Community pharmacy IT progress update: Winter 2023

This briefing sets out updates about community pharmacy IT and progress with Community Pharmacy IT Group's (CP ITG's) workstreams since the last bulletin.

The updates are categorised into the work plan areas below.

- Community pharmacy IT developments: overview
- Establishing data flows & IT standards;
- Developing robust services IT & systems;
- Digital prescriptions & services;
- Electronic health records usage;
- Straightforward security & connectivity;
- Policy and general updates;
- Seamless referrals & appointments; and
- Optimal principles across all pharmacy IT.

> *Note: You can click or select a category heading (left) to automatically scroll down to that section of the document.*

Comments or feedback that support progress on the priority areas, can be provided by emailing it@cpe.org.uk. These updates are also available within html format at: cpe.org.uk/itupdate.

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

Supporting NHSmail

NHSmail multi-factor authentication (MFA);
- MFA is already a requirement for Welsh NHSmail. CP ITG previously fed back to the NHSmail team that clear communications and proper testing should occur prior to 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 important development for NHSmail. It helps data to be kept within a more protected environment. It helps protect the reputation of the NHS, and 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 currently scheduled for within 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).
- Next steps:
  - Pharmacy representatives can feed back about the preferred MFA options.
  - 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 it@cpe.org.uk about piloting experiences and comments on the new guidance for MFA pharmacy testers.

Recommended minimum transfer dataset for pharmacies switching from one patient medication record (PMR) system to another

- Community Pharmacy England previously supported developing a recommended minimum dataset for cases where a pharmacy member has switched from one PMR system to another. For the sake of continuity of patient care, it is critical for some patient

information to be transferred from the old to the new system.
- Community Pharmacy England has worked further with a CP ITG sub-group on the minimum agreed minimum dataset and associated transfer specification document during March-May 2023. The documents were iterated to 1.0 versions:
  - Pharmacy patient IT system transfer (CP ITG specification)
  - CP ITG Pharmacy IT system transfer spec (Appendix 1 – dataset)

SNOMED International consultation (closing January 2024)

Briefing papers for the January 2024 consultation on the inactivation of Role Groupers in Substance and Medicinal Product Hierarchies can be found on NHS '*Delen*' pages.

Those wishing to feed in in regard to the five questions within the '*Member/user requirements section*' (bottom of page three of '20231103 BN Role Grouper Consultation.pdf' file found at Delen' webpage) to it@cpe.org.uk by **25th January 2024**.

Responses will be submitted to UK representative for SNOMED International so that feedback can be passed on.

Updates to VMP '<Drug Form>' coded attribute in dm+d – Confirmation of Phase 1 changes

Following on from the sample batch of drug form changes for 'Ointment', which appeared in the dm+d data, the NHS dm+d team progressed further changes: Updating the NHS dm+d '<DRUG_FORM>' coded attribute within the Virtual Medicinal Product concept class - NHS Digital Community Pharmacy IT Group's secretariat collated feedback from supplier and pharmacy representatives, and Community Pharmacy England's Dispensing and Supply team and passed feedback across to the dm+d team.

Payment and data Manage Your Service (MYS) APIs for CPCF services

NHS England and Community Pharmacy England want suppliers to be given information about the service, including the IT implications and dataset requirements. The MYS API priorities were previously listed as: Pharmacy Contraception Service, Discharge Medicine Service (DMS), Blood Pressure Checking Service, New Medicines Service (NMS) and the Smoking Cessation Service. CP ITG pharmacy representatives previously reported that data entry for services such as DMS is taking a large amount of pharmacy teams. NHSBSA previously released an expression of interest for the DMS API to explore interest with the market providing this integration service. NHS England and NHSBSA had been committed to prioritising API programmes progress within this financial year's delivery plans.

Community Pharmacy Data Standard (CPDS)

PRSB had engaged with Community Pharmacy England, Royal Pharmaceutical Society (RPS), CP ITG and others to reach version 3.0.

Developing robust services IT & systems
Relevant webpages include: /servicesit and /systems

CP ITG inputs about pharmacy IT supplier development

Community Pharmacy IT Group were asked to feed into "Items for pharmacy IT supplier development" infographic. Further feedback is welcome from all pharmacy team members. Please contact it@cpe.org.uk with comments so that your comments can be incorporated into the next iteration of the infographic.

Pharmacy IT development: technical and commercial approaches via the NHS Digital Care Services Catalogue

NHS England previously fed back it continued to explore commercial requirements and opportunities that will support both the needs of the sector and system suppliers now and in the future to support and develop an open supplier market. Currently there is not a 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 are seeking 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 (which is also used by GP IT Futures framework). NHS England's Transformation Directorate hosted a kick-off call with suppliers and some Community Pharmacy IT Group representatives on 26th April 2023. A meeting recording is available for relevant participant organisations. The project team said they would be seeking to start talking to suppliers further across early summer and from June 2023.

- A Prior Information Notice was issued to the market (including CPCS suppliers) on 1st June 2023 including:
  - Digital Pathways Framework;
  - Legacy Foundation Solutions Framework (periodic refresh of GP IT Futures Framework);
  - Primary Care Support Services (period refresh of GPIT Futures with greater scope definition);
  - Detained Estate (covers the estate in England and Wales, single clinical system);
  - Research Development & Engagement (opt in Framework facilitating direct agreements between NHS England and parties); and
  - Engagement with Community Pharmacy regarding CPCF Digital Service Standards & Roadmap.
- Supplier Expression of Interest (EOI) Forms were available with deadline midday 16th June. Further NHS England discussions with the community pharmacy supplier community are anticipated. NHS England's Transformation Directorate are preparing further support for suppliers.

Services IT (vaccination / MYS)

- Pharmacy representatives that use a Point of Care vaccination system, who would like to share how these can develop etc, please email it@cpe.org.uk and you can be put forward for potential participation within an NHS user researcher project.
- The Manage Your Service (MYS) dashboard layout will be changing following user feedback. The changes will see the current tabs move to the left-hand side of the page and the tabs will be reordered and listed in alphabetical order.

Digital prescriptions & services
Relevant webpages include: /patientdigitalservices, /apps, nhsapp and /eps

Electronic Prescription Service (EPS)

- Community Pharmacy England set out seven steps to help reconcile EPS claims for Serious Shortage Protocols (SSPs) within a new factsheet.
- The NHS EPS team blogged about the work to modernise electronic prescribing.
- HTN reported on South Tees Hospitals NHS Foundation Trust who went live with a new digital noting solution, as part of the trust's electronic patient record programme.

- The NHS EPS team will be seeking more feedback from stakeholders and capturing feedback through one-to-one sessions. This engagement will capture further views regarding EPS trackability improvements. EPS user research team sessions will be run in a similar fashion as was done last year i.e. a remote interview and review of any prototyped screens. We'd encourage you to register interest with participating by using this signup form if you've not previously listed yourself: https://feedback.digital.nhs.uk/jfe/form/SV_eu4jQRNbJooQxoO.

Real Time Exemption Checking (RTEC)

- The NHSBSA continues to lead the RTEC project. The NHSBSA, DWP and the RTEC steering group plan has supported the expansion of the DWP RTEC functionality to additional pharmacy members. The group and pharmacy team members may suggest items for the RTEC development roadmap by emailing it@cpe.org.uk.

