NHS Digital Showcase

Information and technology
for better health and care

Andrew Meyer
Director, Digital Delivery Centre

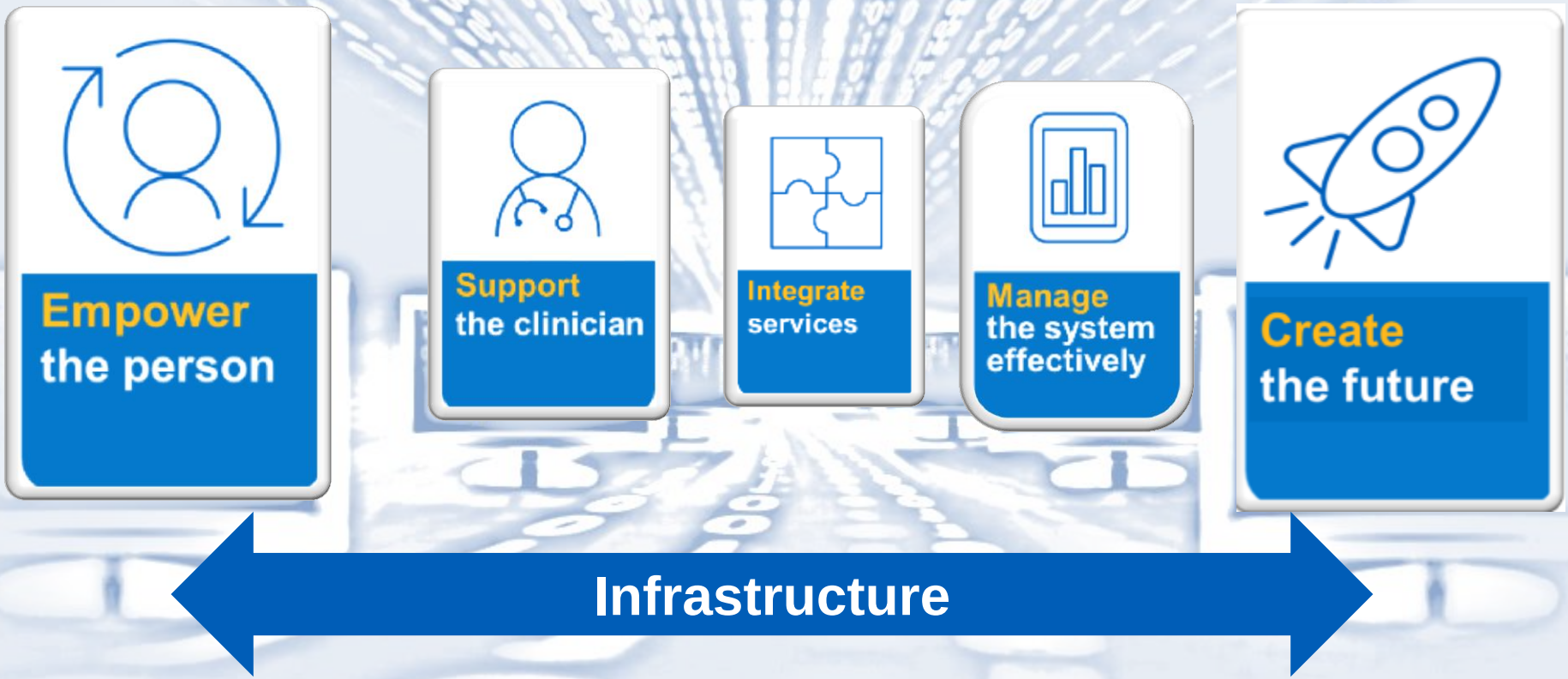
1. NHS Digital Vision
2. Our Digital Transformation Portfolio
3. The Digital Backbone of the NHS
4. Empowering the person
5. Supporting the Clinician
6. Growing the Eco System

NHS Digital: working in partnership

Our vision

To harness the power of information and technology to make health and care better

