



BE DIGITAL STRATEGY

2023 - 2025



Foreword	P3
Plan on a page	P4
Section 1 Strategic Environment	P5
Section 2 Our Themes	P8
Digitally transforming cancer services	P9
Empowering cancer patients and carers	P11
Empowering staff	P13
Data-driven cancer research and innovation	P15
Section 3 Our Digital Foundations	P17
Section 4 Bringing our strategy to life	P20
Section 5 Summary	P25

These are exciting times for The Clatterbridge Cancer Centre (CCC) when you consider our exceptional facilities, our expert workforce, and the incredible potential of digital transformation in cancer care.

Harnessing the advantages of digital technologies to support our transformation is an excellent opportunity to accelerate progress against our key ambition set out in our Trust's Five-Year Strategic Plan.

At The Clatterbridge Cancer Centre we recognise the significant role digital technology plays in everything we do. We have seen the positive impacts of incorporating digital from the opening of our flagship hospital in Liverpool to leveraging digital technologies in our response to the COVID-19 pandemic.

'Be Digital' is one of six strategic priorities outlined in the Trust's Five-Year Strategic Plan. Our digital vision goes beyond IT infrastructure and tools, and extends to transforming the experience of our patients, our people and the population we serve.

Over the last few years, we have worked hard to get our systems, devices, platforms, and connections in a good place, and because of this, we can now look forward to the fantastic opportunities that digital and data give us to improve care.

We want to put The Clatterbridge Cancer Centre in the best position to continue delivering world-class clinical services. To achieve that, we need first-class digital infrastructure and solutions working effectively, with a digitally-skilled workforce. Every department and service should have high-quality digital tools to support their daily work, and harness the power of digital and data.

Drive improved outcomes and experience through our unique network of specialist cancer care across Cheshire and Merseyside

Our 'Be Digital' strategy is ambitious. To realise this vision, we will need to embrace new ways of working and find new ways to collaborate and accelerate how we deliver digitally-enabled transformation. We look forward to working with colleagues across The Clatterbridge Cancer Centre and other providers across Cheshire and Merseyside to make our Be Digital strategy a success.



Dr Sheena Khanduri
Medical Director



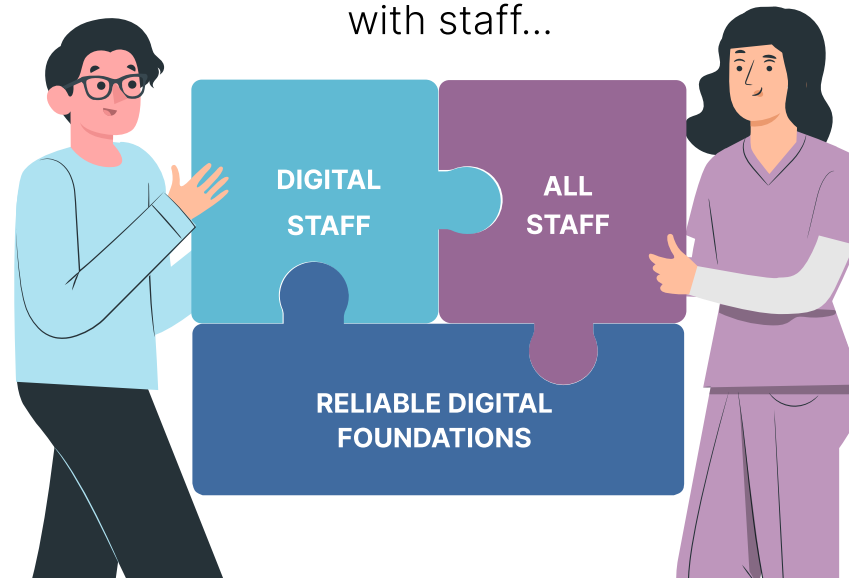
Sarah Barr
Chief Information Officer

Our themes to deliver our mission are:



Our digital mission is to harness **the power of digital technology and data** to transform care, improving our patients' outcomes and experience

Underpinned by our foundational partnership with staff...



1

Strategic Environment



Cheshire and Merseyside system working

The Clatterbridge Cancer Centre is one of three specialist cancer centres in the UK. We deliver non-surgical cancer care including systemic anti-cancer therapy (SACT) at seven sites, with outpatient clinics at 17 centres.

