

Community Pharmacy IT Group (CP ITG) meeting agenda

to be held on 6th March 2024 via videoconference

from 10am - 12.45pm

About CP ITG: The Group was formed in 2017 by [Community Pharmacy England](#), [NPA](#), [RPS](#), [CCA](#) and [AIMp](#). The meetings are attended by members representing these five organisations and representatives from [pharmacy system suppliers](#), [NHSBSA](#), [NHS England's Transformation Directorate](#), [NHS England pharmacy team](#), [DHSC](#) and [PRSB](#). Further information on the group can be found on the [Community Pharmacy England website](#).

Members: Matthew Armstrong (Chair), Steve Ash, David Broome (Vice Chair), Darryl Dethick, David Evans, Nick Kaye, Fin McCaul, Graham Phillips, Darren Powell, George Radford, Craig Spurdle, Iqbal Vorajee and Heidi Wright.

Secretariat: [Dan Ah-Thion](#).

MS Teams meeting

Attendees are encouraged to:

- Join early using a webcam to test access and a large screen to view the slides.
- Use the 'raise hand' feature to seek the attention of the Chair.
- Use the chat box to share comments and queries and to respond to each other (Note: time constraints may prevent all comments from being addressed during the meeting, but all comments will be saved to aid the group's work).
- Mute any devices logged into the meeting whilst not speaking (using the mute button '🔇', the device's mute option).
- Note: those attending the meeting can extend the invite to colleagues within their organisation so they can dial into the meeting at the relevant stage.
- Please use the 'rename' feature so that your display name looks like this: <First name> <Surname> (<organisation>).

The login details for joining are included in your invite.

Social media: You may use the hashtag *#cpitg* if sharing on social media about the group (excluding anything confidential).

Meeting format: The meeting will be divided into two sections, with a twenty-five-minute break from 11:35-12:00.

1. **Welcome from Chair** 10.00-10.05am
2. **Apologies for the absence of voting members**
By the time the agenda was finalised, no apologies for absence had been received from voting members.
3. **Minutes of the last meeting**
The minutes of the meetings held previously were emailed to the group.
4. **Actions and Matters Arising**
Outstanding actions have been carried forward within the workstream updates appendix.

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|----|--|---------------|
| 5. | Overview of current pharmacy IT priorities (page 3) (Appendix CP ITG 01/03/24) | 10.05-10.15am |
| 6. | Supplier frameworks and the Digital Care Services catalogue (page 3) (Appendix CP ITG 01/03/24) | 10.15-10.35am |

Actions

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|----|--|---------------|
| 7 | Genomics (page 4) (Appendix CP ITG 02/03/24) | 10.35-10.55am |
| 8. | EPS session (page 5) (Appendix CP ITG 03/03/24) | 10.55-11.15am |
| 9. | Patient digital tools and apps (pages 5-6) (Appendix CP ITG 03/03/24) | 11.15-11.35pm |

Break

11.35-12.00

Actions (2)

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|-----|--|---------------|
| 10. | Vaccination IT (page 7) (Appendix CP ITG 04/03/24) | 12.00-12.10pm |
| 11. | Future pharmacy IT (page 8) (Appendix CP ITG 05/03/24) | 12.10-12.25pm |
| 12. | Artificial intelligence (page 9) (Appendix CP ITG 05/03/24) | 12.25-12.40pm |

Report

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| 13. | Updates on other CP ITG workstream projects (pages 10-23) (Appendix CP ITG 06/03/24) | |
| 14. | Post-meeting CP ITG communications, messages, upcoming consultations | 12.40-12.45pm |
| 15. | Any other business and close from the Chair | 12.40-12.45pm |

Upcoming pharmacy/healthcare IT events

Items listed at: cpe.org.uk/itevents include:

- 12th-13th March 2024, [Rewired24](#), Birmingham (face to face)
- 14th May 2024, [Integrated Care Summit 2024](#), London (face to face)
- 28th-29th October 2024, [Digital Health AI and Data conference](#), London (face to face)

Slido survey

We will use Slido polls for some of the sessions. You should use a second device (your mobile phone may work well) to scan the barcode (or from the slides). Alternatively, if needed, you may also go to slido.com and enter the code [#cpitg](#). All of those at the meeting are encouraged to participate.



Future meetings

Weds 5th June 2024
Weds 6th November 2024

Weds 19th September 2024
Weds 5th March 2025 (to be confirmed)

Subject	Overview of current pharmacy IT priorities, and supplier models
Date/time of meeting	6th March 2024: 10.05-10.35
Status	Public
Presenters	NHS England: Ursa Alad, Ben Gregory and Charis Stacey
Overview	NHS policymakers and technical teams comment on pharmacy IT priorities. Pharmacy IT programmes continue to develop.
Proposed action	The group is to be updated and to discuss developments.

[Item 5. Overview of current pharmacy IT priorities](#) (10.05-10.15am)

NHS England, Department of Health and Social Care and the CP ITG have previously flagged the pharmacy IT priorities: PRSB Community Pharmacy Data Standard / Community Pharmacy Contractual Framework (CPCF) IT; electronic health records; service data APIs; Booking and Referral Standards (BaRS); and EPS next generation. The CP ITG has continued to support these projects, and Community Pharmacy England is also working with the NHS on the following steps to progress in these areas. These priorities align with the [CP ITG's vision of pharmacy IT](#) and the IT aspects within [Nuffield Trust's Vision for Community Pharmacy](#). The Primary Care Recovery Plan incorporated digital elements in line with these (including GP Connect and Booking and Referral Standards (BaRS) for Pharmacy First IT).

[GP Connect](#) enables GPs and other authorised healthcare organisations to link with GP system information, allowing those authorised to use additional access/update record functionalities. The minutes and slides from the group's previous meetings explained more about GP Connect.

Charis Stacey (NHS England) and **Ursa Alad (NHS England pharmacy team, Head of Delivery)** will provide an update.

[Item 6. Supplier models and the Digital Care Services catalogue](#) (10.15-10.35am)

Community Pharmacy IT Group pharmacy representatives and supplier representatives previously fed into the "[Proposed approach for pharmacy IT & supplier development](#)" infographic.

NHS England previously reported it continued to explore commercial requirements and opportunities that will support both the sector's and system suppliers' needs now and in the future to support and develop an open supplier market. There is no comprehensive framework for NHS England to incentivise community pharmacy IT system suppliers to make technical developments that would align with the objectives within the NHS Community Pharmacy Contractual Framework (CPCF). NHS England seeks to put a process and framework in place to enable this across pharmacy and other sectors. NHS England's Transformation Directorate plans to support community pharmacy suppliers moving onto the [Digital Care Service Catalogue](#) (also used by the [GP IT Futures framework](#)). NHS England's Transformation Directorate hosted a call with suppliers and some Community Pharmacy IT Group representatives last year.

Ben Gregory (NHS England's Transformation Directorate) will update you on the topic.

