

Tim Kelsey
National Information Director, and
Chair of the National Information Board
NHS England

By E-Mail
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Dear Tim,

PERSONALISED HEALTH AND CARE 2020 – BCS HEALTH OPEN DEBATES

As you may be aware, BCS, The Chartered Institute for IT, organised consultation events for health and social care informatics professionals during January and February 2015 in Bristol, London and Leeds. BCS engaged with over 100 stakeholders, including BCS members and the NHS Management Trainee scheme (technology track), the events aimed to:

- Ensure health and social care informatics professionals were fully briefed on Personalised Health and Care 2020 (PHC2020), and were able to debate its key components;
- Consider where the BCS could make the biggest impact (and should therefore focus on) out of all the main chapters;
- Consider how BCS could help individuals implement PHC2020.

Thank you to Paul Rice, NHS England, who spoke at the Leeds and London events.

KEY FEEDBACK

Our community continues to be passionate about the critical role informatics should play to the modernisation of the health and care system. In general, they felt that PHC2020 helped take the agenda forward, and supported its approach. It was welcomed that there is national direction, and PHC2020 is felt to have a greater resonance than previous Department of Health policies which did not have as wide an endorsement.

Particularly positive feedback included:

- The focus on the citizen at the centre of the policy;
- The focus on health and care;
- That all 'Arm's Length Bodies' were signed up to the same direction of travel;
- The evidence based approach;
- The explicit reference to the importance of professionalism (as per the recognition of the Federation of Informatics Professionals on page 49).

The main concerns focused on:

- **Implement-ability** – turning Arm's Length Body intent and purpose, and the vision of current policy, into a meaningful and enduring positive impact across health and care services;
- **On-going issues that need further resolution** such as clarity on consent, and identity management for individuals interacting with digital services;
- **The risk of any new government** revising PHC2020 (*this risk has now of course passed*).

PUTTING DATA IN THE HANDS OF PROFESSIONALS - WHERE THE BCS CAN MAKE THE BIGGEST IMPACT

BCS members can play a critical role across implementation of the entire PHC2020, and are already starting to. Across the portfolio of projects and actions outlined in PHC2020 the ones that our members stressed were:

- Give care professionals and carers access to all the data, information and knowledge they need (chapter 6);
- Support care professionals to make the best use of data and technology (chapter 10).

Whilst there was recognition that all elements of the policy are important it was thought that liberating the data and information, and empowering care professionals to use it, would initiate the virtuous circle of accurate recording at the point of care to inform better methods of care.

For health informatics professionals these key areas of focus would naturally reinforce and empower some of the other areas such as “Enabling me to make the right health and care choices (chapter 5)” as citizens access their own data codified by care professionals, and how that access can “Build and sustain public trust (chapter 8)”.

What we did identify, that did not have a chapter of its own, was the critical role that standards play in delivering PHC2020 – at all levels such as at the data, message, and interface layers. This represents a welcome extension of the ‘connect all’ (not ‘replace all’) approach, and the way of getting the best value out of prior investments.

A NATIONAL MEMBERSHIP ORGANISATION - TO DRIVE FORWARD THE IMPLEMENTATION OF PHC2020

BCS can play a clear role in enabling PHC2020, and as a national membership organisation we can support its implementation by:

- Being a critical friend to the NIB;
- Continuing to promote best practice;
- Driving the professionalism agenda alongside our partners in Fed-IP;
- Championing the delivery of standards ‘on the ground’;
- Assisting to drive forward the significant workforce change agenda;
- Using the wider BCS expertise for example in supporting the evaluation of implementation.

We are already making an impact – for example the coordinated programme and networking at eHealthWeek 2015, and through BCS member representation on PHC2020 work streams (especially professionalism). We will further this impact through our membership events, open discussions, and eHealthWeek 2016.

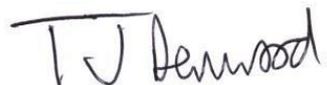
The Institute, particularly BCS Health Executive (with its associated specialist groups), would welcome the opportunity to provide further access to our members; a strong cohort of practitioners, professionals and specialists to support the PHC2020 delivery agenda. More broadly, our committee and members will continue to support its delivery, albeit dosed with reality and pragmatism.

I hope you find this useful, and in the spirit of the request for feedback on p59 of the PHC2020. A copy of this response (with more detail on the content of the sessions held) will be posted on the BCS Health website, and distributed to the members who attended the events.

Yours sincerely



Justin Whatling, BCS Health, Chair



**Tom Denwood, BCS Health, Vice
Chair Strategy and Policy**



**Mike Sinclair, BCS Health, Vice-
Chair for Professionalism**

Cc:

- BCS Health members who attended the events
- Dr Paul Rice, Head of Technology Strategy, NHS England
- Jonathan Jeffery, Health Programme Manager, BCS