We serve a population of 2.4 million across Cheshire and Merseyside and the surrounding areas, including North Wales and the Isle of Man, through our 1,700 specialist staff.

We work to deliver excellent cancer care with other services in the region, and improve clinical outcomes through research and innovation.

Digital is more than just technology

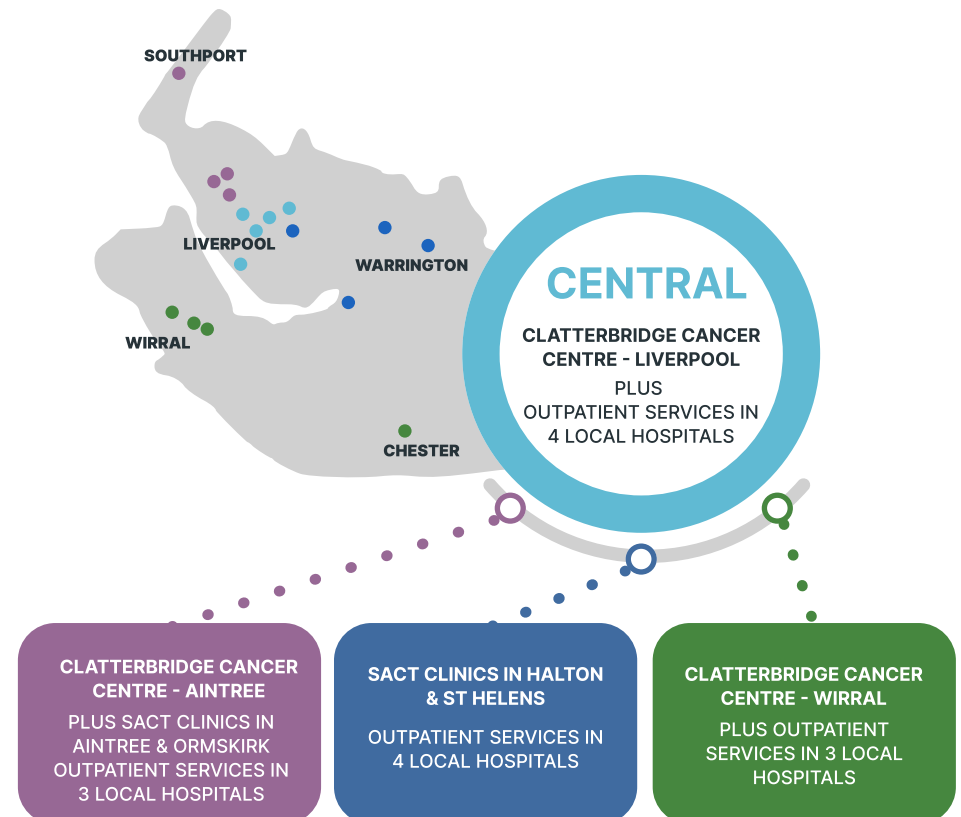
Given its fundamental role in cancer care transformation, 'Be Digital' is identified as one of the key strategic priorities within our Trust's Five-Year Strategic Plan. Our digital mission is to transform the experience of our patients, our people and the population we serve, ensuring that technology is a viable alternative to traditional ways of working.

The support of digital transformation is critical to resolving a "very high and growing" demand for health services following COVID-19 (*NHS Cheshire and Merseyside Digital and Data Strategy 2022-2025*). Demand for our treatment, support and survivorship services grows, as the number of people with cancer increases and as we meet the national ambition in the NHS Long Term Plan to support more people to survive cancer. Digital transformation plays a significant role in supporting the gap between growing demand and the pressures on workforce and finances.

Digital will support the integration of services across Cheshire and Merseyside and beyond

As a specialist cancer service provider, we need to integrate effectively with a large number of other organisations and NHS providers across Cheshire and Merseyside and the surrounding areas, so that we can provide patients with an efficient, seamless and joined-up care experience. Digital processes are key to achieving this effectively.

We align to the *NHS Cheshire and Merseyside's Digital and Data Strategy* which we were fully invested in through its development stages. We have a shared ambition to secure strong shared digital foundations, data and digital solutions that span across Cheshire and Merseyside to enable the best support for our patients, and to equip our people to provide seamless care.