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Subject	Genomics
Date/time of meeting	6th March 2024: 10.35-10.55am
Status	Public
Presenters	Victoria Chaplin (NHS England Genomics)
Overview	NHS England continues to develop and carry out its strategic objectives for genomics.
Proposed action	The group is to be updated and discuss developments.

Item 7. Genomics (10.35-10.55am)

NHS England published [Accelerating Genomic Medicine in the NHS](#) in 2022, the first NHS genomics strategy. This followed a consultation on strategy – which CP ITG had fed into. The strategy included a plan to establish ‘[NHS Genomic Networks of Excellence](#)’ as part of its commitment to provide a world-leading NHS Genomic Medicine Service (GMS) which provides cutting-edge benefits for patients in the NHS. Eight networks of excellence have been established, including the ‘Pharmacogenomic and medicines optimisation network’.

Background from NHS England: Almost half of all UK adults regularly take prescription medicines, and the NHS’s annual budget for medicines is approximately £17.4 billion per year, with over 1.1 billion items prescribed annually. One approach to addressing adverse or ineffective medication reactions is to leverage the knowledge of an individual’s genetic information to support medicine optimisation, better-informing medicine selection and dosing, a concept known as pharmacogenetics. The NHS Genomic Network of Excellence intends to develop the rollout of pharmacogenomics and medicines optimisation in the NHS, including furthering the rollout in primary care.

Other developments have included:

- The [NHS Genomics Service clinical reference group’s](#) has regularly met.
- The Nuffield Council on Bioethics published a report on [Early findings and emerging questions on the use of AI in genomics](#).
- Genomics England published [an initial list of over 200 rare conditions that will be looked for as part of its world-leading Generation Study, which aims to start in NHS hospital](#).

Victoria Chaplin (NHS England Genomics) will provide an update.

CP ITG actions:

The group may discuss and consider the following:

1. How might pharmacogenomics information be linked to NHS electronic health records?
2. How can pharmacy professionals use electronic health records and clinical decision support systems to access and apply pharmacogenomic information for patient care?
3. What are the current considerations for implementing pharmacogenomic testing and interpretation in community pharmacy?
4. What are the best practices and resources for pharmacists to update their knowledge and skills in pharmacogenomics and related digital aspects?
5. What are the considerations for system suppliers regarding future pharmacogenomic developments?

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Subject	EPS, patient digital tools and apps
Date/time of meeting	6th March 2024: 10.55-11.35am
Status	Public
Presenters	NHS England’s Transformation Directorate (NHSE’s TD): Nishali Patel (EPS team) and Jen Redman (NHS App team)
Overview and proposed actions	The group is to be updated and to discuss developments.

Item 8. EPS and NHS App session (10.55-11.15am)

EPS prescription information within the NHS App

CP ITG sub-group meetings last year considered developments leading up to the piloting and rollout of [EPS prescription information being visible within the NHS App](#). NHS England’s Transformation Directorate piloted this feature in Yorkshire. The results were positive, supporting the subsequent national rollout of the functionality. The functionality had been rolled out across more localities during the last few months, and national deployment was completed in late January 2024.

Patients can now see their EPS prescription information in the NHS App. Most patients will continue to have their prescriptions dispensed by a local pharmacy. However, some patients may take non-nominated prescriptions to pharmacies elsewhere in England.

NHS App

During February 2024, the group was encouraged to share feedback via [the pharmacy survey to help improve the NHS App](#).

Updates

Nishali Patel (EPS team) and Jen Redman (NHS App team) will provide an update.

Item 9. Patient digital tools and apps (11.15-11.35am)

Apps background

Globally, over 350,000 health apps are available for download across various app stores. These apps serve diverse purposes, from virtual GP appointments to chronic disease management. However, the usage is skewed, with a small number of apps accounting for a significant portion of downloads. Approximately 110 health-related apps have been downloaded over 10 million times, representing nearly 50% of all downloads. In the future, recommending a patient to use a high-quality app may be as common in pharmacies as providing verbal advice on lifestyle or a patient’s medicines.

Types of digital tools and apps

Examples:

- Medical apps

- Medical device accessory apps
- [Wearable devices](#)
- Health apps which are not classified as medical devices
- [NHS App](#), [NHS website](#), [IM1 IT standards](#) and [NHS Patient Facing Services](#).
- Telehealth platforms that enable [pharmacy remote consultations](#), messaging and communication, remote monitoring, document sharing,
- Pharmacy patient relationship manager tools

The pandemic accelerated and further normalised the adoption of digital health tools. Notable examples included lateral flow test result management apps and vaccine passport apps. Digital health tools have of course meant patients can engage with clinicians through virtual visits, monitor health metrics, and manage symptoms remotely.

Patient data standards and guidance

The group has previously expressed support for:

- patients being able to opt to share relevant information, e.g. mobile and wearables data, back to their pharmacy/records;
- fair patient choice of face-to-face and digital options.

Appropriate security, data-sharing agreements, and governance arrangements may be used as required.

Standards and guidance include:

- Systematized Nomenclature of Medicine Clinical Terms ([SNOMED CT](#)) is a comprehensive clinical terminology that can code various patient data points, e.g. steps and diet data points, for interoperability purposes¹.
- [NHS England's Good Practice Guidelines for electronic patient records held by the GP](#)
- [Remote Consultations Guide for Pharmacy Teams](#) – published by NHS England and incorporating input and support from this group.

CP ITG actions:

Suppliers may use the chat stream to outline solutions for community pharmacy and their patients. The group are to discuss:

1. What patient wearable/tools and related data could be most relevant for pharmacy care and why?
2. What patient data is being shared from patient to pharmacy:
 - a. manually?
 - b. digitally?
3. How important is social prescribing?
4. What IT standards and developments are needed to improve interoperability and data flow from patients to electronic health records?
5. What solutions are being used?

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¹ Just a few examples of SNOEMD CT codes:

- 248263006 Number of steps in 24 hours (observable entity)
- 248265004 Number of steps in one minute (observable entity)
- 226208002 Low fat diet (regime/therapy)
- 248264000 Number of steps in one hour (observable entity)
- 160573003 Diet (regime/therapy)
- 226211009 Low carbohydrate diet (regime/therapy)

Subject	Vaccination IT
Date/time of meeting	6th March 2024: 12.00-12.10pm
Status	Public
Presenters	CP ITG Chair Matt Armstrong
Overview and proposed actions	The group is to be updated and to discuss developments.

Item 10. Vaccination IT (12.00-12.10pm)

CP ITG pharmacy representatives have expressed support for the following:

1. Appointment Accessibility
 - Patients can view and modify appointments using both the NHS App and pharmacy apps.
 - The integration of Pharmacy & NHS systems into BaRS ensures that these appointments are seamlessly managed.
 - NHS National Booking Service appointments are also part of this integrated system.

 2. System Integration
 - The BaRS system is expanded to incorporate appointments, IT standards, and its acts.
 - Pharmacy systems and NHS systems are integrated, streamlining appointment management and communication.