Independent prescribing IT

- The General Pharmaceutical Council (GPhC) previously consulted and reported on changes to the requirements for entry to independent prescribing courses, and the Pharmaceutical Journal reported that independent prescribing piloting was to begin across England soon. NHS England previously reported into the CP ITG about the plans for the pathfinder programme.
- CP ITG Chair, Matt Armstrong is taking part with NHS England's independent prescribing pathfinders' operational group on behalf of the CP ITG. This group will play a key role with supporting the programme and the evaluation that will inform longer term strategy for introducing independent prescribing into community pharmacy clinical services and providing input to the requirements for EPS system to support pathfinders.
- NHS England pharmacy team are awaiting the outcome of Moderation and hoping to inform Integrated Care Boards of their successful Expressions of Interest soon.
- Pharmacy teams are encouraged to **complete the *Independent Prescribing Programme & IT survey* (5-7 mins)**.

NHS App objectives

The NHS App team say their overall objectives are the below.
- Maximise value from the NHS App by increasing self service and self care to aim to reduce demand on the front line.
- Continue developing appointments, record access and prescriptions capabilities to keep up with policy and emerging user needs.
- Continue to develop the design and navigation of services to address user needs.
- Continue to enhance the messaging capability to improve the experience for senders and recipients.
- Ensure the NHS App team understand enough about all users' behaviours and the full capability of the channel to help them to complete usable end to end journeys.
- Extend the integrated services available in the NHS App to support localisation and better meet users' healthcare needs.
- Extend the underlying capabilities of the NHS App platform with a view to providing the platform capabilities for our future ambitions.

NHS App recent and future developments

The NHS App team are continuing to develop existing and future features. Selected developments are listed below. The full roadmap list is at: https://digital.nhs.uk/services/nhs-app/future-developments.

Recently completed:

- Integrated the [National Booking Service](#) so that people can book Covid vaccine booster using the app.
- Self-asserted blood pressure test results discovery, to understand what is needed to build a service that works for patients and practices.

Working on:
- Digital Prescription Token discovery and scoping an online prescription ordering service for users without a nominated pharmacy.
- Improve the way that primary care data is sent to the app, to enable a richer, more user-centred experience. This work is often referred to as GP patient-facing APIs.
- Improve test results to allow patients to easily access and understand test results.
- Digitally requesting proxy access for adult to adults with capacity (private beta).
- Allow people to easily find and register with a GP within the app.
- Extend hospital appointment supplier integrations to give more patients access to improved secondary care appointment information.
- Simplify NHS App integrations with national services and other senders.

Working on next:
- Book and manage flu vaccinations via the app.
- Medicines A-Z from NHS App to give people easier access to information about their medications.
- Prescription order updates to users with repeat prescriptions.
- Improve hospital appointment supplier integrations to give more patients access to improved more secondary care appointment features.
- Enable people to update their postal address through the NHS App.
- Notifications relating to GP registration.
- Offering users communications about their covid vaccine appointment confirmations and reminders.

Other NHS account and NHS App updates

- [AccuRx integrated batch messaging and features to the NHS App, enabling patients to help maintain their own health](#).
- [North Tees NHS Foundation Trust went live with a new patient engagement platform that enables its patients to manage their hospital appointments digitally through the NHS App](#).
- [More than 500,000 have made organ donation decisions via NHS App](#).
- The [regional medical director for London, shared an optimistic outlook on the future of the NHS despite many issues the service currently faces with staff shortages and long waiting lists because of emerging technology and other factors](#). He envisages, for instance, an NHS where our first point of contact is with an AI bot.
- Pulse reported that [GPs should be better involved in the development and implementation of the NHS App to better tackle digital inequity, an Ada Lovelace Institute researcher said](#).
- HSJ reported that [New target for huge NHS App expansion in general practice](#).
- UK Authority reported that [NHS App is to give patients choice in hospitals](#).
- HTN reported on the [Digital uptake of the NHS App and online primary care services, in relation to sociodemographic characteristics](#).
- HSJ reported that [The vast majority of GP practices should allow patients to manage their care through the NHS App in less than a year, according to the primary care recovery plan](#).
- BBC reported that [Patients are being urged to shop around on the NHS app and website to cut their waiting time for treatment in England](#).
- GOV.UK published a case study on [Giving NHS patients more control over their own care](#).
- [Imprivata expanded commitment to NHS with Identity Governance integration with NHSmail](#).

Patient tools

- Clinova has launched Healthwords, a new generative AI health platform, with the world's first conversational AI tools that are solely focused on delivering healthcare advice.
- A hypertension project being run by a number of GP practices in Slough has seen a 30% increase in patients with controlled blood pressure after introducing a new digital technology programme.
- Digital apps including Cinapsis helped GPs with skin cancer referrals, the Apex Analytics automated toolset helped to track Strep A outbreaks.
- Clinical homecare provider HealthNet Homecare developed a patient app that aimed to improve the patient experience of medication management.
- Sixty-eight percent of people agreed in a survey that digital health apps should be used within the NHS, according to the annual survey into public attitudes on health apps in the UK.
- Teva UK launched GoResp Digihaler, which allows appropriate adult patients with asthma and COPD to help self-manage their condition and share their data with healthcare professionals.
- The IT supplier Epro opined that: mobile voice recognition tech might help to safeguard mental health services.
- The Guardian reported that weight-loss jabs were among a range of measures that will be made available by the NHS via prescription on apps in an attempt to tackle obesity.
- UK Authority reported that the DHSC announced a new digital NHS health check service to identify cases of cardiovascular disease.
- A London trust's digital director provided advice on how to roll out a portal that delivers benefits for patients and staff.
- Open Access Government reported how RapidAI had a positive impact on patient care and reducing staff burnout.
- Med-Tech reported that clinical trial start-ups Lindus Health and Dopavision launched a clinical trial in the UK which looked at the potential of an app and VR headsets to slow the progression of short sightedness, or myopia, in children.
- Digital Health Intelligence published a report which revealed how effective digital communication with patients could make the NHS more efficient and deliver benefits for patients.
- NICE set out how digital programmes can help the NHS deliver specialist weight management services to support medication management in England.
- Med-Tech reported that a diagnostic service has launched that will allow testing for bowel cancer and prostate cancer and allows patients to see a registered GP virtually from their home.
- The Independent reported that the AI healthcare model that allows clinicians to predict a person's risk of having a heart attack by looking at their retina could have "huge public health implications", according to its developers.
- Roche UK and Nye Health have announced a partnership aiming to co-create digital solutions that learn, personalise and adapt to patients' needs outside of a hospital or traditional clinical setting.
- Open Access Government reported that Immersive VR headsets are to improve mental health services.
- MedicalFuturist.com explored how 'digital front doors' might address the challenges the primary care system faces in the UK.
- Digital Health reported that Monitoring apps for frail adults are increasingly popular as more elderly people and those living with disabilities seek to remain in their homes and social care remains under increasing pressure due to staff shortages.
- Sweatcoin, a health and fitness app, is being prescribed to people at risk of developing type 2 diabetes across south west London.
- Sky News reported on an Electric headset for treating depression trialled by the NHS.