Digital transformation: our portfolio



The digital backbone of the NHS

VIDEO

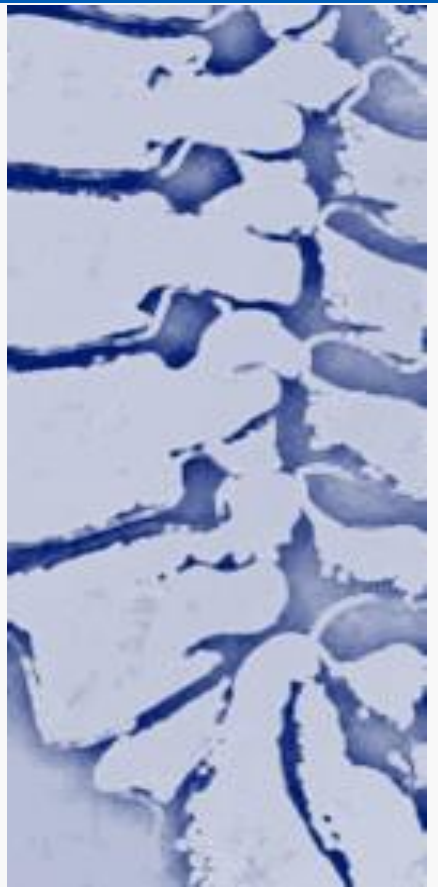
The NHS Spine

Built in-house by NHS Digital **in partnership** with cutting-edge Small Medium Enterprises (SMEs)

Went live in 2014 with safe transfer of **40 terabytes of data** and **5 minutes** planned down-time.

Comprises two main systems…

- **Spine Core**: safely supports information-flow and national digital services
- **Care Identity Service** (CIS): manages secure access

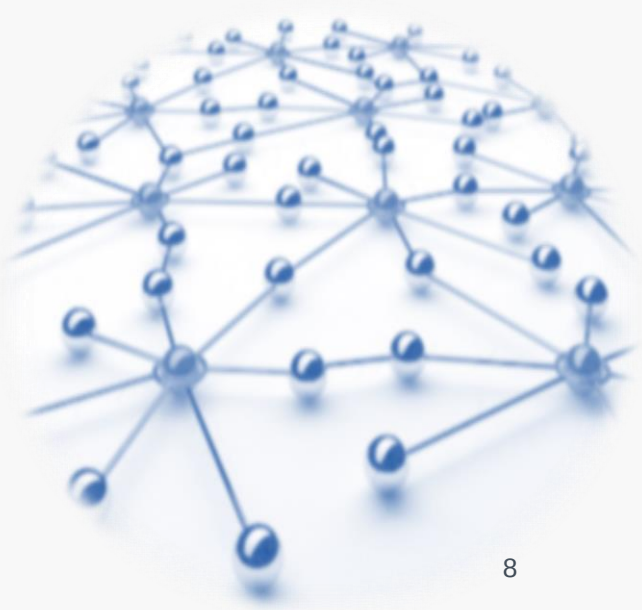


The NHS Spine

Compared predecessor system the Spine..

- saves the **NHS £21 million** annually in running costs
- recoups the equivalent of **750 manhours** per day
- has cut response times by **90 per cent**.

100% availability 24/7 for more than two years



Driving efficiency across the system

56%

of all prescriptions now electronic

96%

community pharmacies have access to SCRs

44%

of local authorities live with CP-IS

9.6m

people use GP Online services

45,000

patients use the e-Referral Service every day

80%

of CCGs implementing unified free Wi-Fi

Empowering the Patient

NHS e-Referral Service (e-RS)