 3. Supplier Diversity:
 - Multiple system suppliers contribute to the development of vaccination service modules.
 - This diversity ensures flexibility, innovation, and continuous improvement in vaccination services.
- This view emphasises patient empowerment, efficient appointment handling, and collaboration across healthcare systems and providers.

Matt Armstrong (CP ITG Chair) will provide a brief update.

CP ITG actions:

Group considerations:

1. How can we leverage technology to enhance vaccine administration and monitoring within health systems?
2. What opportunities exist for integrating patient electronic medical records (EMRs) with vaccination processes?
3. Can we explore telehealth solutions for vaccine consultations and follow-ups?

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Subject	Future and artificial intelligence
Date/time of meeting	6th March 2024: 12.10-12.40pm
Status	Public
Presenters	The group's Chair and secretariat.
Overview and proposed actions	The group is to be updated and to discuss developments.

Item 11. Future (12.10-12.25pm)

The NHS England pharmacy team and NHS England's Transformation Directorate (NHSE's TD) are considering further developing NHS pharmacy IT priorities during April 2024 to March 2024 and beyond and anticipate engaging with the group during a future session.

In an initial meeting between NHSE's TD, Community Pharmacy England and CP ITG Chair, we fed back the CP ITG pharmacy feedback so far, including support for developments with the below (in alphabetical order) and have advised the CP ITG will be content with feeding in further:

- Booking and Referral Standard (BaRS);
- Electronic health records and GP Connect;
- Expanded Community Pharmacy Data standard;
- Independent Prescribing IT;
- NHS App, apps and the next generation of EPS; and
- Additional items outlined within the [CP ITG's vision of pharmacy IT](#).

The theme across pharmacy requests for IT change (in line with NHS Long Term Plan) relates to a desire for the 'seamless flow of clinical information (interoperability)'. A more seamless flow of clinical information would also help to realise Nuffield Trust's vision for the sector with it being able to support continuous improvement:

- preventing ill health and supporting wellbeing;
- pricing clinical care for patients;
- helping patients to live well with medicines; and
- provision of integrated primary care for neighbourhoods.

The Chair and secretariat will provide a brief update.

CP ITG actions:

Group considerations, and a Slido poll may be conducted.

1. What are your views on the potential priority future applications of GP Connect?
2. What are your views on the potential priority of future Booking and Referral Standards (BaRS) applications?
3. Any other comments?

We have previously held CP ITG-wide and mini-workshops. There is potential for further workshops and a face-to-face meeting with pharmacy representatives from each of the CP ITG pharmacy bodies. The pharmacy bodies are also to review their voting members if any have left the organisations.

Item 12. Artificial intelligence (AI) (12.25-12.40pm)

Background: Alan Turing was the first to conduct substantial research into machine intelligence in the 1950s. Since then, AI has continued to evolve exponentially. Notably, AI language models like GPT-4 are revolutionising how citizens and workers can carry out some tasks, and large and small technology companies are seeking to utilise AI technology. AI developments within healthcare continue at pace – some outlined in Appendix CPITG 06/03/24 AI sections and the [Winter 2023 CP ITG bulletin](#) AI sections.

AI considerations:

- Clinical systems optimisation: Pharmacy teams are already utilising clinical systems equipped with pre-set algorithms. These assist pharmacists in optimising patient care.
- Data utilisation: Pharmacists and NHS organisations are exploring ways to better utilise datasets for improved outcomes. AI could play a crucial role in analysing large data.
- Supporting pharmacy practice: AI and machine learning have the potential to revolutionise pharmacy practice. By supporting the elusive quadruple aim of healthcare—improving outcomes, reducing costs, enhancing patient experience, and benefiting clinicians.

As AI adoption grows, ensuring data security and patient privacy remains critical.

CP ITG pharmacy representatives have fed in views that:

Artificial intelligence can and should support the evolution of clinical practice to enable pharmacy teams to spend more time providing care to patients

The Chair and secretariat will facilitate some discussion.

CP ITG actions:

Group considerations:

1. How can AI help pharmacy teams optimise drug therapy, prevent medication errors, and reduce adverse drug reactions?
2. What are AI's current and future applications in pharmacy, such as chatbots, voice assistants, image recognition, natural language processing, and machine learning?
3. What skills and competencies must pharmacy teams acquire or enhance to work effectively with AI systems and tools?
4. What are the ethical, legal, and professional issues and challenges that pharmacy teams face when using AI in pharmacy practice?
5. How can pharmacy teams evaluate the quality, reliability, and validity of AI systems and tools and ensure their alignment with evidence-based practice and clinical guidelines?
6. Are there comments on the position outlined above?

Additional resources and developments:

- [NHS AI Lab](#)
- [Code of conduct for data-driven health and care technology](#) (DHSC)
- [The Alan Turing Institute developed resources to help the public sector deploying AI.](#)
- [MHRA announced it is taking forward its new 'regulatory sandbox', the AI-Airlock, that will provide a regulator-monitored virtual area for developers.](#)
- [The Prime Minister announced a £100million government investment for use of AI towards finding treatments for previously incurable diseases.](#)

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Subject	For the report: Updates on other CP ITG work streams
Date/time of meeting	6th March 2024
Status	Public
Overview	This appendix provides a status report on other work plan areas which will not be covered in detail during the meeting due to time constraints. The group members are asked to consider the reports, take appropriate action on the next steps and provide comments on these by emailing Dan Ah-Thion (it@cpe.org.uk) before or after the meeting or by commenting during the 'any other business' section of the meeting if time. The group is also asked to send concerns about any steps proposed before the meeting to it@cpe.org.uk . The group will move forward if no objections are received, assuming the members agree.

Establishing data flows & IT standards.
Relevant webpage(s) include: /itcommunications

[Information standards for health \(Consultation closing 28th March 2024\)](#)

[Department of Health and Social Care is running a consultation to invite views on the proposals for information standards for health](#) – how these are produced, communicated and implemented in the future. Department of Health and Social Care say that:

“Changes introduced by the Health and Care Act (HCA) 2022, once commenced, will make information standards binding, i.e. they must be complied with, and will extend their application to include private health and adult social care providers. These changes necessitate regulations to establish the procedure for preparing and publishing information standards.”

The consultation contains 14 questions and should take 10-15 minutes. All CP ITG participants, including pharmacy, policy, and supplier representatives, are encouraged to submit a response.

Previously, Community Pharmacy IT Group pharmacy representatives have supported the need for interoperability standards alongside ongoing engagement regarding IT policy and technical changes that could be progressed or implemented by the community pharmacy sector and its IT suppliers. Therefore, it is suggested that information standards related to the pharmacy sector involve relevant engagements with Community Pharmacy IT Group, Community Pharmacy England and the NHS England pharmacy team.