- Contemporary Clinical Trials Communications published an article on A primary care delivered, technology supported lifestyle program for Type 2 Diabetes Management.
- UK Authority reported that a survey showed public support for digital healthcare appointments.
- HTN reported that Bayer Health to develop its digital menopausal support programme Seren with support from Eastern Academic Health and Science Network.
- Pulse reported that, NICE approved nine new digital tools for treating anxiety and depression.
- Med-Tech announced that MHRA and NICE Launch IDAP: fast-tracking innovations for NHS.
- HTN reported on A piece of equipment known as a vein finder being used at Derriford Hospital, part of University Hospitals Plymouth NHS Trust, in order to improve the experience for patients with hard-to-find veins.
- MedTech reported that Xi Engineering examined the challenges in advancing wearable health monitoring.
- TechUK reported on how the NHS is approaching the future of Extended reality (XR) [i.e. both virtual reality (VR), augmented reality (AR)] and metaverse technologies.
- Health Tech World reported that private e-prescription app and delivery services company Pharmacierge announced its forthcoming expansion, which included dispensary equipped with a 30ft dispensing robot.
- Digital Health announced that Guy's and St Thomas' NHS Foundation Trust has become the first UK trust to pioneer the newest surgical robot, the Hugo robotic-assisted surgery (RAS) system, from Medtronic.
- Great Ormond Street Hospital and Roche partnered to co-develop digital tools aimed at identifying better ways to care for children and young people with rare and complex diseases.
- Med-Tech reported on a study that found a breast cancer diagnostic technology that might save the NHS £287 million if adopted.
- The Virtual care app, MyRenalCare seeks to help patients with long-term kidney disease to gain control of their own care and in the process has increased outpatient capacity by 30% according to a trial at Portsmouth Hospitals University NHS Trust.
- Wales adopted HealthPathways, an online guidance tool that will be adopted by NHS Wales to help front-line clinicians make decisions about patients and strengthen relationships across primary and secondary care.

Digital inclusion

- NHS England published an article on Supporting digital inclusion in general practice: 10 top tips.
- ITPro examined how technology can lift Britain's health care system out of its current crisis.
- NHS England published a report that outlined guidance for health professionals and leaders on digital inclusion for health and social care.
- NHS England published a framework for NHS action on digital inclusion, which was designed to help NHS staff enable and encourage greater access to and improved experiences of healthcare, and increased adoption of digital approaches where that's appropriate.
- North West London Integrated Care System (ICS) teamed up with InHealthcare to deliver a new tech-enabled programme to tackle the disparity in physical health outcomes for patients living with severe mental illness.
- Beth Allen, oncology staff nurse and digital nurse implementer at The Christie NHS Foundation Trust in Manchester, explained the digital nurse role and how it can help reduce inequalities in cancer care.

Digital capabilities of the health workforce

- BT research indicates half of NHS staff find digital technology a key source of stress.
- BMJ explored the need for a digitally ready workforce.
- The Digital Health Advisory Panel said that all allied health professionals need a foundation in digital competence.
- Nursing standard published an article on Researching nurses' use of digital technology during the COVID-19 pandemic.
- Virgin Media's business department opined that Outdated 'legacy tech' risks driving frustrated staff out of the NHS.
- HSJ webinar discussed how organisations can make the most of their IT teams.
- Bioengineering published a report on the covid pandemic lessons, 'How Technology Is Reshaping Public Health and Medicine'.
- Locum's Nest workforce solution provider explored how open workforce technology transforms NHS staff wellbeing while having a positive impact for NHS trusts.
- Zebra Technologies, barcode printing and data solution provider spoke on the value of barcoding in the NHS and wider healthcare sector and discussed lessons from outside of health and care.
- World Health Organization published, SMART guidelines which provided a five-step pathway to advance the adoption of best clinical and data practices, even if a country is not yet fully digital.
- NHS Providers reported on Five steps to embed a digital workforce culture.

Electronic health records usage
Relevant webpages include: /genomics and /records

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 hospitals in late 2023.
- The Deputy Prime Minister stated that Britain is exploring designating its genomics sector as critical national infrastructure, amid pressure from lawmakers observing China's activity in the field.
- The Nuffield Council on Bioethics published a report on Early findings and emerging questions on the use of AI in genomics.
- Nature Medicine published an article We need a genomics-savvy healthcare workforce.
- NHS England Genomics Education Programme published a report on whole genome sequencing a technology that theoretically enabled them to look at all the genes in a genome simultaneously and that revolutionised how rare diseases are investigated.
- NHS East Genomics launched QGenome which offers clinicians readily-accessible, evidence-based clinical guidance and a streamlined mechanism to instigate genomic investigations and onward referrals.
- NHS England Genomics Education Programme reported that a new bioresource, DNA, Children + Young People's Health Resource (D-CYPHR), will be used by researchers to help decipher the genomic basis of childhood disease.
- Genomics Education Programme added another specialty to its offering with the launch of a brand-new endocrinology collection.
- NHS England will be hosting the NHS Genomics Healthcare Summit 12th December 2023 in London.
- Biomarker Research published an article that explored the utility of radiomics and genomics models as a feasible approach to predict the progression-free survival of patients with locally advanced inoperable oesophageal squamous cell carcinoma treated with definitive chemoradiotherapy.
- NHE announced the new genomics app launches across eastern England.

- National Library of Medicine published an article on [Pharmacogenomics: current status and future perspectives](#).
- Cambridge Network announced that, [The Wellcome Genome Campus at Cambridgeshire will undergo a major expansion that will secure its status as a world-leading hub for genomics and biodata – two of the most cutting-edge areas of scientific research](#).
- Pharmacy Business reported that [Pharmacy professionals to be included as key stakeholders in the implementation, delivery and evaluation of a wide range of genomic services, said the Royal Pharmaceutical Society](#).
- Nature published an article that explored [Genomic disruptions in colorectal cells linked to aging and cancer](#).
- Nature Neuroscience published articles on [First-in-human prediction of chronic pain state using intracranial neural biomarkers](#); and [Genetic patterning for child psychopathology is distinct from that for adults and implicates foetal cerebellar development](#).
- Nature Communications published an article on [Functional variants identify sex-specific genes and pathways in Alzheimer's Disease](#).
- BBC reported that [Scientists have produced an updated map of all human DNA which could help to transform medical research](#).
- Clinical academics published [a short online survey in Sept 2023 to investigate healthcare professional's preferences for the development of a pharmacogenetic service in the UK, as part of the NHS PROGRESS trial](#).

Standards and interoperability

- Public Technology reported that [the NHS unveiled a digital tool that enables staff to find available surgery and consultation appointments at hospitals around the country](#).
- Aventius opined on [why the NHS has struggled to implement a centralised IT system across its trusts](#).

Straightforward security & connectivity
Relevant webpage(s) include: */ds* and */connections*

NHS Profile Manager

- Previously, community pharmacy teams used two different NHS systems to ensure their pharmacy details were up to date in the Directory of Services (DoS) and on the NHS website: the NHS website profile editor and the DoS Profile Updater. [NHS Profile Manager](#) previously launched to replace both the DoS Updater and the NHS website editor. Newer features within NHS Profile Manager mean you can now:
  - update your facilities, e.g. confirmation of facilities such as car parking; and
  - confirm whether you provide the NHS blood pressure check service and Pharmacy Contraception Service – within the service module.
- Community Pharmacy England published an [NHS Profile Manager Spring 2023 reminder](#).

Next steps:
- NHS England's Transformation Directorate continues to work with the pharmacy multiples regarding the NHS website and DoS Application programming interface (API).
- If pharmacy representatives wants to discuss the [potential enhancements on the wishlist](#), please contact it@cpe.org.uk.

Other data security updates

- Trevor Dearing, director of critical infrastructure solutions at Illumio, explained that [the UK government's new cybersecurity strategy to safeguard the NHS and social care is a step in the right direction, but lacked the substance and detail seen in other national directives](#).