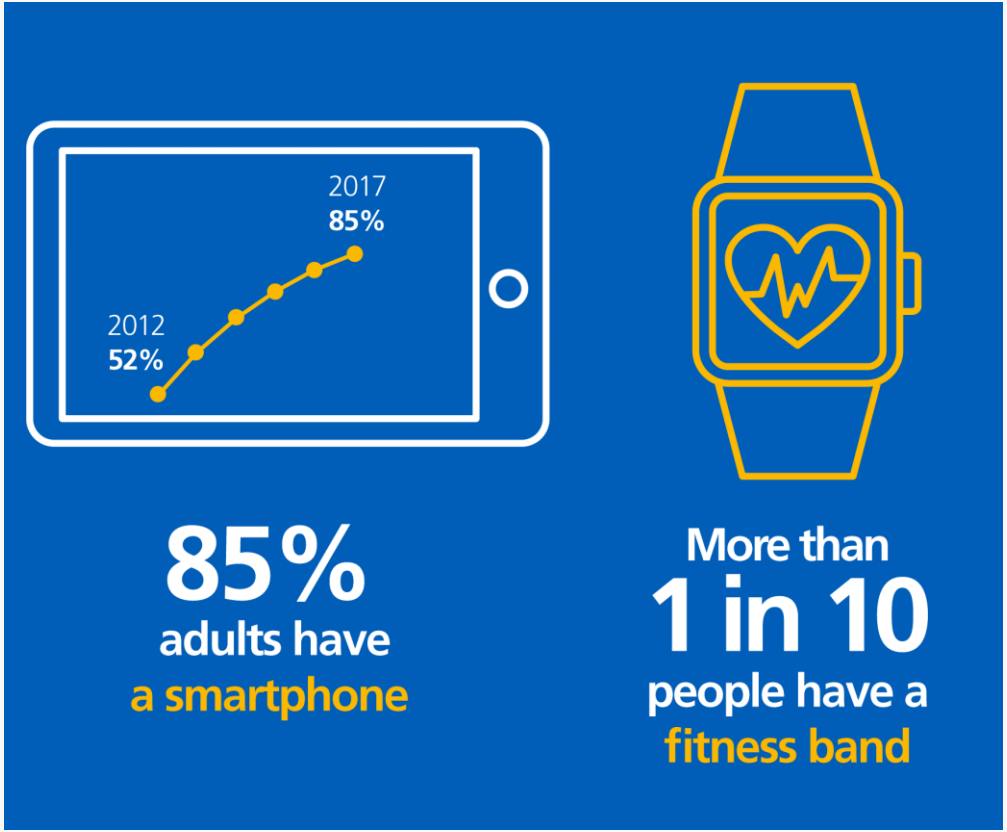
Empowering patients

to choose

- **place**
- **date**
- **time**

of their first hospital or clinic appointment

A changing technological landscape



two in three

smartphone owners

use apps that employ **machine-learning**

A new reliance on digital health services

1.7million

Calls to NHS telephone triage **per month**

12million

Visits to the NHS guidance website **per week**

1.7million

Items prescribed electronically **per day**

Digital Services for patients: a growing family

45.5 million have access

Wifi

GP Online Services

15 million registered

Improved design, content, technology, standards and partnerships

NHS.UK

Widening Digital Participation

Inclusion guide published

Transaction services, standards, integration

NHS App

NHS 111 Online

96% coverage across England

Apps and Wearables

PHR

Citizen ID

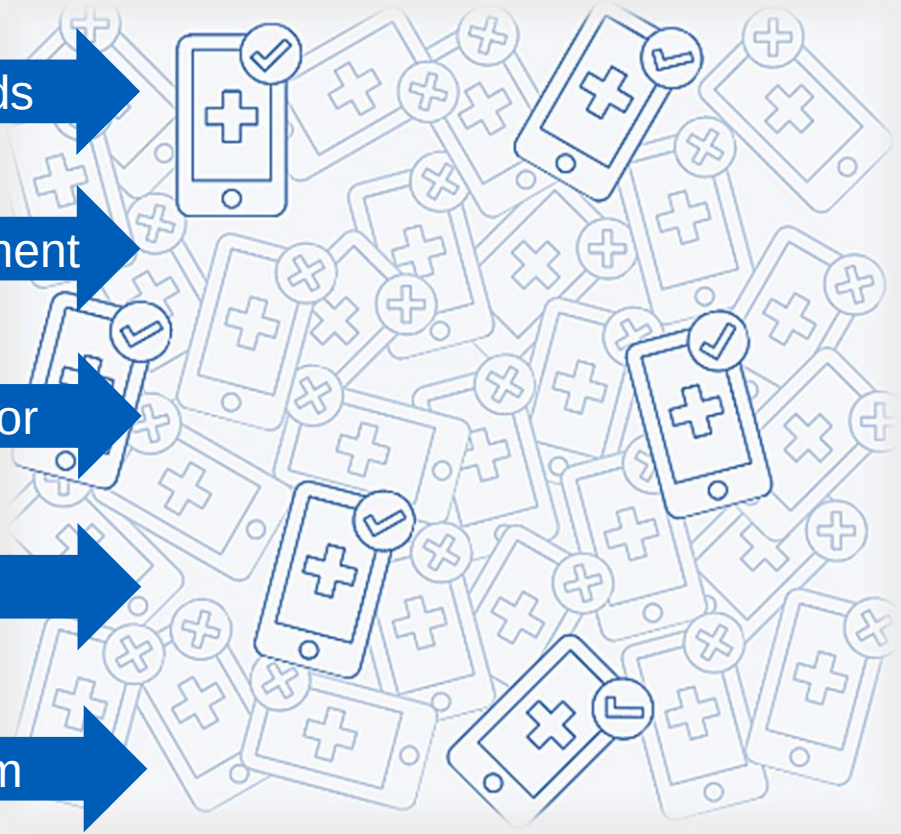
Digital Maternity

Digital Child Health

Supporting the Clinician

Addressing the need – Integrating Care

- Summary Care Records
- National Event Management
- National Record Locator
- Open API
- Building an eco system

