

The Digital Services for Patients and the Public (DSPP) Programme aims to allow **Patients** and **the Public**:

- Join their dots of digital health information by bringing together different digital services and applications,
- Build their own services - choose what they need for their own digital care and health management needs,

Whether you need care, are on a care pathway already, or actively monitoring your health, digital services aims to equip us with what we will need for health management via digital solutions, when we need it. The Programme will start doing this with the development of the **NHS Wales App** and core services needed to support its rollout.

DSPP aspires to **empower the People of Wales** to be responsible for their health and wellbeing and to keep healthy for longer. It also aims to give people in Wales access to new or improving ways of working so they can be cared for in the best way possible.

Patients, People and Healthcare Professionals.

Involved, empowered and supported.



We have **'touch-points'** with
Health and Care throughout our lives...



Over **75%** of the UK population use the internet to search for health advice online. Digital services for Health can enrich our wellbeing, help us monitor, manage and plan along our entire journey.

So that the People of Wales

Can build their picture of 'me'

Allow my Health and Care team to support and listen to me, the way I like to communicate. To monitor my conditions or just allow me to chart my lifestyle and make information easier to find and access.

To include and involve 'my team' when needed and have a connection to the people that matter. Plan for the future and access services and my information, join my dots, with who I choose, when I need to.

Connect with the applications and communities I interact with on my journey.

Simple, safe and supported.





What might that mean to...

Primary Care, Health and Care Professionals.

We're building the NHS Wales App and other digital services that connect the dots of information about a person that Health and Care Professionals are looking after.

DSPP will help:

- Support the individual and the care pathway they initiate and are on,
- Allow individuals to be more active participants in important decisions with support from families and carers,
- Reduce volume of visits at GP practices and further support remote monitoring,
- Take better risk-based decisions, **improving journeys and experiences** of care along the way,
- Let care professionals focus on the things only they can do and take greater control of their own health and wellbeing.

What might that mean to...

Hospitals & settings

Digital services and the NHS Wales App **will aid and support hospitals** and other health and care facilities by:

- Allowing them to have a greater focus on the prevention of illness, need to visit a hospital and wellbeing improvement,
- Providing alternatives to conventional care delivery that allow demand to be managed more effectively and make best use of the available workforce,
- Helping inform what services are needed and to whom they should be offered,
- **Improving the processes** and experience of those receiving treatment or care,
- Supporting continuous improvement in outcomes of care.



And how are we Joining the dots?

We're building the fabric for the future of digital services.
An environment where requests are **fulfilled securely** by accessing the pockets of information the person needs seamlessly.

A fabric that is evolving. A shared environment of 'Core Services' with authenticated routes in and out, to access data. And a '**Centre of Excellence**' that belongs to everyone.



How digital services can help us

Monitor, learn & care

We are working with Value in Health to support work on Patient-Reported Outcome Measures (PROMs). Through the NHS Wales App, we want to make it easier for people in Wales to send information to their care staff which helps us understand changes in people's health pre- and post-treatment and to understand changes in people's quality of life.

Digital services can facilitate **flexible ways for delivering care**, reducing the need for GP or Hospital visits with remote monitoring and virtual assessments.



What will it do for

Appointments

Digital Services and the NHS Wales App could significantly improve **the way** we book and manage outpatient appointments. This would make a significant difference to People, patients and Hospitals.



Making the appointments process more convenient for many could help us prevent the need for a hospital visit and the entire journey a person makes to, and through the system that day.

Small, very significant steps...

Developing and benefitting from

Digital services together

Our plan is to engage and co-produce the NHS Wales App and other DSPP solutions with our stakeholder groups to encourage **uptake and involvement**.

We want to talk to and involve in our work the people that will be using and benefitting from the App **to help develop a solution that enhances** their health and care experience throughout Wales.

We want to make patients and the public aware of our work, so we can work with the right people at the right time on developing the platform and application together.



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