- UK Authority reported that a leading cyber security official of NHS England urged organisations to follow its published policy on multi-factor authentication.
- Cylera, an Internet of Things and security IT supplier signed a three-year agreement with Dartford and Gravesham NHS Trust.
- NHS England's cyber team blogged about multi-factor authentication and risk reduction.
- Cyber expert Fielding highlighted Four data protection tips for healthcare organisations and the NHS.
- BBC reported that YouTube launched a verification system for healthcare workers in the UK as it battles disinformation online.
- Health Data Management reported on how vulnerable healthcare systems are facing the onslaught and can use advanced computing technologies to improve their defences.
- The Lancet Digital Health published an article on mapping and evaluating national data flows: transparency, privacy, and guiding infrastructural transformation.
- BBC reported that an NHS hospital trust in Nottingham failed to send more than 400,000 digital letters and documents to GPs and patients.
- The Observer published an article on NHS data breach: trusts shared patient details with Facebook without consent.
- Digital Health published an article on the NHS cyber security 'crisis' fuelled by huge landscape, low digital maturity.
- Plamena Entcheva-Dimitrov, founder of Preferred Regulatory Consulting and Joseph Madden, vice president of sales at Nova Leah, discussed cybersecurity of medical devices in the United States.
- Cyber expert Yerramreddy shared seven crucial steps for health organisations to enhance their cybersecurity.
- Reuters reported that Google defeated a lawsuit brought on behalf of 1.6 million people over medical records provided to the US tech giant by a British hospital trust.

Connectivity

- BT announced plans to increase its healthcare connectivity offerings.
- The King's Fund published an article on Beyond devices and connectivity: the human factors of digital health care.
- HSJ published an article on the NHS needing a dedicated agency to drive the use of new technology (login required).

Policy and general updates
Relevant webpages include: techpolicydev

IT policy: priorities, reports and the future

- A parliamentary committee report on the government needing to address previous failures in its digital transformation plans for the health service, including a failure to address variation in digital maturity, involve frontline staff in changes and tackle digital exclusion.
- UK Parliament published a report that discussed how best to regulate innovative technologies, comparing the UK government approach with international examples.
- NHS England's Transformation Directorate (NHSE's TD) published their annual report and accounts.
- UK Authority reported that NHS England published a value sharing framework and a data partnerships guide to support the trend for setting up the partnerships in the health service.
- GOV.UK reported that the CMA cleared the UnitedHealth's purchase of EMIS providing services to the NHS.

- Ministers rejected a call by the Committee to pay higher salaries to boost the NHS's digital workforce to allow it to compete with the private sector.
- UKHSA published their data strategy which outlined how UKHSA will collaborate with diverse stakeholders within the UK and internationally to improve health outcomes through better data quality, interoperability and the overall utility of insights from health data.
- DHSC announced that the government will invest £30 million in innovative technology to help improve waiting lists and delivery of care to patients in the NHS.
- WHO published a report on digital health in Europe.
- NPJ Digital Medicine commented on the role and impact of digital fellowships in facilitating digital transformation in health care.
- PHG Foundation published a policy briefing aimed at UK-based health researchers whose work involves cross-border data sharing with EU Member States.
- The National Data Guardian called on NHS England to 'demonstrate integrity' by providing greater transparency over the procurement process for the high-profile federated data platform.
- The National Data Advisory Group voiced concerns about the impact of NHSE's imminent contract award for the £480m federated data platform on opt-out numbers. The new NHS England director for transformation stated the 'federated data platform' which NHS England is poised to purchase is 'absolutely critical for the future of the NHS'.
- Institute for Fiscal Studies published a report that examined the NHS workforce plan for a large expansion in health service staffing, and the potential implications for NHS funding.
- NHS Shared Business Services has issued a prior information notice (PIN) to inform the market of its plans for a second iteration of its digital workplace solutions framework and to begin engaging with suppliers. The framework, valued at £1.5bn, is due to go live before the current framework agreement expires on 9 August 2024. The current digital workplace services framework aims to provide NHS and social care organisations with a procurement route for end-to-end IT services, as well as individual elements.
- HSJ reported that senior officials had to refine commitments to future plans, or policies from the long-term workforce plan according to leaked internal emails.
- HTN reported that NHS England announced a national expectation that all non-specialist acute trusts establish a patient portal within the year.
- Digital Health's editor said the next labour government needs to learn from IT failures of the past.
- Labour Leader Keir Starmer identified technology as one of three key shifts that his party will use to transform the health service under a Labour government.
- The Secretary of State for Health stated they will protect money for health technology from budget cuts.
- BBC reported on NHS draft guidelines that stated that people who have had a stroke caused by a blood clot should have a DNA test to see whether they can be given a drug to help prevent more brain attacks.
- DHSC announced £21 million to roll out artificial intelligence across the NHS.
- The NHS has launched plans to expand pioneering subscription-style drug contracts to develop lifesaving antibiotics of the future.
- NHS England announced £2m of funding for an engagement campaign to gather views from patients on how data in their GP record is used.
- World Health Organization (WHO) published an article on, Global strategy on digital health 2020-2025.
- WHO and HL7 have collaborated to support adoption of global open interoperability standards.
- Roche Innovation lead examined proposals from the Labour Party for the NHS, and the role technology should have in the future of the health service.
- NHS Confederation published a report on Patient empowerment: what is the role of technology in transforming care?

- DHSC published a report on [New digital health check to tackle deadly cardiovascular disease](#).
- Ada Lovelace Institute published a report on [Lessons from the App Store: Insights and learning from Covid-19 technologies](#).
- National Library of Medicine published an article on [The experiences and perceptions of health-care professionals regarding assistive technology training](#).
- Medical Evolution published a report on [Measures to improve the interface between primary and secondary care](#).
- HTN reported on [A roadmap for the NHS UK website that was published following a period of collaboration between product managers and stakeholders, to provide insight on current and future developments](#).
- [NHS England and Preventx have launched a digital-first, remote testing service for hepatitis C, which will support the NHS' ambition to eliminate the virus ahead WHO's goal of eradicating it by 2030](#).
- HTN published an article on [The role of digital in the 2023 mandate for NHS England](#).
- Practice Business reported on [How to improve the adoption of open source in the NHS](#).
- HTN reported on the [NHS England board meeting which focused on key opportunities for technology and innovation in the NHS](#).
- DHSC published a report on [Statutory guidance on how NHS England should exercise the statutory functions that had been NHS Digital responsibilities](#).
- NHE examined the [New NHS report which detailed the state of digital technology in healthcare education](#).
- Jeremy Brockman, Senior Data Analyst for the Technology Enhanced Learning at NHS England, explored [Understanding the impact of unified reporting on evidence-based learning](#).
- Health Tech World reported that [the global healthcare industry faces a worldwide staffing shortage that is roundly expected to worsen](#).
- UK Authority reported that [NHS England begun a new round of its Wireless Trials programme with a call for organisations to take part in trials of relevant technologies to support patient care](#).
- The Health and Social Care Committee published a report saying [the Government's ambition for digital transformation in the NHS can only succeed if Ministers address mistakes of the past](#).
- Professor Maureen Baker of the Professional Record Standards Body argued [that while digital solutions can improve information sharing and reduce the errors that cost lives, they should be implemented carefully to avoid creating risks](#).
- The Lancet published an article that explored [the international response to the Covid-19 pandemic provided opportunities for countries to use digital technologies for vaccine deployment and associated activities](#).
- BMJ published an article about how the [NHS is still reliant on paper patient notes and drug charts despite electronic upgrades](#).
- The Scottish Government published a report on [The Ten Year Delivery Plan for Scotland up to 2034 which summarised the activities required in achieving the aims of the overall Digital Health and Care Strategy 'Care in the Digital Age'](#).

