



Healthcare Strategy Forum

12th & 13th November 2019

Research Report

Total Delegate Group: **231**



This report is based on survey findings of the delegates for the Healthcare Strategy Forum on the 12th and 13th November 2019, comprising of 231 Chief Executives, CIOs and other strategic, IT and clinical leaders in the NHS.

To deepen our insights, we interviewed the highest decision makers in face-to-face and telephone interviews to discuss trends and issues being tackled in their organisations.

21

C-Level

94

Directors

49

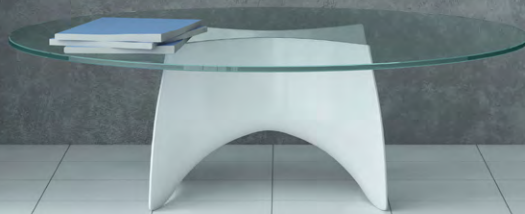
Heads of
Department

59

Senior
Management

7

Other



MAIN FINDINGS OF THE REPORT



PATIENT EXPERIENCE & SELF-SERVICE

Multi-channel customer engagement is being prioritised to enable better communications between clinicians and patients and automate administrative tasks such as appointment confirmations, amendments and cancellations through mobile and web applications



HEALTH AND SOCIAL CARE

Legacy systems are being integrated across multiple settings, empowering field staff with customisable mobile working solutions and unified communications strategies to enable secure engagement and data sharing



PATIENT FLOW

NHS leaders are removing manual methods traditionally used to track patients through various stages of clinical care with new 'real-time' transparent digital solutions which provide actionable insights and help gain efficiency at clinical and operational level



SERVICE DELIVERY

Trusts are modernising how services are delivered through managed cloud services, developing cloud strategy and leveraging data analytics for progressing the efficiency agenda

The key issues being tackled by the Deputy Divisional Director of Operations at North Middlesex University Hospital NHS Trust:

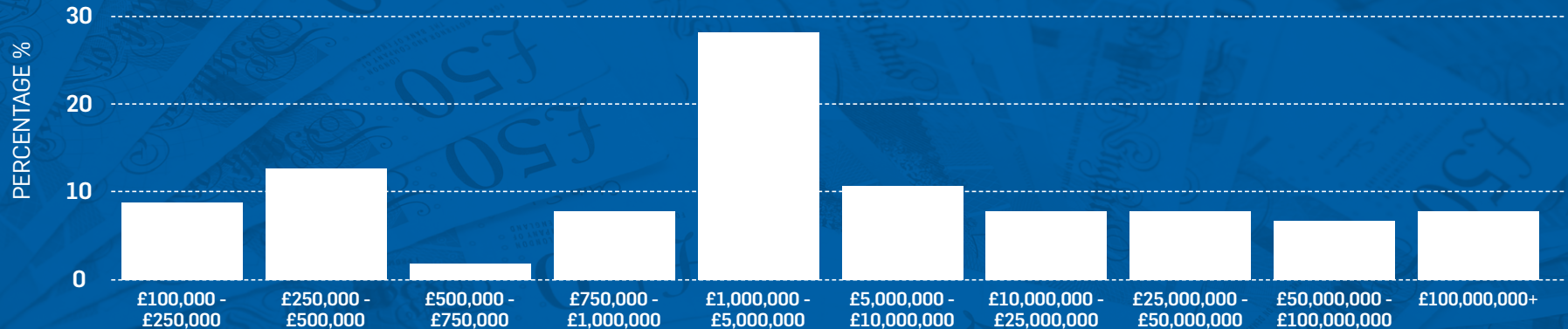
- Technology and agile working solutions
- Patient flow across the health economy
- Ensuring organisation participation is on the integration agenda as part of the 10-year plan

The challenges being prioritised by the CNIO at Kettering General Hospital NHS FT:

- EPR programme - roll out of several modules over the next two years to move towards paperless
- Information and data in formats that managers and clinicians can understand and use effectively