Changes made by the HCA 2022, once commenced, could:

- make information standards binding; and
- extend information standards so that they may also apply to private health and adult social care providers

The consultation includes background information and fourteen questions (mostly with multiple-choice options):

1. Do you think that, before preparing an information standard, the Secretary of State or NHS England should be required to obtain advice? (For example, from an advisory board or other persons)
2. Which areas should be represented on such a board or included as other persons seeking advice?
3. Besides seeking advice, what should the Secretary of State or NHS England consider before preparing an information standard?
4. [What] should be included in an information standard when published?

5. What do you think would be an appropriate minimum interval for reviewing an information standard?
6. Should the regulations specify that minimum interval?
7. If you think that any other procedures should be followed in connection with the preparation and publication of information standards, please list them.
8. Which procedure should revisions to an information standard follow?
9. Which steps should a 'light touch' procedure for revisions to an information standard include?
10. Which procedure should enable revoking (withdrawing) of an information standard follow?
11. Which steps should a 'light touch' procedure for revocations of an information standard include? (Select all that apply)
12. What procedure should adopting information standards follow?
13. Which steps should a 'light touch' procedure for adopted information standards include?
14. Do you have any other feedback you'd like to share? (Maximum 150 words)

Next steps:

- Group participants are encouraged to consider submitting a consultation response.
- The secretariat could explore with voting pharmacy representative members whether a CP ITG pharmacy representatives' response can be submitted.

Related information:

- [Submit a consultation response at gov.uk.](#)
- [NHS England's Transformation Directorate \(NHSE's TD\) information standards.](#)
- [List of standards and collections:](#) includes standards for:
 - Medicine and Allergy/Intolerance Data Transfer Standard [DAPB4013](#) Guidance (NHS Digital);
 - Reasonable Adjustment Digital Flag Standard [DAPB4019](#) Guidance (NHS England);
 - NHS number, NHS Dictionary of Medicines and Devices (DM+D), secure email, SNOMED CT, Social Prescribing and many more standards.

Standards and interoperability

- [The National Competency Framework for Data Professionals in Health and Care was launched at the annual conference for the Association of Professional Healthcare Analysts in Stoke-on-Trent.](#)

NHS use of data

- Nuffield Trust published an article on [questions of trust: Exploring the national data opt-out rate.](#)
- [Cheshire and Merseyside Integrated Health and Care Partnership uses a data-led approach to help support vulnerable people facing fuel poverty.](#)
- [Only eight of 36 NHS trusts who piloted NHS England's controversial new data platform were willing to cite any specific benefits from it.](#)
- [Cambridge University Hospitals Foundation Trust apologised for mistakenly releasing private information belonging to more than 22,000 patients in two major data breaches in 2020 and 2021.](#)
- [Somerset NHS Foundation Trust began to contact patients affected by a data breach at Musgrove Park Hospital.](#)
- Royal Cornwall Hospitals NHS Trust representative expressed a view that [an integrated live stroke registry might enable clinicians to stay on the front foot across the patient pathway.](#)
- [Effective information sharing – aided by the PRSB's Diabetes Record Information Standard – should make it easier to deliver joined-up care.](#)

- [The NHS expanded the use of a secure research platform behind the roll-out of new Covid-19 treatments to help drive life-saving advances for other significant diseases.](#)
- [NHS England reported substantial benefits in supporting hospitals and patients from the early use of two data systems now being rolled out nationally.](#)

NHSmail multi-factor authentication (MFA)

- The NHSmail team previously presented to the group about MFA and NHSmail. MFA is already a requirement for Welsh NHSmail. The group previously told the NHSmail team that clear communications and proper testing should occur before a full roll-out of MFA across pharmacy NHSmail users. Community Pharmacy England and the NHSmail team have worked on guidance to support the testing of MFA. MFA will be an essential development for NHSmail. It helps data be kept in a more protected environment. It helps protect the reputation of the NHS, as well as the individuals and organisations that use NHSmail. It also provides increased protection against cyber-attacks. The NHSmail plan is to make MFA mandatory for all NHSmail users. The NHSmail team expect most organisations to have fully implemented MFA within 2024. Mandatory rollout of MFA for the PODS NHSmail users (pharmacy, optometry, dentistry and social care, DACS, Independent Midwives, GP Locums) is scheduled for 2024. Community Pharmacy England, working with the NHSmail team, has a prepared [one-page factsheet for those pharmacy NHSmail users testing MFA \(or adding/removing MFA\)](#). Pharmacy representatives are also encouraged to urgently put themselves forward to test out MFA by using the [guidance factsheet](#) to switch MFA on. Pharmacy representatives are encouraged to submit comments to the [IT feedback form](#) about experiences and comments on the new guidance for MFA.

Developing robust services, IT & systems

Relevant webpages include [/servicesit](#) and [/systems](#)

Pharmacy First IT

NHS England and its Transformation Directorate is continuing to work with four IT system suppliers to assure Pharmacy First functionalities:

- [Cegedim](#)
- [PharmOutcomes](#)
- [Positive Solutions](#)
- [Sonar Informatics](#)

The system suppliers updated their NHS-assured IT support for the Community Pharmacist Consultation Service (CPCS) to incorporate the additional elements of the Pharmacy First service, and additional IT functionality is also being developed to support the service.

Pharmacy owners, therefore, have a choice of either:

- Continuing to use their IT system supplier for Pharmacy First IT support or
- Changing to another NHS-assured Pharmacy First IT system supplier.

The four CPCS IT system providers have all confirmed to Community Pharmacy England that pharmacy's contracts to use a CPCS IT system carried over to the supplier's new Pharmacy First IT system at the commencement of the service unless the pharmacy owner opts to use another supplier for Pharmacy First.

Pharmacy owners that have not already contracted with the system supplier they use (or will use) should do so.

NHS England and suppliers continue to work on the other IT elements coming in post-launch:

- GP Connect Update Record;

- GP Connect Access Record; and
- Booking and Referral Standards (BaRS).

NHS Community Pharmacy Contractual Framework (CPCF) pharmacy IT

- NHS England and Community Pharmacy England want suppliers to be given information about the service, including the IT implications and dataset requirements. The [minutes and slides](#) from the group's previous meeting outline additional developments concerning MYS APIs. The MYS API priorities were previously listed as Pharmacy Contraception Service, Discharge Medicine Service (DMS), Blood Pressure Checking Service, New Medicines Service (NMS) and [Smoking Cessation Service](#). CP ITG pharmacy representatives previously reported that data entry for services such as DMS is taking many pharmacy teams excess time. Last year, NHSBSA released an expression of interest for the DMS API to explore the market's interest in providing this integration service. NHS England and NHSBSA have been committed to prioritising the progress of the API programme.

