

1.20.3 Digital Programme

Please provide details of how you will ensure that you are engaged in the Staffordshire digital programme; i.e. electronic discharge/ PEM notices via Docman Connect as primary and MESH as secondary.

(Maximum Word Count – no limit but be concise)

1.20.3.1-Key roles

Our Director of IM&T & Digital Strategy will be the named technical lead for the Staffordshire Digital Programme, coordinating specialist resource from the IM&T team as needed to support successful development and deployment of the various initiatives.

The Area leadership team [Area Operations, Clinical and Medical Directors] will ensure relevant local operational/clinical input and engagement.

1.20.3.2- Ensuring we are engaged in the Staffordshire digital programme

a)-Current participation

As the current provider of GP OOHs services, we have been actively engaged in the supporting Staffordshire digital programme initiatives.

NHS111 Kiosk - we are currently piloting the NHS 111 Kiosk project across three of our existing sites; County Hospital, Royal Stoke and Haywood. This directs walk-in patients to a kiosk to self-navigate through a triage tool which will sign-posted them to the most appropriate service for their needs. Cases reaching a 24-hour or self-care disposition are sent via ITK into the Vocare Adastra CAS queue for a call-back.

As the pilot progresses, data will be gathered that will enable assessment and identification of any improvements to the service.

Docman - working with key stakeholders from the CSU and Advanced we have recently implemented a change enabling post event messages (PEMs) to be sent safely and securely from Adastra to Docman Connect. This allows our operational staff manage to manage any PEM rejections within the Docman Connect hub significantly reducing administrative time for both the sending and receiving organisations and ensures GP surgeries receive timely information relating to their patients contact with the out of hours service.

As part of this project, we have reviewed the secondary endpoints held locally in Adastra to align with Staffordshire's digital programme's strategy, supporting the aim to send all notifications via Docman Connect.

We are proactively working with the Directory of Services (DOS) Lead and the Primary Care Digital Project Lead to update surgery endpoints on the DOS, utilising Docman Connect which accepts ITK referrals using Rest API technology.

This ensures that regardless of whether a case is managed through Pathways Clinical Consultation Support (PaCCS) or locally entered onto Adastra, the PEM will be sent directly into Docman Connect for dissemination to the patients registered GP practice.

b)-Involvement on the new contract

Continued engagement through existing governance structures will ensure that appropriate Vocare workstream leads are represented at key meetings.

Vocare has a highly experienced digital team with exceptional knowledge of designing and implementing digital solutions - our IM&T team includes Application (e.g. Adastra), Infrastructure and Business Intelligence specialists. We have excellent working relationships with Advanced, NHS-Pathways and NHS Digital, as well as with the local DOS and Primary Care Digital Project Leads. We will continue to utilise our skills and relationships to support implementation of the Staffordshire Digital strategy.