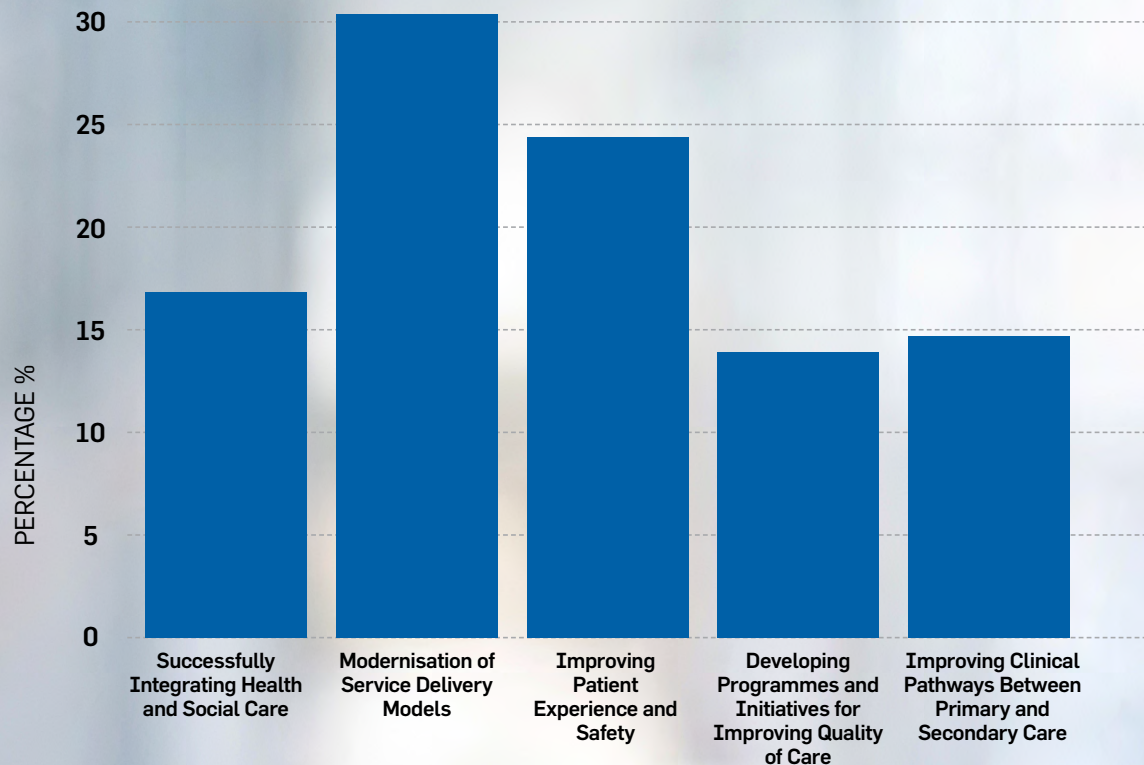
COMBINED SPENDING POWER OF GROUP

£3.9 billion



BUDGET RESPONSIBILITY PER PERSON

TOP STRATEGIC PRIORITY

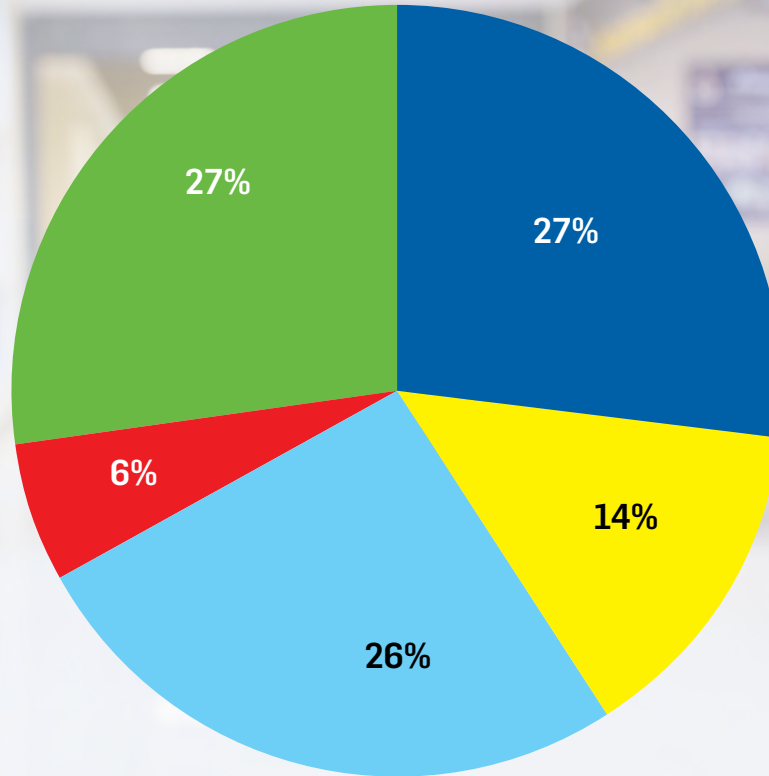


Above all else, modernising service delivery models across the business was highlighted as the key strategic priority for the group.

