners within our ICS have digital inclusion incorporated as part of their wider digital strategies and we attach examples of our Councils and Providers for your information.

Staffordshire County Council:

https://digitalstaffordshire.info/2023/03/03/digital-inclusion/

Stoke City Council:

https://www.stoke.gov.uk/download/downloads/id/1850/digital_strategy.pdf

Midlands Partnership University Foundation Trust:

https://www.mpft.nhs.uk/about-us/digital/digital-strategy/enhanced-digital-strategy/mpft-digital-transformation-strategy/digital-inclusion-and-equalities

University Hospitals North Midlands:

https://www.uhnm.nhs.uk/media/7344/20220803-digital-strategy-foi-ref-206-2223-2-of-4.pdf

North Staffordshire Combined Health Care Trust:

https://www.combined.nhs.uk/wp-content/uploads/2020/11/Combined-Healthcare-Digital-Strategy-October-2020.pdf

Right of Appeal

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at StaffsStokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

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The ICO can be contacted at:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF www.ico.gov.uk

Yours sincerely

Paul Winter
<u>Associate Director of Corporate Governance</u>

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