IT policy general updates

- The [newly elected Digital Health Networks Advisory Panels were revealed](#).
- The [Government and NHS England are to rename and relaunch Academic Health Science Networks (AHSNs) under the new name of Health Innovation Networks (HINs)](#).
- NHS Health Education England reviewed [the current status of digital technology and skills in undergraduate and preregistration health and care education](#).

IT policy (local): Integrated Care Systems

- NHE published an article on Elevating Patient Outcomes and Operational Efficiency: The Success Story of Cheshire and Merseyside Integrated Care System (ICS).
- North East London Integrated Care System deployed healthcare communications app CardMedic to its maternity care service users to help tackle maternal health disparities.
- Cornwall and Isles of Scilly Integrated Care Board launched Strata Health's referral platform, a unified electronic system to help streamline patient referrals across the primary, secondary, community and social services sectors within the Integrated Care System.
- Digital Health announced that North West London Integrated Care System selected DrDoctor to deliver its patient portal to help tackle the waiting list backlog in the region and boost patient engagement.
- Every hospital trust and integrated care system may get its own local instance of the proposed new Federated Data Platform that can connect and collaborate with other data platforms, locally and nationally.
- The Digital Healthcare Council with others, discussed adopting strategies from different organisations to achieve digital maturity across ICSs.
- HSJ reported that ICSs invested 'millions' in tech to manage waiting lists.
- HSJ opined on the progress, benefits and future possibilities for an integrated, patient-centric health care system.
- The government has opened a health tech adoption and acceleration fund for ICSs.
- Dr Nilesh Bharakhada, opined that adopting PRSB's information standard to support person-centred care planning would be a 'pragmatic' step in the right direction for trusts, integrated care systems and suppliers.
- Rhapsody UK opined that providers and ICSs should seize the opportunity to refresh and future-proof their interoperability strategies.

Records: national

- Summary Care Record (SCRa) portal was replaced by National Care Records Service (NCRS) portal.
- A snapshot survey of ICS digital leaders identified Shared Health and Care Records as their highest digital priority, followed by health provider digitisation.
- Every trust across the NHS is currently on track to have an electronic patient record (EPR) in place by March 2026.
- Stephen Goundrey-Smith stated that standardising community pharmacy information so it can be shared digitally should reduce the burden on GPs and lead to safer, more personalised care.
- PRSB indicated that IT suppliers and NHS providers need to work together to improve the sharing of information at discharge.
- Alastair Allen argued that the EPR convergence discussion must take into account the indisputable diversity of the health and care sector and prioritise putting people first.

Records: local

- Six out of 10 care homes and domiciliary care agencies in the Dorset Council area now have electronic records in place, helping to digitise their services and join up social care and the NHS.
- NHE reported that a digital version of NHS red book went live in Dorset with Nurturey PinkBook.
- Maidstone and Tunbridge Wells NHS Trust signed a three-and-a-half-year contract to deploy Patients Know Best's personal health record solution across the trust, serving its 1.9 million citizen population.
- A new electronic patient record powered by Epic was to launch across Guy's and St Thomas' and King's College Hospital NHS Foundation Trusts.

- HSJ reported that [one of the last trusts in London to move away from paper records named Oracle Cerner as its preferred electronic patient record supplier in a 10-year deal worth £44m](#).

IT policy general updates

- HSJ reported that [A cut to the NHS technology budget, has been described as "pretty outrageous" by a former government adviser and eminent medical leader](#).
- Mizaic argued [that funding needs to become available to match the government's ambition; otherwise the digitisation vision is merely an aspiration, not an achievable goal](#).
- PharmiWeb reported that [NHS shared business services signed a resale agreement with SS&C Blue Prism to drive efficiencies across NHS HR, procurement and finance processes via SS&C Blue Prism](#).
- NHS England published a report on [Supporting clinical decisions with health information technology](#).
- DHSC reported that [all GP surgeries in England to have digital phone lines by March 2024](#).
- DHSC published a report on [Telecare stakeholder action plan: analogue to digital switchover](#).
- UK Authority reported that [the UK Government's Integrated Data Service went through a key stage in its development in achieving accreditation as a trusted research environment](#).
- Andrew Barraclough and Dr Marc Farr from HSJ, opined that [recognising data analysts as vital technical experts, not clerical staff, was essential for the NHS's data-driven future and improved patient care](#).
- Lancet Digital published an article on [Digital health funding for COVID-19 vaccine deployment across four major donor agencies](#).
- Nick Carding from HSJ reported on [the tech support for flu and covid vaccinations being switched off after NHS England decided against extending its contract with its supplier in favour of developing an in-house system](#).
- [The government has mandated that all trusts across England should adopt barcode scanning of high-risk medical devices by March 2024 to digitally transform the NHS and ensure its long-term sustainability](#).
- NHS Profile Manager [added a new feature which allows online flu vaccination booking details to be added to the NHS website profile](#).
- Pharmacy team members and Community Pharmacy IT Group [were invited to complete an online exercise NHS Profile Manager research opportunity](#).
- NHS England arranged [an agreement with Microsoft for access to their products for NHSmail users for a further five years](#), and this could see the opportunity to introduce further digital tools from other suppliers in the future.
- The public were asked to shape future use of health data by the NHS. The events, starting in the new year and continuing until March 2025, will [gather public views on digital and data transformation in the NHS](#).
- [Babylon Health was looking to sell its UK business, including its 100,000 patient NHS GP practice, and may fall into administration, the company announced](#).
- [Babylon Health filed for bankruptcy for two US subsidiaries](#).

IT policy: A Vision for Community Pharmacy

Nuffield Trust and The King's Fund published '**A Vision for Community Pharmacy'**, setting out how community pharmacies' role in healthcare could be expanded over the next decade, with the right investment and support.

The independent report, commissioned by Community Pharmacy England, follows almost a year's worth of research and consultation by Nuffield Trust and The King's Fund with those involved with community pharmacy.

CP ITG participants including pharmacy, supplier and NHS participants fed into Nuffield Trust and The King's Fund work to pursue alignment between the Nuffield Trust and The King's Fund vision for the sector and the CP ITG's vision of pharmacy IT.

The key digital elements Nuffield Trust and The King's Fund incorporated into the "Vision for community pharmacy" included:

- **Electronic health records**: *"Investment in IT to ensure that any provider offering advanced or enhanced services has access to the National Care Records Service and additionally to ICB-level shared care records, so that information from pharmacy systems can be shared to those records, and has access to the GP care record where that provides necessary access to information (NHS England, ICS leaders)."… "Many interviewees stated that they would need both read and write access into electronic patient records. This was highlighted as being essential to ensure the safety and quality of clinical care delivered to patients and the public, and to support continuity with care delivered by other professionals, particularly GPs. In particular, access to patients' full and up-to-date medication records was viewed as essential if independent prescribers are to prescribe safely."… "A minimum level of access to patient records should be agreed to enable provision of the (primarily acute minor ailment) services under the core national contract, requiring a level of interoperability with GP record systems.*"
- **Referrals and appointments**: "*The agreement of clear, direct referral pathways where appropriate, together with simple systems for referring between elements of primary care to avoid patients feeling 'bounced' around different elements of the system.*"… "*Specific activities include: Supporting access [for patients] by maintaining the walk-in nature of community pharmacies, while also offering some longer consultations on an appointment basis. This could also include the use of digital technologies to enable patients to remotely access the services provided.*"
- **Continuation of relationship with patients incorporating digital elements***: "More ways to interact with patients and the public."*
- **Data and wearables**: *"Making use of new technologies such as advanced diagnostics and wearables to support disease monitoring and prevention of ill health."*

These topics align with Community Pharmacy IT Group's continued objectives and progress (as seen within the future vision of pharmacy IT [infographic](#)) and NHS England work discussed at past CP ITG meetings.