National priorities

Our digital strategy aligns with national digital priorities, including:

National Digital Policies set out the strategic framework and standards within which local trust digital strategies should sit:



What Good Looks Like (WGLL) establishes the seven success criteria for healthcare organisations in digitising, transforming and connecting their services safely and securely



Data Saves Lives outlines the strategic ambitions for the use of data to bring benefits to all parts of health and social care



Goldacre Review identifies how the NHS could make better, safer use of health data for research and analysis



NHS architecture principles and other technical standards (such as interoperability) provide best practice guidance for designing digital systems and services for the NHS and connecting them together across a system, regionally and nationally

National Digital Plans set out the specific national expectations for local digital priorities:



Plan for Digital Health and Social Care outlines in detail the national and local requirements for digital to transform health and care service delivery up to 2025



NHS Planning Guidance 2022-2023 and beyond includes details on how Digital supports delivery priorities and the NHS Long Term Plan



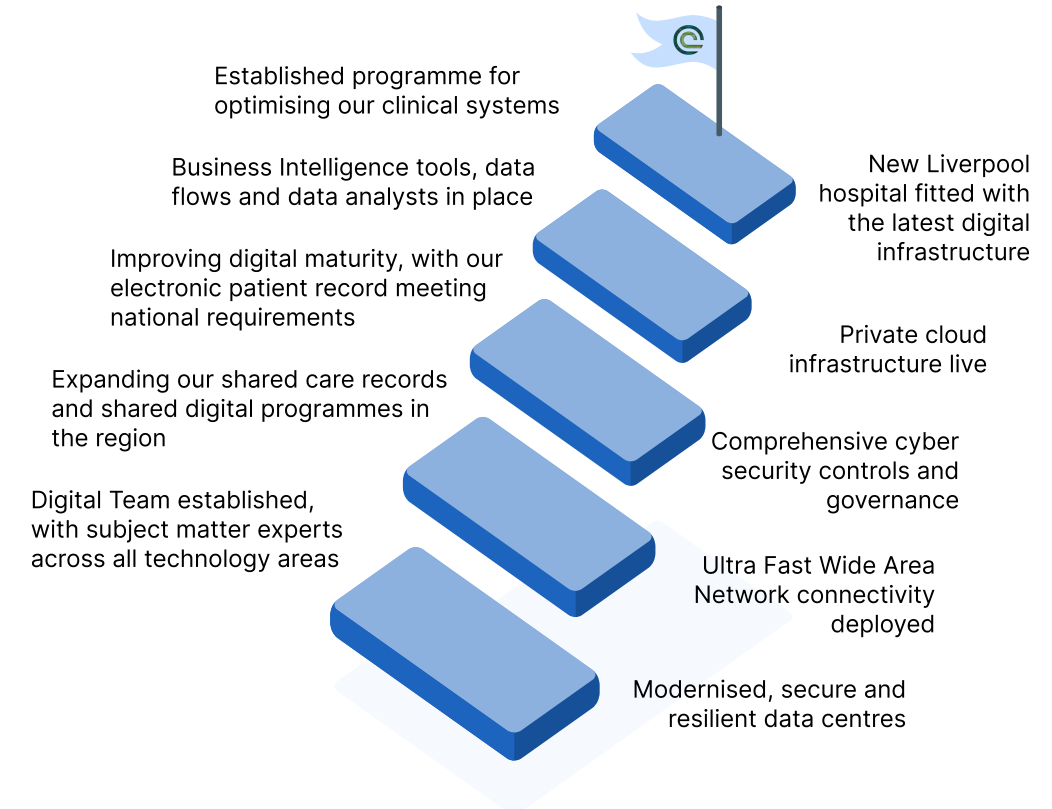
National Cyber Strategy 2022-2030 establishes improved defences and responses to cyber attack across the public sector in a climate of heightened threat, acknowledging our systems as critical national infrastructure

Our baseline

Establishing the foundations for our future success

Over the last five years, we have invested in our Digital Team, and our digital infrastructure. This has supported the opening of a major new hospital, modern devices, remote working during the pandemic, and improved resilience and performance for our systems.

Thanks to the foundations we have put in place, we are now in an excellent position to deliver our mission to harness digital and data to improve care.



