Hackney

Health in Hackney Scrutiny Commission	Item No
31ˢᵗ March 2021	**6**
Digital and remote NHS services – CCG analysis	

OUTLINE

The digital divide and health services has been a key issue for the Commission for some time. Our previous review '*Digital first primary care and implications for GP Practices*' was overtaken by events. When the pandemic hit digitisation plans which had been discussed as ambitions or long term aims suddenly had to be implemented overnight and GP consultations and appointments with clinicians in secondary care had to be done by smart phone or laptop.

Head of Quality at the CCG had been tasked with mapping some of the work on digital and remote services and the attached report from last October provides a very useful overview of the key issues here and the work done on them up until then. That paper briefly set out the issues that the CCG may wish to consider to ensure patients and carers are able to access remote and/or digitally enabled NHS services which are at least as good as, or better than, face-to-face services in terms of safety, patient experience, staff experience and clinical outcomes.

The Chair has invited **Jenny Singleton**, Head of Quality at the CCG to outline the key issues at stake here. Attached please find:

a) '*NHS and remote services'* brief update since Oct
b) CCG's main report '*NHS services delivered remotely and issues with digital exclusion*' Oct 2020
c) A separate report from The Patient's Association '*Digital health during the Covid-19 pandemic: Learning lessons to maintain momentum*'

The second report, attached for information,has been developed by the **Patient Coalition for AI, Data and Digital Tech in Health**, which aims to unite representatives from patient advocacy groups, Royal Colleges, medical charities, industry and other stakeholders committed to ensuring that patient interests lie at the heart of digital health policy and discussions.

ACTION

The Commission is requested to give consideration to the briefings.