The full report (including the many non-digital aspects): [Nuffield Trust and The King's Fund publish 'A Vision for Community Pharmacy' outlining what the sector could do for the next decade](#)

Community Pharmacy England along with others will also be further highlighting the outcomes within the report and surrounding materials/events to all of those involved with the sector.

[IT policy: organisational changes and updates](#)

- [John Quinn has been confirmed as the new NHS England CIO](#).
- [Dr Tim Ferris departed as NHS England's transformation director, and considered what his track record and future NHS digitisation](#). Digital Health [opined on the impact of Dr Tim Ferris, and considered what was his track record on digitising the NHS and what might be expected next](#).

[NHS use of projects and big data to support patient care and clinical research](#)

- BCG published a report on [health care data that showed public support for unlocking the value of the UK's data and sets out how the opportunity for leveraging health care data can be grasped](#).

- Health tech company Entia, offering remote monitoring for cancer patients, said it had a way it hopes might save resources and harness data to improve care pathways.
- UK Authority published interview videos discussing the use of data in the UK's response to the pandemic, and discussions highlighted that data maturity differs widely between organisations.
- The UK National Screening Committee consulted on whether providers can safely use digital pathology as an alternative to light microscopy in examination of NHS cancer screening samples.
- Elsevier Health published a report that explored how clinicians across the world view the challenges facing healthcare.
- DHSC launched the Innovative Devices Access Pathway pilot, which aimed to address unmet clinical needs for patients and healthcare professionals.
- Health Tech World reported that new research suggested that there is a huge unmet demand for prescription apps from the NHS across the whole UK population – particularly for prevention of high-volume illnesses.
- NPJ Digital Medicine published an article: Does clinical research account for diversity in deploying digital health technologies?
- Professor Sir Chris Whitty wrote for The Times on how using data effectively and safely can improve patient care and bolster research.
- NHS England announced that members of the public will be asked to help shape how the NHS uses their health data to improve patient care, as part a series of major events next year.
- NHS England published an article on unlocking the power of data to improve patient care.
- KMPG published a report on creating a clinical data culture: the missing link to helping healthcare organisations realise the full potential of data.
- Ada Lovelace institute hosted an event on tackling health and social inequalities in data-driven systems.
- Ted Reynolds, Head of Healthcare for Restore Digital, explored the role data derived from archived patient records could play in population health management, while enabling a higher level of insight driven strategy.
- NHS details of more than one million patients have been compromised in a ransomware attack on the University of Manchester.
- National Data Guardian published an article on the importance of building bridges with the public.
- BMC published an article that proposed that clinical interview transcripts generated by speech recognition software method allows clinical educators to better identify deficiencies in history-taking and thus enables them to provide more specific and effective feedback.

IT policy case studies: social care

- NHS Providers stated 'Adult social care is significantly hampered by varied digital capacity and outdated technology'.

IT policy case studies: Secondary care

- West Suffolk NHS Foundation Trust went live with its new secure mobile digital messaging platform.
- Surrey and Sussex Healthcare NHS Trust signed a new agreement to deploy Sectra's enterprise imaging solution in bid to further improve patient care.
- Mid and South Essex NHS Foundation Trust signed an agreement with Diligram for its MyStaff app document management system, which aims to help the trust's staff to access and govern policies and procedures, leading to improved clinical government and outcomes.
- Maternity services across Suffolk and north east Essex have deployed the CardMedic communications app to improve access across the entire maternity pathway.

- Bolton News announced that [Royal Bolton Hospital launched a new tracking system that will aim to reducing waiting times at the main entrance; The tracker intends to allow patients to see the progress of their prescriptions and when they are ready to collect on large screens](#).
- Health Tech World reported that [Gloucestershire Hospitals NHS Foundation Trust deploys ePMA solution to improve patient flow and safety](#).

Artificial Intelligence (AI) policy

- [NHS England and the government are to set up an expert group to ensure the NHS takes advantage of the opportunities that artificial intelligence can offer, as set out in the NHS Long Term Workforce Plan](#).
- MD+DI reported that [with an investment of £21M, health officials launched an ambitious plan to leverage artificial intelligence for diagnosing stroke, cancer, and heart conditions](#).
- BMC Medical Education published an article on [Revolutionising healthcare: the role of artificial intelligence in clinical practice](#).
- Med Tech reported that [Artificial Intelligence is changing the future of all industries, but findings published by intellectual property firm, Marks & Clerk, revealed the medical technology sector is surging ahead](#).
- [A survey from Dentaly shed light on how the use of artificial intelligence within the sector is transforming dentistry and having an impact on patient care](#).
- BBC reported on [how artificial intelligence is matching drugs to patients](#).
- Speakers at the Digital Health Rewired 2023 event said that [Artificial intelligence and related technology are becoming increasingly prominent in healthcare, and with that comes the need to efficiently regulate and evaluate to ensure that all innovations implemented and adopted within the NHS are safe, effective and deliver value for money](#).
- [Microsoft and leading EMR supplier Epic announced a far-reaching partnership to integrate generative AI services into electronic health records](#).
- GP Online published [A podcast with Dr Ben Brown from the University of Manchester, who is involved in researching how AI and machine learning can support healthcare professionals and patients](#).
- The Academy of Medical Sciences reported on [AI in healthcare: learning from success stories](#). The outputs suggested the main barriers to facilitate greater use of AI were:
  - communication and involvement between those using and those developing AI health technology;
  - improved digital infrastructure and funding;
  - effective regulation and suitable evaluation of AI; and
  - coordination: calling for strategic direction.
- NHE reported that [NHS Wales is using the power of AI to improve cancer diagnoses as the Welsh Government announced the launch of its new digital and data strategy for health and social care](#).
- [A £21 million investment by the government was made into AI that aimed to modernise NHS diagnostics and improve waiting times](#).
- NIHR published [a collection of ten studies across five key areas that showcased the potential of AI in key areas of health care to address important health challenges](#).
- [Data analytics company Qureight entered a multi-year strategic research collaboration with AstraZeneca that will use AI models to accelerate research into lung diseases](#).
- Med-Tech reported that [BSI published guidance designed to build greater digital trust in the AI products used to diagnose or treat patients, ranging from medical devices to smartphone chatbots or in-home monitoring tools](#).
- News-Medical reported that [researchers developed an artificial intelligence system that has the potential to not only identify sight-threatening eye diseases but also predict general health, including heart attacks, stroke, and Parkinson's disease](#).
- The Guardian reported that [scientists at Google DeepMind built an artificial intelligence program - AlphaMissense - that can predict whether millions of genetic mutations are either harmless or likely to cause disease](#).

- Ian Hogarth, the government's new AI tsar warned that artificial intelligence could be used by cyber criminals to attack the NHS.