2

Our Themes

How we will focus our programmes to achieve our mission



Digitally transforming cancer services

We will work to transform services to deliver high-quality care. Using leading approaches to digital transformation, we will optimise our digital clinical systems to improve how we deliver care

Usable, efficient workflows

- Our clinical staff want an intuitive day-to-day digital experience for their clinical work
- Our programme for optimising clinical systems will work closely with frontline staff to optimise how digital clinical workflows are executed
- By working with staff to solve this, we can improve their digital experience. We want to use digital and data as an enabler to supporting clinical outcomes

Safe by design

- The deployment of digital tools can introduce changes in process that need to be managed
- We will continue to ensure clinical safety is a key feature of any future digital transformation, ensuring compliance with national clinical safety standards
- Aligned to the NHS Digital Clinical Safety Strategy, we will make the most of digital tools and data to build insight, involve and improve patient safety

Modern, reliable solutions

- We want our solutions to scale, to connect to the rest of our digital systems, and to avoid over-reliance on particular suppliers
- We will adopt agile, effective and high availability cloud services through a mixture of in-house development capability and the expert selection and management of supplier solutions
- By working in this way, we will solve problems such as coordinating care across multiple services and professionals faster, without compromising on the reliability of the solutions we put in place

Data-driven improvement

- Services and researchers need high-quality data to improve care
- We will provide tools and services to help leaders and champions across the organisation to analyse and make sense of performance, activity and outcome data
- By working together, we will improve data quality at source, and strengthen the insights and information we gain from this

Transforming together

- Staff are willing to communicate and collaborate to tackle problems and use digital solutions to support transformational processes
- We will bring the best of digital, clinical, operational and data professionals to our major transformation initiatives
- We will develop best practice digital and design solutions to constantly improve clinical and corporate workflows so that they solve important problems and meet people's needs



Digitally transforming cancer services

Our Roadmap

2023

Clinical System
Optimisation
Programme

Simplifies people's work and improves information to facilitate better care and a reduced cognitive load for staff

Will provide a real-time overview of operational data to support our major digital transformation initiatives and increase productivity

"I spend a lot of time organising clinical tasks and documenting what I do. There has got to be a better way to do it."



Robotic
Process
Automation
- Pharmacy

Improves how quickly and reliably we can procure, prescribe and dispense medications

Allows clinicians to access a fuller clinical picture of a patient to support effective coordination and care

Digital
Command
Centre

Shared Care
Record
expansion

Improves referral efficiencies such as information accuracy and timely and secure referrals

eReferral
optimisation

Enables clinicians to obtain rapid, accurate, real-time test results outside of a lab allowing them to make timely treatment decisions

Point of
Care
equipment
integration

Supports collaboration around diagnosis and imaging across services and sites, as well as easier patient access to imaging

Diagnostics
imaging
cloud

Primary
Care
eComms

Improves care coordination and support across cancer and GP services

"We need to combine digital with how we're changing services to increase efficiency"



"It is a team effort and everyone's journey, not just the Digital Team"



Ensure drug safety, better stock management and reporting

Digital Drugs
Management &
Workflow

2025

Harnesses machine learning capabilities to help improve clinicians' diagnosis and treatment of our patients

NextGen
Digital
Clinical
System

Improves our productivity, safety and knowledge across our services

Cloud
HealthStore
for AI

Empowering cancer patients and carers

We will implement digital solutions to support people's choices about how they access care, keep patients and their family and carers connected and in control, and support care at home

Patients in control

- When multiple services are involved, patients might not feel in control of the care they are receiving
- In line with national 'mobile first' ambitions, we will establish and embed our Patient Empowerment Portal through the NHS App, so that people with cancer can access correspondence, appointment information and advice
- These tools will support people with cancer to navigate and arrange multiple visits for treatments, consultations or monitoring. They will also allow better communication around key patient goals and symptoms such as better mental health, pain, or sleep

Delivering care remotely

- Patients often want the choice to avoid travelling into hospital, particularly given our geographic reach as a trust
- We will continue to support and develop remote monitoring tools and work with clinical and operational colleagues to address how such tools can be developed to offer 24/7 support
- We will offer more remote or home-based care options to more patients, where clinically appropriate, so that they can feel supported and safe

Information and guidance

- It is often challenging for busy teams to share all the relevant information with each patient, at the right time for them
- We will roll out Patient Held Record so that patients have better access to their clinical records and key clinical information from a single log in via the NHS App
- We will support patients and their family/carers to access information about their care in a way that works for them. We will enable services to tailor this information and support so that people are better equipped to manage their own health and wellbeing