Much of the group also emphasised the need to improve patient experience and safety.

TOP IMPROVEMENT INITIATIVE

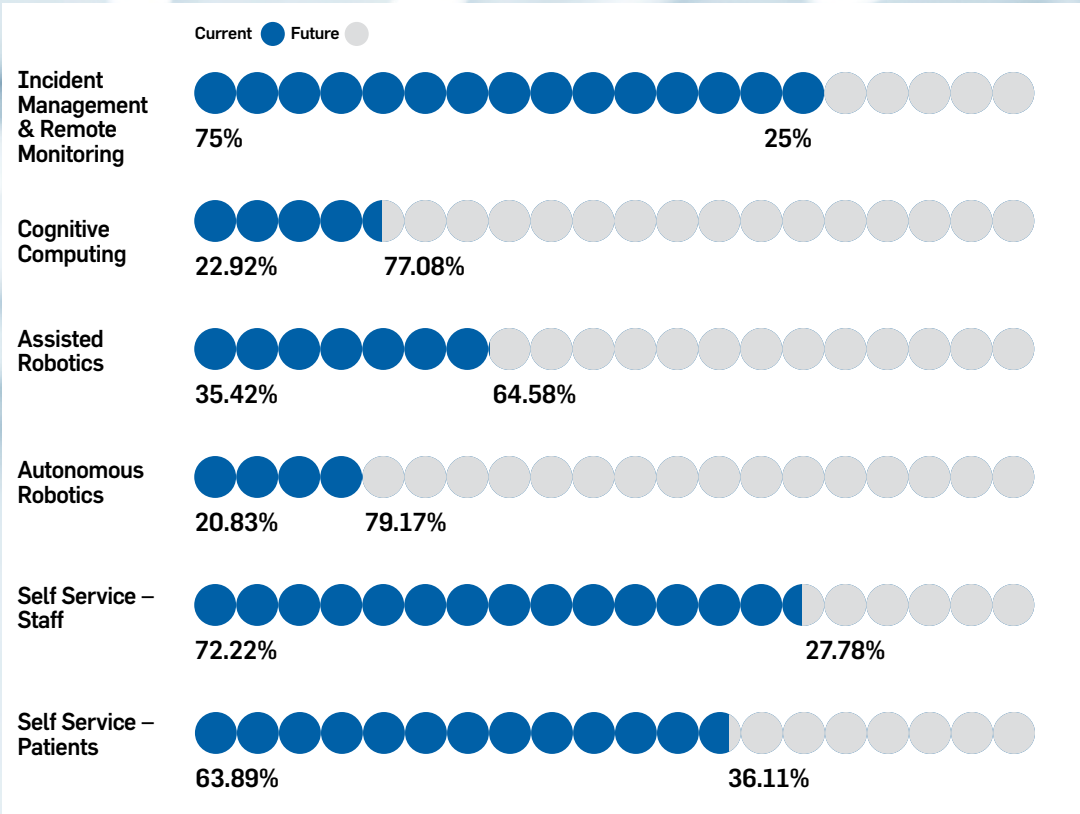
- Integrating care locally to improve services and outcomes
- Refining funding and efficiency by cutting waste and harnessing better methodologies
- Strengthening and retaining the workforce through training and better planning
- Bettering patient safety through learning, inspecting and improving
- Harnessing technology and innovation using a 'digital hospital' approach



The group stressed how they are struggling to ensure technology and new innovations are harnessed to maximise patient experience.

Respondents also highlighted their need to strengthen and retain staff through workforce development and long-term planning.