Artificial Intelligence (AI) policy 2

- NHS England published guidance on Understanding regulations of AI and digital technology in health and social care.
- World Health Organization called for safe and ethical AI for health.
- Andrea Chipman from Digital Health discussed how NHS needs to keep focus on staff and culture as it looks at benefits of AI.
- JMIR published an article on Forecasting Artificial Intelligence Trends in Health Care: Systematic International Patent Analysis.
- HTN reported that considerations for artificial intelligence and machine learning in drug development and manufacturing were being discussed by the FDA.
- Journal of Biomedical Informatics published an article on the use of artificial intelligence for automating or semi-automating biomedical literature analyses: A scoping review.
- Decision Analytics Journal published an article A machine learning and explainable artificial intelligence triage-prediction system for COVID-19.
- Journal of Cardiovascular Development and Disease published an article on Artificial Intelligence Technologies in Cardiology.
- JVS-Vascular Insights published an article on A review of mature machine learning- and artificial intelligence-enabled applications in aortic surgery.
- Tech Xplore reported that Apple is working on an AI-powered health coaching service, mood tracker and development of the iPad health app.
- Artificial Intelligence in Medicine published an article that reviewed current clinical studies on artificial intelligence-based medical devices and if they were comprehensive enough to support a full health technology assessment.
- BBC reported that An open letter signed by dozens of academics from around the world called on artificial-intelligence developers to learn more about consciousness, as AI systems become more advanced.
- The health Secretary: New funding for AI can help rejuvenate the NHS.
- The Medical Futurist published articles on:
    - Digital Health And AI Best Practices For Policy Makers: A Free Report;
    - Seven reasons to be optimistic about the future of AI in medicine;
    - Health Equity in The AI And Digital Health Era;
    - ChatGPT Alternatives For Healthcare And Research
    - Generative AI and its impact and future in healthcare; and
    - Large language models, such as ChatGPT, represented a new frontier in the use of AI in healthcare, there's a necessity for an entirely new kind of regulatory framework to make them safe for medical use.
- TidalSense's CEO opined How AI might completely change diagnostics in respiratory care.
- Innovation at UCLH discussed how AI may have the capacity to tackle major issues that the NHS is confronting, but there are still unknown dangers associated with it, making a strong case for regulatory oversight.
- World Economic Forum explored How generative AI could impact healthcare.
- Proximie CEO discussed how AI will drive up standards in surgery and tackle health inequality.
- Essex Magazine reported that New AI technology set to improve patient care and safety while saving NHS trusts hundreds of thousands of pounds annually.
- PLOS published an article on the Opportunities of using AI and ML in the NHS: Using real-world data to inform decision making process.
- Medical Futurist published a report on ChatGPT in Healthcare: What Science Says.
- ERP published an article on how the AI revolution is transforming our public healthcare ecosystem.

- BT has been developing its healthcare business, it set up a clinical advisory board to help design products that are matched to the needs of the NHS.
- BT launched new AI and digital services in diagnostics to support the NHS in tackling wait times and speeding up diagnosis for patients.
- Microsoft's chief clinical information officer opined that generative AI and large language models have the potential to play a "transformational" role in the evolution of healthcare, but the development of a strong regulatory framework is essential.
- Microsoft launched a series of new analytics and AI services, as part of its new Fabric data analytics platform and Azure AI services.
- Evening Standard reported that a pilot was launched to train social care workers using artificial intelligence.
- NHS England's national director of transformation stated that countless lives could be saved if the UK were to adopt AI that automatically generate documents and so allow clinicians to focus on patient care. What is known as "ambient documentation", an AI-based approach already used in industries such as aviation. The director acknowledged changes to workflows and illustrated how this had been implemented within the aviation sector during his talk: "*When an airline pilot leaves a plane, everything that she did, from entering the plane until the leaving plane, is documented. She documents nothing because the environment around her has been built to do the documentation. She just does. That is possible in healthcare. And I've seen it, and it is stunning,*"
- NPJ Digital Medicine published an article on Autonomous AI systems in the face of liability, regulations and costs.
- King's Trust examined how AI has the potential to improve system and service efficiency, productivity and accountability while relieving workload pressures and overcoming skills shortages.
- Journal of Medical Ethics published an article on Meaningful Human Control over AI for Health.
- Centre for Data Ethics and Innovation published the PRIDAR framework a tool that helps organisations make more informed and effective decisions about AI development and deployment.
- BSI published a British Standard that synthesises a wide body of literature on assessing AI in healthcare into an actionable and informative framework.
- CIPD published guidance on how to prepare user policy on generative AI for the workplace and how this technology can be used to support HR functions.
- The AI department of King's College London explored how the 'fragmented' NHS can create the conditions for AI to thrive for example:
  - *"Public debates are needed to determine what the public wants and expects when it comes to AI in healthcare. Rather than assuming that the public wants AI in every aspect of their care, careful deliberation is needed to determine how AI should be developed and where it is best placed."*
  - *"Updating guidance and regulation, such as the coming medical device regulation changes to appropriately oversee AI, is essential."*
  - *"Comprehensive monitoring mechanisms should be implemented to gather data on why AI thrives in certain settings and not in others."*
- Research from VMware that found more than half of the UK public (56%) don't trust the NHS to use AI to analyse their patient data – even if it would help the NHS deliver patient results faster.
- NICE hosted an online event on how to bring AI and digital health technologies to the NHS.

Science, Innovation and Technology Parliamentary Committee report on AI

UK Parliament published an interim report on the governance of artificial intelligence. This report identified 12 challenges:

1. **The Bias challenge**. AI can introduce or perpetuate biases that society finds unacceptable.
2. **The Privacy challenge**. AI can allow individuals to be identified and personal information about them to be used in ways beyond what the public wants.
3. **The Misrepresentation challenge**. AI can allow the generation of material that deliberately misrepresents someone's behaviour, opinions or character.
4. **The Access to Data challenge**. The most powerful AI needs very large datasets, which are held by few organisations.
5. **The Access to Compute challenge**. The development of powerful AI requires significant compute power, access to which is limited to a few organisations.
6. **The Black Box challenge**. Some AI models and tools cannot explain why they produce a particular result, which is a challenge to transparency requirements.
7. **The Open-Source challenge**. Requiring code to be openly available may promote transparency and innovation; allowing it to be proprietary may concentrate market power but allow more dependable regulation of harms.
8. **The Intellectual Property and Copyright Challenge**. Some AI models and tools make use of other people's content: policy must establish the rights of the originators of this content, and these rights must be enforced.
9. **The Liability challenge**. If AI models and tools are used by third parties to do harm, policy must establish whether developers or providers of the technology bear any liability for harms done.
10. **The Employment challenge**. AI will disrupt the jobs that people do and that are available to be done. Policy makers must anticipate and manage the disruption.
11. **The International Coordination challenge**. AI is a global technology, and the development of governance frameworks to regulate its uses must be an international undertaking.
12. **The Existential challenge**. Governance is needed to provide protections for national security.

Artificial Intelligence (AI) case studies

- MedTech reported that urgent cancer referrals could be accelerated with the help of a new blood test developed in Leeds that uses artificial intelligence to identify the risk that a patient has the condition.
- STV News reported that Health boards in Scotland are trialled artificial intelligence technologies to screen for cancer.
- NPJ Digital Medicine published an article that AI-assisted prediction of differential response to antidepressant classes using electronic health records.
- The Times published an article that explored artificial intelligence technology as a tool in improving diagnostic testing of heart attacks.
- Open Access Government reported that AI can assist in reducing waiting lists for mental health services.
- Oracle announced new generative AI services for healthcare organisations in the form of a new Oracle Clinical Digital Assistant, enabling providers to leverage the power of generative AI together with voice commands.
- Scientific Reports published an article on Perineural invasion detection in pancreatic ductal adenocarcinoma using artificial intelligence.
- Kent Live reported that A mental health partnership with NHS Kent and Medway is promoting, We Listen, a talking therapies collaboration using AI and virtual reality to improve access to mental health support.