Artificial Intelligence (AI) policy

- Med-Tech examined [how innovations in artificial intelligence for health care will improve time efficiencies and quality of care for patients](#).
- [AI and data technologies have been established in areas like diagnostics and drug discovery; the rise in these digital technologies sparked discussions around how ChatGPT-like tools could find their way into clinicians' digital toolkits](#).
- King's College AI ethics and governance lead opined [how the 'fragmented' NHS can create the conditions for AI to thrive](#).
- [The Accelerated Capability Environment has worked with NHS AI Lab to develop an artificial intelligence tool to identify patients at risk of prolonged hospital stays, which has helped to reduce health costs and improve patient outcomes](#).
- The Lancet published an article on [assessing the potential of GPT-4 to perpetuate racial and gender biases in health care: a model evaluation study](#).
- PLOS Digital Health published an article on [an evidence-based approach to artificial intelligence education for medical students: A systematic review](#).
- Cureus published an article on [Artificial Intelligence Revolutionizing the Field of Medical Education](#).
- PLOS Digital Health published an articles on [artificial intelligence with temporal features outperforming machine learning in predicting diabetes](#); and [health equity in large language model deployment](#).
- [Foundation models are a form of artificial intelligence \(AI\) designed to produce various outputs that are being adopted across multiple sectors](#).
- JMIR published an article on [opportunities, Challenges, and Future Directions of Generative Artificial Intelligence in Medical Education: Scoping Review](#).
- Cureus published an article on [Human-Robot Collaboration for Healthcare: A Narrative Review](#).
- [Recent developments in AI have sparked commentary about the potential impact to jobs in many industries, including within health and care](#).
- [The results of a new study set up by health tech company Feebris were published in PLOS Digital Health. They demonstrated the power of AI-guided virtual care in expanding clinical capacity within underserved communities](#).
- [President of the Royal College of Radiologists said, "We need to proceed with caution" as AI in healthcare develops in a keynote session at the inaugural Digital Health AI and Data conference](#).
- [The pace at which generative AI has infiltrated product portfolios and media headlines in 2023 has brought excitement and consternation to those tasked with evaluating its implications for patient care](#).

- [As generative AI obtains a foothold in all aspects of life, health systems must ensure that AI tools are evidence-based and appropriate for clinical use.](#)
- The founder of Digital Care examined [the current advances in generative AI and its challenges and benefits for the NHS.](#)
- Reform.uk explored [smart prescribing, using AI and technology during the early stages of diagnosis when prescribing antibiotics to help clinicians make smart decisions about the use of antibiotics.](#)
- National Health Executive reported that [the NHS will benefit from emerging technologies sooner thanks to a new government 'regulatory sandbox' enabling AI innovations to be streamlined for patients.](#)
- [A senior scientific advisor at NICE told an audience member at The King's Fund that guidelines for AI need to be developed while there is still time to do so.](#)
- [The prime minister announced a new mission, aiming to accelerate the use of AI in life sciences to tackle the most significant health challenges.](#)
- NHS England AI lead opined that [As generative AI obtains a foothold in a growing number of aspects of life, health systems must ensure that AI tools are evidence-based and appropriate for clinical use.](#)
- [A software platform powered by artificial intelligence could revolutionise how brain aneurysms are treated.](#)
- [Almost half of people in the UK support using AI to bring down record NHS waiting lists, although more work must be done to build public trust in the technology if the UK is to keep up with other economies.](#)
- [A global survey by Censuswide has revealed that the healthcare sector is only just behind the tech space for employee AI usage. This is despite having the lowest levels of security investment in AI protection.](#)
- [How can the 'fragmented' NHS create conditions for AI to thrive.](#)
- House of Lords Library published a briefing on [anti-ageing, personalised cancer cures and robotic dosing implants: artificial intelligence is making headlines for its breakthroughs in the pharmaceutical world.](#)
- [A £21 million investment in AI aimed to modernise NHS diagnostics and improve wait times.](#)
- [Digital Health Unplugged podcast released an episode on AI and data news team debrief.](#)

AI: governance and principles

- NPJ Digital Medicine published an article on [adopting and expanding ethical principles for generative artificial intelligence from the military to healthcare.](#)
- Standing Together published an article that explored [the potential for Artificial Intelligence \(AI\) to benefit health and must be balanced against the risks posed by algorithmic bias and harms.](#)
- [Complex issues around consent in AI and data cannot be addressed through legal processes or focusing on patients' rights and autonomy, suggested an expert panel in the Digital Health's AI and Data event.](#)

AI care and case studies: Mental Health

- [Edinburgh Royal Infirmary was the first UK hospital to trial an AI-powered pain assessment tool designed to help patients determine their level of pain if they're unable to reliably self-report – such as those living with dementia.](#)
- [Nottingham-based AI startup BlueSkeye AI was approved by the Medicines and Healthcare products Regulatory Agency to begin a clinical trial of its TrueBlue perinatal mental health app in the NHS.](#)
- [Carers of people with dementia and autism could get support from socks which use artificial intelligence \(AI\).](#) The SmartSocks, created by Milbotix, alert carers when the wearer is distressed.

- BBC reported that [an artificial intelligence system designed to speed up the diagnosis of mental health conditions in children is to be developed in Cambridge.](#)
- npj Digital Medicine published an article on [systematic review and meta-analysis of AI-based conversational agents for promoting mental health and well-being.](#)
- [A new research study found that using an artificially intelligent AI chatbot can offer significant emotional and mental support to pre- and postnatal women and help to reduce the severity of depressive symptoms.](#)
- [Limbic, the winner of the scale-up category in Pitchfest 2023, explained how their AI innovation is improving access to mental health support and the exciting next steps for the firm.](#)
- Daily Mail reported that [the NHS must be cautious when considering whether to provide patients with mental health counsellors with artificial intelligence alternatives, experts have warned.](#)

AI care and case studies: Research

- [Chelsea and Westminster patients were part of new research that determined that most would rather have their skin assessed by artificial intelligence than wait weeks to see a dermatologist in person.](#)
- [A new £28 million UKRI AI Centre for Doctoral Training at Imperial College London will train over 120 researchers to develop patient-ready technology.](#)
- [Intelligent Ultrasound Group plc signed a research agreement with the University of Dundee to initiate proof-of-concept work for AI-based diagnostic tools for liver disease.](#)
- Cureus published an article, [Towards Ideal Health Ecosystem With Artificial Intelligence-Driven Medical Services in India: An Overview.](#)
- The American Heart Association published a report on how [Artificial intelligence may help predict – possibly prevent – sudden cardiac death.](#)
- The Journal of NeuroInterventional Surgery published an article on [artificial intelligence-driven aspects for detecting early stroke changes in non-contrast CT: a systematic review and meta-analysis.](#)
- BBC reported that [artificial intelligence is nearly twice as good at grading the aggressiveness of a rare form of cancer from scans as the current method, a study suggests.](#)
- [AI could improve cancer diagnosis – if we get these five things right.](#)