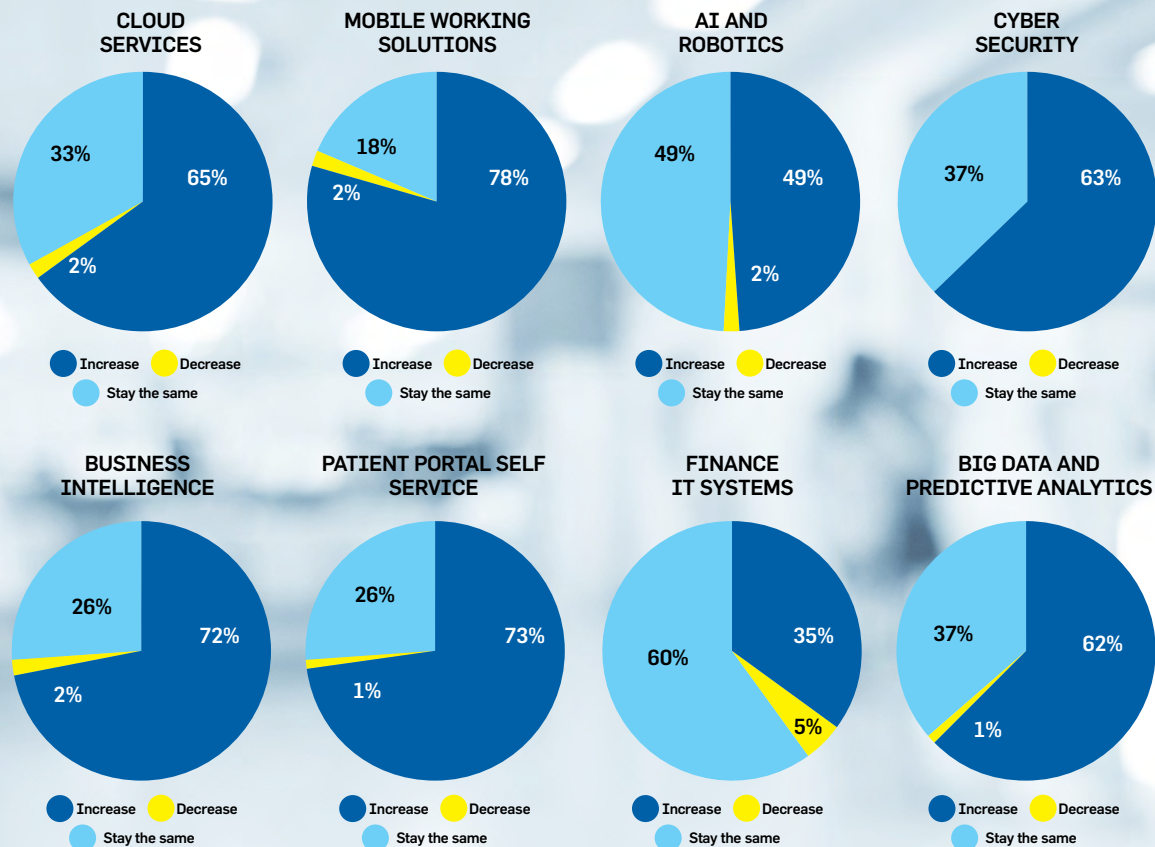
CURRENT OR FUTURE PRIORITIES



Some priorities are considered primarily a future focus for the group, such as autonomous robotics and cognitive computing.

However, the majority of the group specified that automation and AI-powered innovations enabling self-service for both staff and patients are a significant priority that needs to be tackled urgently.