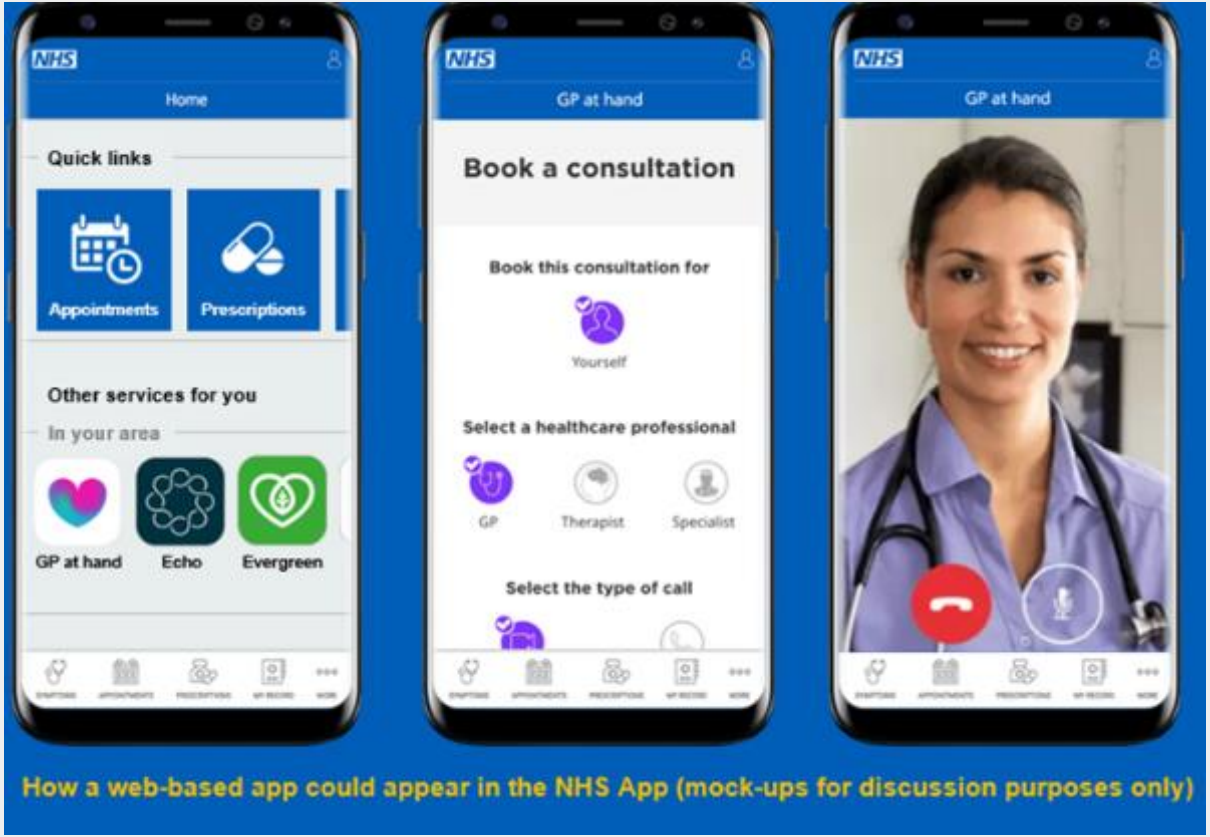


Growing the eco system

NHS.UK API developer portal

New capability supports:

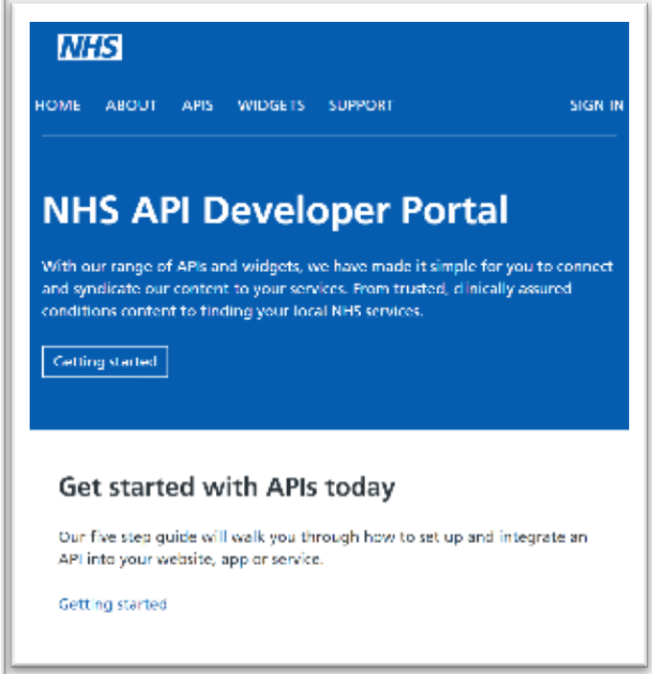
- **Users** to access mobile services in one place
- open market **organisations** to provide digital health services
- **local commissioners** to procure commercial services
- **in-house NHS teams** to better meet user needs.