Virtual wards

- The Telegraph reported that NHS created 'virtual wards' for flu and Covid patients using Fitbit-style watches (subscription required). Wearable devices will monitor heart rate and oxygen saturation levels and apps on mobile devices will connect patients to their doctor.

- BT Healthcare [explored considerations for safely implementing the virtual ward NHS strategy](#).
- The Health Foundation published [a report which surveyed the perspectives of members of the public and NHS staff towards the use of virtual wards in the NHS](#). The survey indicated the UK public is, overall, supportive of virtual wards (by 45% to 36%). But this support is finely balanced – with a further 19% unsure whether they are supportive or not. Support for virtual wards is higher among disabled people and those with a carer – groups that typically have greater health needs and who might therefore be expected to be more intensive users of virtual wards. The results differed significantly across socioeconomic and other factors.
- NICE published an article on [Supporting the NHS's ambition for virtual wards](#).
- Doccla the virtual hospital, [highlighted how virtual ward technology might improve the quality of life for patients by providing home care services](#).
- NHS Confederation reported that [virtual wards need increased investment and staffing to deliver for patients](#).
- [Medway NHS Foundation Trust's virtual wards strategy is believed to have potentially freed up hospital beds and saved tens of thousands of pounds, with the help of technology from Vygon UK](#).
- NHS Confederation announced that [Leaders warned that unless staffing crisis is addressed, NHS target to roll out 'virtual wards' by next Christmas will be put in jeopardy](#).
- BMJ reported that [An initiative to provide care for patients in "virtual wards" such as their own homes rather than in NHS settings in England is at risk because of staff shortages, according to health leaders](#).
- UK Authority announced that [NICE outlines system requirements for virtual wards](#).
- Telecoms reported that [BT launched a 'virtual wards' programme, designed to give the NHS and other healthcare providers some technological solutions to patient care, including apps, AI monitoring and online consultations](#).

Innovation

- NHS Confederation published a report [that outlined practical guidance to support the implementation and scaling of proven innovations in health care systems](#).
- [South West Yorkshire Partnership NHS Foundation Trust worked with ReStart to develop IMX-MH Outcomes, a digital solution designed in collaboration with mental health professionals](#).
- NHS Confederation published [practical guidance to support the adoption and scaling of proven innovations in healthcare](#).
- Medilink Midlands [explored the Midlands region as a crucial focal area in accelerating innovation in medical technology](#).
- UK Authority reported on the [Foundations for digital innovation in healthcare](#).
- BBC reported that [A baby was born using three people's DNA for the first time in the UK, the fertility regulator has confirmed](#).
- Oxford Product Design [explored some lesser discussed challenges in the design and development of microfluidic devices for healthcare](#).
- Evening Standard reported that [the NHS launched digital health check-ups in a bid to tackle cardiovascular disease while easing pressure on GPs](#).
- ITV [examined how digital technology helped patients to manage their conditions and avoid hospital stays](#).
- [Barcode Warehouse shared their ideas about the NHS and new technologies](#).
- HSJ reported on [experts' proposals to use technology to relieve NHS pressures and enhancing mental health care](#).
- Inhealthcare opined on [how remote technology will help health services in the future](#).
- Pulse reported that [remote GP consultations can be as effective as face-to-face appointments when it comes to some conditions, including mental illness, alcohol misuse, weight management and stop smoking advice, say researchers](#).

- [A Trust chief executive behind one of the UK's first 'virtual hospitals' said this model provided some enhanced care provision for some patients and the trust is looking at a significant expansion](#).
- NHS England published [a report which found that a chronic obstructive pulmonary disease virtual ward in the South West had improved outcomes](#).
- NHE announced the [New Teledermatology service launched by NHS Black Country partnership](#).
- BMC published an article that [demonstrated the feasibility and effectiveness of a new blended pedagogical method that uses the WeChat platform](#).
- Science Robotics published an article on [Bioinspired, ingestible electroceutical capsules for hunger-regulating hormone modulation](#).
- Rheumatology published an article on [Attitudes to Technology supported Rheumatoid Arthritis care](#).
- Express and Star reported that [New remote bed monitoring technology helps reduce hospital admissions from care homes](#).
- ITV News opined on [how the use of technology in the NHS could potentially resolve staffing shortages and availability of beds in hospitals, as patients could alternatively receive care from their home](#).

Technology

- HealthCare explored [Technology improving outcomes & revolutionising healthcare](#).
- HSJ reported on [how modern technology solutions are paving the way for faster diagnoses and better patient care](#).
- Health Policy Partnership published a report on [Our Health in the Cloud: Exploring the evolving role of cloud technology in healthcare](#).
- A team from Cardiff University shared how a Welsh [a paper-based discharge medicine review service was replaced by a digital alternative - used by nearly every pharmacy in Wales.](#)
- HTN announced the [New Discharge to Assess app launched to streamline discharge process in Leeds](#).
- MIT Technology Review published an article that explored [A reimagined IT infrastructure for health care could reorient us from sickness to wellness](#).
- Paul Christie, CEO of Tachmed explained [how technology can be used to prevent pandemics in the future](#).
- Digital Health reported that [Effective digital triaging and consultation programs might hold promise for shifting pressures from overburdened parts of the NHS such as general practice and A&E](#).

Seamless referrals & appointments
Relevant webpages include: */bookings*

Booking and Referral Standards (BaRS) update

[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 useful to clinicians](#). The intention is that BaRS will eventually be available in all care settings. CP ITG feedback indicated that the BaRS programme should be expanded to incorporate NHS appointments standards.

The BaRS team have continued to offer regular workshops for suppliers, clinicians and others in addition to one-to-ones with suppliers. Contact bookingandreferralstandard@nhs.net with 'BaRS workshops' in the title if you'd like to receive the participation information. There are supplier specific workshops, and events for other audiences (such as a monthly show-and-tell meeting).

Referrals & appointments updates

- Following the deployment of a specialist outpatient scheduling system, Leeds Children's Hospital has delivered more than 1,700 additional outpatient department clinics.
- NHS England launched a campaign to encourage all acute trusts to give patients the ability to make appointments and receive messages online.

About CP ITG

CP ITG voting members nominated by AIMp, CCA, NPA, Community Pharmacy England, and RPS: Matthew Armstrong (Chair), Steve Ash, David Broome (Vice Chair), Darryl Dethick, David Evans, Nick Kaye, Sunil Kochhar, Fin McCaul, Graham Phillips, Darren Powell, George Radford, Craig Spurdle, Iqbal Vorajee and Heidi Wright.

The wider CP ITG: Other pharmacy representatives, system supplier representatives and representatives from NHS England pharmacy team, NHS England's Transformation Directorate, NHSBSA, DHSC and PRSB.

Secretariat: Dan Ah-Thion.

Social media: To publicly tweet about the group/meeting use: *#cpitg*

Comments or feedback: Comments that support progress on the priority areas, can be provided by emailing Dan Ah-Thion (it@cpe.org.uk).