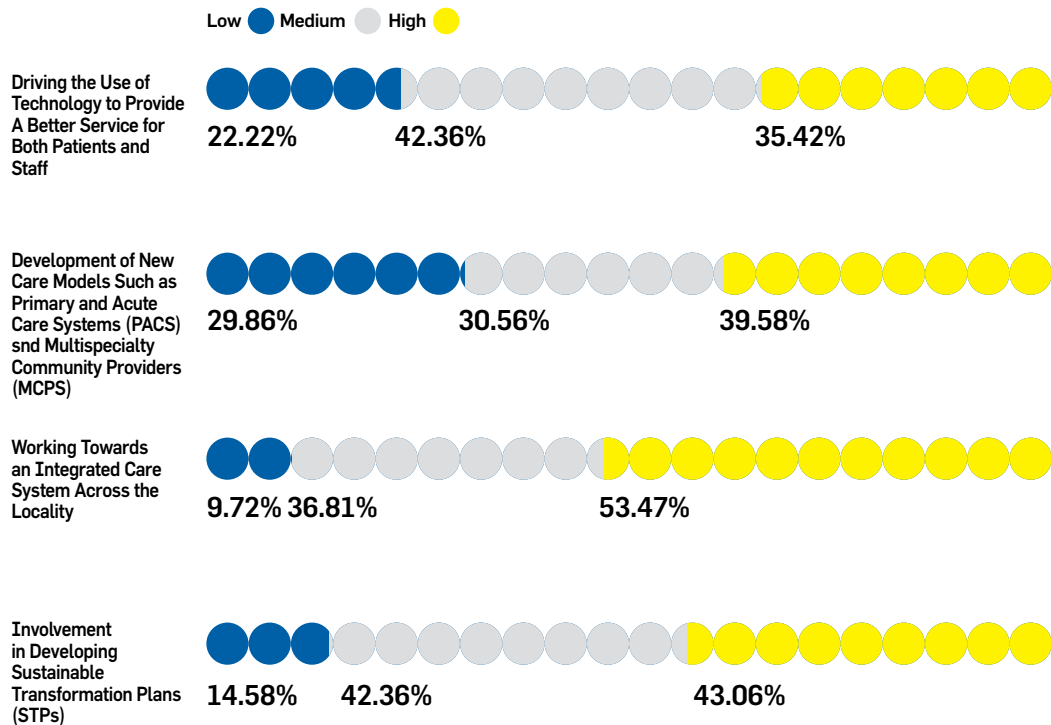
SPEND MAPPING



Technologies surrounding self-service patient portals, mobility and business intelligence are very much at the forefront of our group's budget plans.

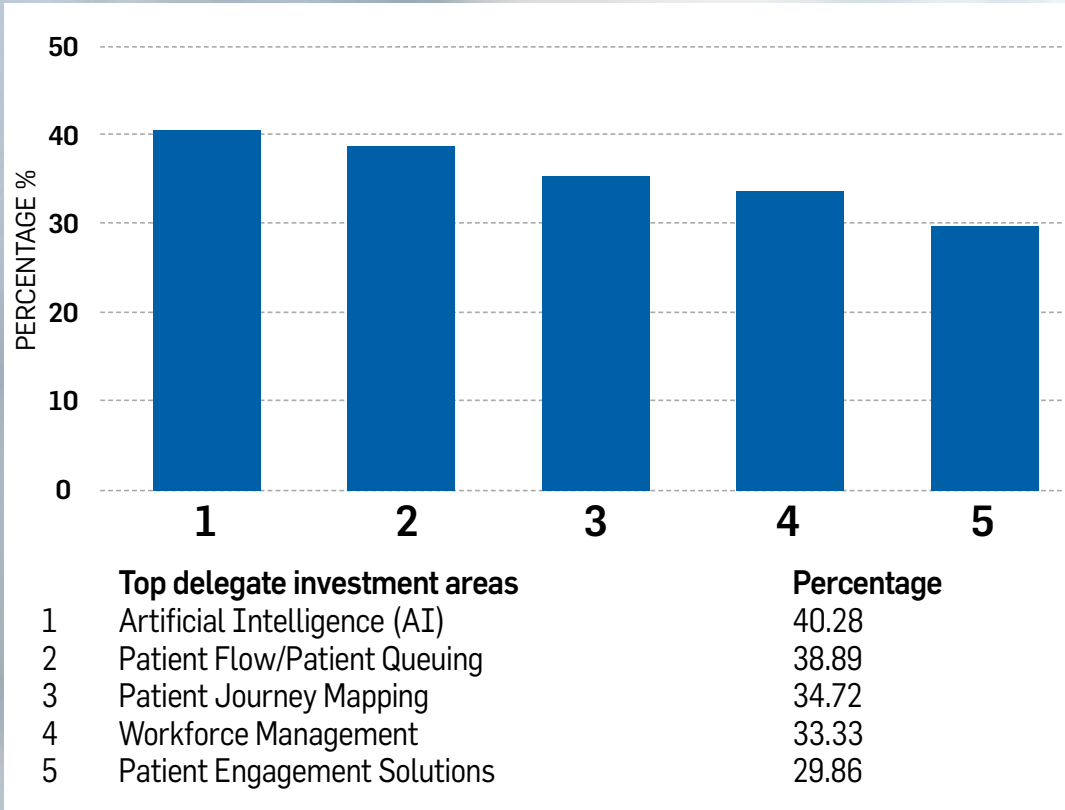
NHS trusts have considerable challenges digitising their legacy infrastructure but understand this must become a reality in order to underpin future delivery of services and technology.

LOW, MEDIUM OR HIGH PRIORITY AREAS



Although many issues are deemed to be of high importance by NHS leaders, over half of those surveyed stressed the importance of ensuring care systems are integrated effectively across the locality.

DELEGATE INVESTMENT AREAS



With patient flow/queuing and artificial intelligence ranked as the two most significant investment areas, it is clear that there is a drive for NHS leaders to replace manual methods with new digital solutions that can improve efficiencies across their organisation.



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Deep understanding and clever tech connecting smart people in smooth interactions. Goodbye static conferences, hello evolution.

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www.healthcarestrategyforum.com

t. +44 (0) 1293 850 300

e. info@ahmediauk.com