How a web-based app could appear in the NHS App (mock-ups for discussion purposes only)

NHS.UK API developer portal

API available in JSON and XML.	Developer portal with interactive documentation	Improved sign up and instant access to the API	Structured data based on Schema.org
api.nhs.uk Intuitive way to expose the API	Improved tracking pixel for reporting	New easy to embed Widgets	A selection of images are now available



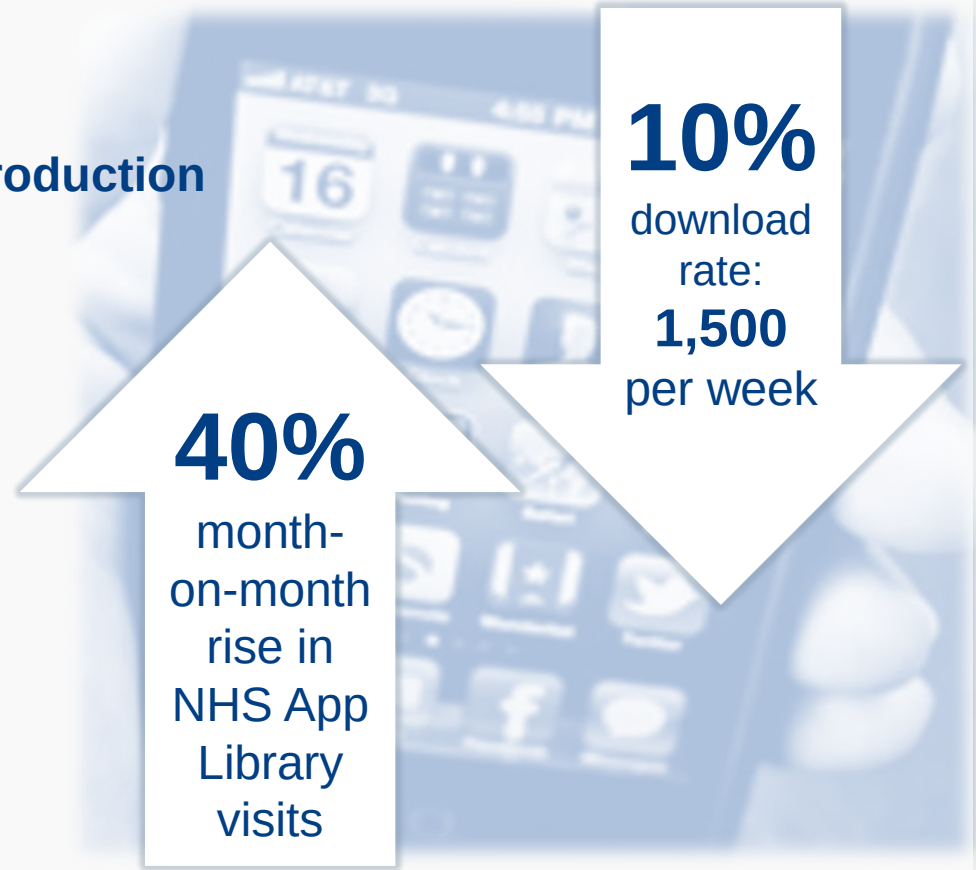
Where are we now? A snapshot

100
apps assessed

72
apps in production

0
get through first time

2
external assessors testing approved assurers



10%
download rate:
1,500
per week

40%
month-on-month rise in NHS App Library visits

The NHS - now and in the future

And finally. In the last six months…

3.52m
intrusion attacks launched on care bodies globally

5.5bn
potentially malicious emails blocked by NHS

17%
fewer ransomware attacks on care bodies

160m
patient records breached globally

50%
more attacks compared with same period in 2017

15.7m
new malware pieces identified globally

NHS Digital

www.digital.nhs.uk

@andrewmeyer3

linkedin.com/in/andrew-meyer-6337a76/

enquiries@nhsdigital.nhs.uk

Information and technology
for better health and care