AI care and studies: Primary Care

- Health Tech World reported that [people with suspected skin cancer benefited from faster diagnosis thanks to ground-breaking new technology at University Hospitals of Morecambe Bay Trust.](#)
- [AI will spot patients at risk of needing to go to the hospital so community NHS teams can get to them first and reduce pressures on A&Es as part of a range of tech and data solutions rolled out across the NHS ahead of winter.](#)
- [County Hospital in Stafford received a £1.28m AI upgrade for its radiology training facilities, benefiting patients and clinicians in the Midlands.](#)
- [Artificial Intelligence was introduced to GP practices across the South West to help them offer earlier support to people at risk of hospital admission.](#)
- [£21 million is being allocated to 64 NHS trusts across England to roll out AI tools to speed up the diagnosis and treatment of lung cancer.](#)
- [An AI tool that can predict the 10-year risk of deadly heart attacks could transform treatment for patients who undergo CT scans to investigate chest pain, according to the British Heart Foundation.](#)
- [Four GP practices in Somerset have trialled an AI system that can highlight registered patients with complex health needs who are at risk of hospital admission or who rarely contact their GP and contact them for conversations about their health.](#)

- [The NHS introduced artificial intelligence into doctors' practices across the West Country to spot early warning signs of patients most at risk.](#)

Digital prescriptions & services

Relevant webpages include: [/patientdigitalservices](#), [/apps](#), [nhsapp](#) and [/eps](#)

Other NHS account and NHS App updates

- [NHS England reported that more than four in five GP practices in England are enabling their patients to access their health records online through the NHS App.](#)
- [The NHS App marked its fifth birthday; new data shows it has 33.6 million registered users, with monthly traffic to the app rising by more than half in the past year.](#)
- [The NHS expanded the NHS App to allow more people to view their vaccination records and book in for vaccines.](#)
- [More than four in five GP practices \(81.1%\) in England now give patients access to their new health records online, thanks to the NHS delivery plan for recovering access to primary care.](#)
- [NHS funding supports the rollout of the Digital Health Passport across 12 integrated care board regions, empowering people to take control of their health by making asthma self-management smarter.](#)

Patient digital tools and apps

- The Department of Health and Social Care previously reported on a [digital NHS Health Check to tackle deadly cardiovascular disease](#). DHSC is looking to work with up to three local authorities to pilot the first iteration of the digital NHS Health Check. DHSC is now accepting expressions of interest. The expression of interest opens on Tuesday, 27th February, and will close at 11.59pm on Friday, 22nd March 2024. Detailed guidance outlining eligibility requirements and how to apply can be found on the [NHS Health Check website](#). Local Pharmaceutical Committees may want LPCs to flag this opportunity to their local public health teams.
- [NHS patients will soon be trialling home testing for chronic kidney disease as part of its £30 million tech and AI innovation fund.](#)
- Digital Health Intelligence published [its latest market analysis report, where Lloyd Price examined the digital therapeutics market.](#)
- [A new app-based service was set to go from strength to strength as it transitioned to a national programme supporting the NHS and social care workforce.](#)
- [UK electronic patient record provider Nervecentre unveiled a new patient app, Patientcentre, which will help make patients active participants in their care both in the hospital and as outpatients.](#)
- [Let's Talk Clots app provide patients with information on blood clots and how to reduce their risk.](#)
- [Remote patient monitoring provider Inhealthcare has partnered with FibriCheck, the medically certified app for heart health, to help the NHS combat cardiovascular disease in the UK.](#)
- [NICE recommended seven digital technologies.](#)

Electronic health records usage

Relevant webpages include: [/genomics](#) and [/records](#).

Records: National

- HSSIB published a report on.

- [The NHS has met the government's target for 90% of trusts adopting electronic patient records in hospitals ahead of schedule.](#)
- [Digital Maturity Assessment showed that under 30% of NHS trusts with an electronic patient record have key functionality and, therefore, fully use their system.](#)
- [The UK Authority reported that social care providers in England have been using digital records more slowly than the pace desired by the DHSC, according to a new government auditor's report.](#)
- [A new electronic patient record has gone live at South Eastern Health and Social Care Trust in Northern Ireland, the first step in digitising health and care records in the country for more efficient care.](#)
- [In a Digital Health Networks debate on the drive to standardise EPR systems and the risks of creating monopolies, the panel shared the view that there is currently no monopoly in the NHS hospital EPR market, but more needed to be done to develop relationships with suppliers.](#)
- [A new electronic health record consultancy, MediConfig, launched to help healthcare IT teams across the globe enhance their Cerner Millennium EHRs.](#)
- [A new electronic prescription service in Wales entered a live testing phase ahead of a phased rollout from January 2024.](#)
- [CCIO explained why it can be challenging to implement EPRs fully and suggested vital steps to remove the barriers to success.](#)
- [New digital innovations improve safety, cut waiting times and save NHS Wales money.](#)

Records: local

- [Humber and North Yorkshire ICS are in the early stages of exploring whether to expand Google's involvement in the Yorkshire and Humber Care Record.](#)
- [According to an independent economic evaluation, the London Care Record has saved health and care professionals' time up to a value of £44.4 million, helping them provide safe and effective care more quickly.](#)
- [The Northamptonshire Care Record is now live, joining up care records for more than 800,000 people in the county and ensuring that the professionals directly involved in their care can instantly access the information they need to support them.](#)
- [MedTech reported that patients at a reception in Westminster asked parliamentarians, clinicians, and NHS leaders to involve them in decision-making as part of an effort to transform the NHS by effectively implementing the latest medical technology and innovation.](#)
- [University Hospitals Leicester has seen a 10% fall in waiting lists between December 2022 and September 2023 and a 66% fall in those waiting more than a year for treatment, thanks to digitally supported elective recovery measures.](#)

Records (local Trusts)

- [Northampton General Hospital NHS Trust announced that Nervecentre is the preferred supplier for its new Electronic Patient Record \(EPR\) system.](#)
- [Alcidion signed a contract with South Tees Hospitals NHS Foundation Trust, extending its Miya Precision Electronic Patient Record contract for a further eight years.](#)
- [HSJ reported that only half of staff across two acute trusts were fully trained in using a new electronic patient record before its introduction, which led to disruption and patient harm.](#)
- [Somerset NHS Foundation Trust has successfully integrated the Better Meds ePMA \(electronic prescribing and medication administration\) solution into SIDeR – the Somerset Integrated Digital e-Record system.](#)
- [Birmingham and Women's and Children's NHS Foundation Trust picked Epic as a preferred supplier for its next EPR.](#)

- [University Hospitals Coventry and Warwickshire had expected to launch its EPR, supplied by US firm Oracle Cerner; however, difficulties during testing – including with doctors' logins not working – have delayed implementation.](#)
- [Oxford Health NHS Foundation Trust went live with the Access Rio electronic patient record in just eight weeks.](#)
- [University Hospitals Coventry and Warwickshire NHS Trust temporarily put the brakes on the launch of their Oracle electronic patient record system.](#)
- [A new electronic patient record powered by Epic launched across Guy's and St Thomas' and King's College Hospital NHS Foundation Trusts.](#)
- [Four northeast London trusts have benefitted from the deployment of a new electronic prescription service from CLEO Systems, helping to streamline the process of ordering prescriptions and empowering outpatient clinicians.](#)
- [The Royal Wolverhampton NHS Trust signed a 10-year contract with System C for an integrated electronic patient record system, replacing the trust's in-house built EPR and accelerating its digital maturity and roadmap.](#)
- [University Hospitals of Derby and Burton and Chesterfield Royal Hospital announced Nervecentre as the preferred supplier for a new joint electronic patient record system.](#)

