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?**

Chair: David Pearson MBE   **Interim Chief Executive Officer**: Peter Axon

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 initiatives are aligned with national aims, local need our collective ICS goals and ambitions

1 Digitise	2 Connect	3 Transform
Electronic Patient Record Level up access to electronic records & converge on fewer EPR products across the system.	**One Health & Care** Digital One Health & Care, sharing data across NHS and local government organisations, and supporting collaboration at a system level.	**Citizen Digital inclusion** Offering greater digital choice for how citizens can access & manage health and care services
Cyber Security & support Ensuring that the ICS Partners' cyber & support approach is robust and serves to uniformly protect the entire system.	**Development of data access & BI** Comprehensive, system-level information asset management (aka Corporate DW) to drive evidence-based decision making and service improvement.	**Remote Monitoring & Virtual Wards** Expand technology use to support treatment at home and prevent health issues escalating in vulnerable or at-risk groups.
Infrastructure Convergence Converge hardware and software to reduce variation, moving towards common networks/wireless/connectivity across the ICS	**Population Health Management** Implement PHM to understand the population and thereby enable interventions to address issues that may relate to aspects such as diversity and/or inequality of service provision.	**Automation [RPA]** Expand the adoption to intelligently automate manual, time-intensive and repetitive tasks, reducing duplication and error
Digital Learning An individual budget to upskill staff and individuals to use digitalin a way that is aligned to predefined skills pathways		
Digitise Adult Social Care Improving digital maturity of Adult Social Care throughout the ICS		

Collaborative ways of working and model for digital
Putting in place the right Operating Model, Standards and tools to foster collaboration

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

Digitise	Connect	Transform
✓ Meet the minimum level of digital maturity as set out in What Good Looks Like	✓ Connect our staff and organisations to one source of truth for citizen information	✓ Give patients better options to access health and social care services
✓ Increase our cyber security capabilities, resilience, clinical safety and accessibility	✓ Enable the public to access and contribute to their patient record	✓ Support patients to have care at home wherever possible
✓ Improve digital literacy among leaders and our workforce	✓ Drive better decision making about our population by providing improved quality of data	✓ Support patients to manage their own health and care
✓ Level up access and utility of digital health records across the system	✓ Support staff across the system to share knowledge and tools	✓ Put in place preventative technologies to reduce unnecessary hospital admissions
✓ Put in place digital standards to enabling efficient and equal access to health and care	✓ Provide the optimum environment for staff to work in, with the connectivity to work digitally	✓ Redesign how we work together so that our staff can benefit from a collaborative approach to delivering care
✓ A robust, future proof and state-of-the-art information technology infrastructure		

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Chair: David Pearson MBE   **Interim Chief Executive Officer**: Peter Axon

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.

Chair: David Pearson MBE   **Interim Chief Executive Officer**: Peter Axon

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
Associate Director of Corporate Governance