Genomics

- Future Healthcare Journal published an article on [embedding genomics across the NHS: a primary care perspective.](#)
- The European Journal of Human Genetics published an article on [implementing.](#)
- Cureus published an article on [genetic testing for successive cancer treatment.](#)
- [UK Biobank released the world's largest-by-far single set of sequencing data, completing the most ambitious project ever undertaken.](#)
- [Genomics England and Oxford Nanopore Technologies announced a strategic research partnership to resolve undiagnosed rare disease cases.](#)
- [The Genomics Education Programme explored polygenic risk scores and why their application in at-home genomic testing has been brought into question.](#)
- [A new digital tool for taking the genetic family history of patients, which can improve the process of diagnosing cancers and rare conditions, was launched at the University Hospitals of Leicester NHS Trust.](#)
- eClinicalMedicine published an article on [combined population genomic screening for three high-risk conditions in Australia: a modelling study.](#)
- [DnaNudge and NantNudge aimed to accelerate handheld AI genomics for a global audience.](#)
- [UK Biobank unveiled incredible new data from whole genome sequencing of its half a million participants. This step is set to drive the discovery of new diagnostics, treatments and cures.](#)
- [The interim CEO of Genomics England has delved deep into the organisation's work and how AI fits in.](#)

Straightforward security & connectivity

Relevant webpage(s) include: [/ds](#) and [/connections](#)

Contingency

- [NHS England issued a national alert to all trusts providing maternity services after faults were discovered in IT software that could pose "potential serious risks to patient safety".](#)
- BBC cited HSSIB, the country's patient safety watchdog, that urgent action is needed to address NHS computer failings,

IT policy general updates

- [UK Digital Health and Care \(UKDHC\), a new UK membership body, has been launched to provide a home for professionals in the sector.](#)
- [NHS England confirmed that all physical data centres have now been decommissioned following the successful move of NHS Spine to the cloud earlier this year.](#)

IT policy: priorities, reports and the future

- Digital Health reported that [WHO issued new guidelines on “person-centred” HIV strategic information as part of its latest policy brief on digital health data.](#)
- Springer Nature published a report on [the state of open data 2023: global attitudes towards open data.](#)
- The UK Authority reported that [NHS Shared Business Services has signed a series of contracts for a procurement framework for intelligent automation services in the health service.](#)
- NHS England published [the NHS vaccination strategy, which outlined how vaccinations will be made more accessible than ever before, including through expanding the NHS App, ‘one-stop shops’ and community outreach.](#)
- [PCMIS Health Technologies has signed a contract to support SilverCloud through Amwell’s delivery of the National Digital Mental Health Program for Ireland.](#)
- [heart health apps’ safety, clinical and system effectiveness.](#)
- PLOS Digital Health published an article on [maximising.](#)
- [A government commitment to eliminate paper prescribing in hospitals by 2023 was not met, with the failure being partly blamed on a lack of digital maturity.](#)
- According to research from BT, [three-quarters.](#)
- [A new strategic partnership between NES and the Digital Health & Care Innovation Centre will bring new opportunities for collaboration and the maximisation of the strengths and expertise of each organisation.](#)
- [The Faculty of Clinical Informatics told its members that operations would likely have to be closed down and that operations would cease due to severe financial and other pressures.](#)
- [The Faculty of Clinical Informatics was wracked by a further round of resignations of trustees, triggered by the ongoing financial and governance crisis, deep disagreements between factions, and deep disquiet among some members about growing ties to Accenture and Palantir.](#)
- [The Our Future Health medical research programme announced that it had reached the milestone of having its one-millionth volunteer sign up since it started recruiting just over a year ago.](#)
- NHS Confederation published a report on [England.](#)
- UK Authority reported that [NHS England published plans to create a national vaccination data record and confirmed that a feature for booking vaccinations will be added to the NHS App.](#)
- The Chief Nursing Informatics Officer at System C Healthcare discussed [some key obstacles the NHS faces as it navigates the digital transformation.](#)
- [A 2024 deadline to eliminate paper prescriptions in practices is pushed to 2025 due to digital challenges, leaving the NHS behind its ambitious goals.](#)
- [The Government has acknowledged that it will not meet its commitment to eliminate paper prescribing in hospitals and introduce digital or e-prescribing across the entire NHS by 2024.](#)
- [health inequalities’ financial and social impact.](#)
- [NHS England reported on progress against digital clinical safety strategic commitments.](#)

- [New figures revealed NHS's virtual ward progress.](#)
- Burges Salmon published a briefing examining the UK's health tech regulatory landscape.
- Professor Bob Wachter opined that [the NHS required a new central investment' to achieve digital maturity and realise the potential of emerging technologies.](#)
- [NHS England has highlighted three technology and data initiatives as measures that could help deal with the winter surge in demand for its services.](#)
- Chair of the Department of Medicine at the University of California explained [why now is the time for the NHS to harness the potential of digital technology in its services.](#)
- [The Greater Manchester Health and Care Digital Transformation Strategy was launched, detailing how digital, data and technology will combine to transform care in the region and improve patient outcomes.](#)
- [Kumar Medical Centre in Slough used a population health management approach to revolutionise its annual NHS Quality and Outcomes Framework \(QOF\) to help free up time for more appointments and optimise patient outcomes.](#)
- [Digital Health Networks launched the Birmingham Declaration, a statement of intent that provides a focus and a framework of priorities for the Networks for the next five years.](#)
- Lexology published an article that examined [digital therapeutics in Europe and discussed the current development scenario and the regulatory framework.](#)

Policy (Federated Data Platform)

- [US analytics and AI firms Palantir and Accenture have been chosen as the winners of the £480m Federated Data Platform procurement.](#)
- [NHS England awarded a contract to operate its future federated data platform project \(FDP\), worth £330 million, to US data analytics giant Palantir, with support from Accenture, PwC, NECS and Carnall Farrar.](#)
- [Mixed reaction as Palantir lands £330m NHS Federated Data Platform deal.](#)
- [NHS England investigated whether US data analytics giant Palantir violated the terms of its contract to run the Federated Data Platform.](#)
- [Four organisations brought a lawsuit against NHS England, claiming no legal basis for setting up the Federated Data Platform.](#)
- [Palantir's CEO commented about whether the Federated Data Platform could make it easier for a future UK government to sell off NHS-related data.](#)
- [The NHS implemented a new software tool, the Federated Data Platform, to help tackle waiting lists and reduce hospital discharge delays.](#)
- [With the Federated Data Platform contract award said to be delayed, NHS England appears to be seeking to drum up support for the FDP and secure public backing from health system leaders for its £480m flagship data platform project.](#)
- [Palantir's road to the Federated Data Platform contract: a timeline.](#)
- [Digital Health reported that NHS England sought to drum up support for the FDP and secure public backing from health system leaders for its £480m flagship data platform project.](#)

IT policy (trusts)

- [Inhealthcare won an NHS contract to scale up virtual wards across Calderdale, Kirklees, Leeds and Wakefield to support delivering safe and convenient care outside of a hospital setting.](#)
- [ITVX reported that thousands of people in Sussex have been treated on so-called virtual wards since a pioneering NHS scheme started a year ago.](#)
- [Digital Health explored the hospital-at-home model in delivering healthcare at a time of mounting pressure on traditional services and the effect of this on patients and practitioners.](#)
- [The NHS will roll out new software in spring to deliver better joined-up care for millions of patients, help tackle waiting lists and reduce hospital discharge delays.](#)

- [The Royal College of Physicians published an article on the RCP view: Hospital at Home and virtual wards.](#)
- [Doccla, a virtual ward provider to the NHS, has announced a new partnership with Joined Up Care Derbyshire to introduce a transformative approach to healthcare in Derby and Derbyshire.](#)
- [Cornwall became the first region in the country to use a transformative digital care service, which is set to improve health outcomes and reduce pressure on the NHS and social care.](#)
- [A guidance letter from NHS England to trusts on industrial action suggested that planned investment for frontline digitisation may be pulled from all but the most minor digitised trusts.](#)
- [An ambitious new digital healthcare hub in South Yorkshire is set to lead the UK's digital health revolution and address inequalities in patient care.](#)
- [The NHS' ambition to roll out 10,000 virtual ward beds by the end of September 2023 has been achieved, according to the latest figures from NHS England.](#)
- [NHS England plans for a significant procurement framework based on digital pathways in primary care.](#)
- [From managing long-term conditions and preparing for operations to supporting discharge and facilitating administrative tasks, the potential for digital health technologies to transform acute health care across the UK and Europe is vast.](#)
- [NHS virtual ward models are a solution for today's challenges and a suitable investment for the future. The decisions that trust and ICB leaders must make can turn pioneering home care options into permanent operational improvements to the NHS hospital experience.](#)
- [The Royal Pharmaceutical Society launched new interim professional standards for pharmacy services for virtual wards to ensure the delivery of high-quality care and optimal outcomes for individuals in the 'hospital at home' setting.](#)
- [Leeds launched new remote monitoring technology to understand how it can support older adults living in their own homes and reduce the number of visits to doctors or hospitals.](#)
- [First VR therapy for mental health approved for use in the NHS.](#)
- [NHS trusts explored existing technology in the NHS and its effects on improving patient experience and reducing NHS pressures.](#)
- [Med-Tech reported that revolutionary technology is reforming healthcare in the UK, with a prime example being the NHS's commitment to expanding its virtual ward programme.](#)
- [Oxford University Hospitals Foundation Trust embarked on a digital journey with ServiceNow to simplify admin tasks, streamline projects, and improve access to physical and digital resources.](#)
- [Leeds Teaching Hospitals rolled out a digital resilience course to 10 sites.](#)
- [A geriatrics and acute general medicine consultant shared his perspective on the use of virtual wards and the implications of these virtual systems being applied in the NHS.](#)

IT policy case studies: Secondary care

- [Assistant director of technology in digital and data services spearheaded efforts to move years of legacy data into future-fit IT systems.](#)
- [Princess Alexandra Hospital NHS Trust is projected to save between £2.5m and £3m in IT costs thanks to its latest digital transformation project with Riverbed.](#)

NHS use of big data to support patient care and clinical research

- [It was found that 79% of people struggle to keep their glucose levels in range, and almost half \(45%\) do not understand the benefits of a hybrid closed-loop system.](#)

IT policy (local): Integrated Care Systems

- Digital Health Intelligence published a report on a digital maturity assessment review of ICSs presenting.
- [An integrated care system uses novel technology to identify patients in greatest need, offer targeted interventions, and ease the strain on NHS resources.](#)

Digital inclusion

- Gilbert + Tobin published an article on [the pitfalls of digital health care in a post-Covid world.](#)
- The 100% Digital Leeds programme within the local Integrated Care Board (ICB) reported that [digital inclusion is not being pushed as strongly around the country as it is in Leeds due to strict budgets and the financial struggles of councils and the NHS.](#)
- BMJ Health published an article on [quantifying digital health inequality across a national healthcare system.](#)
- Express reported that [older patients increasingly face digital barriers in their struggle to see a GP face-to-face.](#)
- [A study in Scotland explored the health inequalities associated with the NHS's ongoing digital transformation agenda.](#)

Digital capabilities of the workforce

- [Accelerating Reform Fund to support innovation in local areas to boost the quality and accessibility of adult social care in England.](#)
- [Patients at Guy's and St Thomas's NHS Foundation Trust will benefit from introducing new software to deliver safer, more coordinated community care.](#)
- npj Digital Medicine published an article on [educating the future healthcare workforce: lessons learned from the development and implementation of a 'Wearables in Healthcare' course.](#)
- [CEO of the Health Innovation Network South London and Director of Communications at the HIN explored the transformative potential of digital initiatives in enhancing NHS staff experiences.](#)

Innovation

- MedTech reported that [University Hospital Birmingham delivered improved outcomes for head and neck cancer patients, with reduced surgery times of up to three hours using tailored, 3D-printed cutting guides.](#)
- [NHS Nightingale Hospital Exeter has supported a 300% increase in patients thanks to its transformation into a diagnostic community hub and the installation of new medical imaging and diagnostic technology from Canon Medical Systems UK.](#)
- [The Medical Device Manufacturing Centre was awarded £3.35 million of additional funding from Scottish Enterprise to continue its work developing novel medical device innovation and improve the industry's sustainability.](#)
- The Health Tech Alliance explained [the importance of digital innovation within virtual wards.](#)
- [NHS trialled an artificial intelligence system to prevent avoidable admissions.](#)

Seamless referrals & appointments

Relevant webpages include: [./bookings](#)

- [NHS England's Transformation Directorate's BaRS programme aims to enable booking and referral information to be sent between NHS service providers in a format that is helpful to clinicians.](#) The intention is for BaRS to be available in all care settings eventually. The [minutes and slides from the group's previous meetings](#) contain additional information

about BaRS and pharmacy use cases. CP ITG feedback indicated that the BaRS programme should be expanded to incorporate NHS appointment standards.

- The government has previously set targets for increasing the digital options for patients using the NHS, e.g., booking appointments online and ordering repeat prescriptions online. NHS App is one app that provides such functionality, but other apps and websites aligning with relevant NHS IT standards are also increasing digital patient interactions. NHS App updates are outlined within the [NHS App sections of Appendix CPITG 04/06/23](#).
- NHS England published a report on [Recording GP appointments: consolidated guidance](#).

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