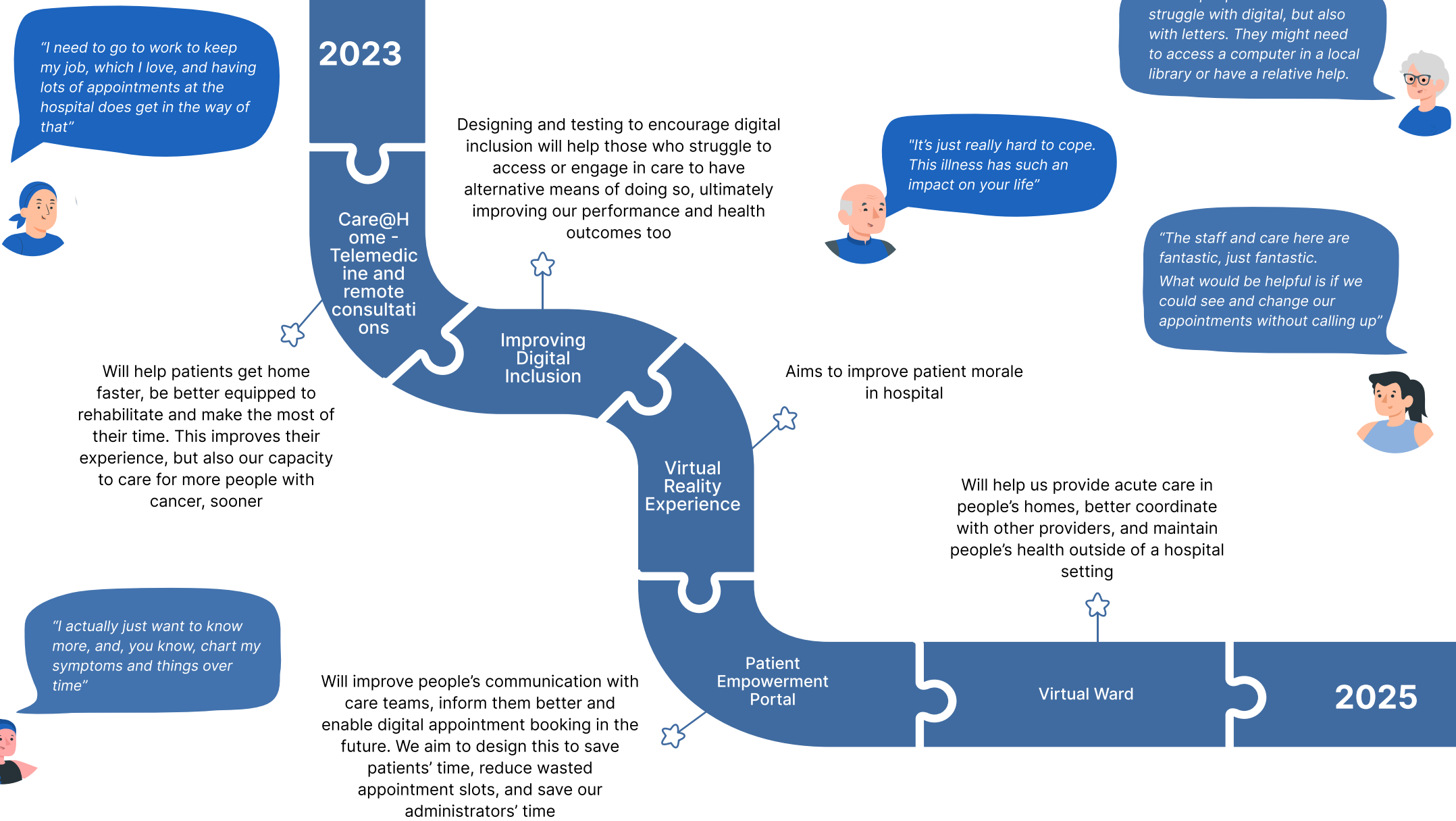
A better hospital experience

- It can be tough coming in for treatment when you are unwell from cancer, or when you are accompanying someone you care about
- We will keep patients connected with fast Wi-Fi, entertainment systems from virtual headsets to TV, radio and video-on-demand
- Staying connected to loved ones while in hospital often reduces feelings of isolation and stress, and helps people to cope. Being connected to entertainment can offer distraction and improve levels of comfort



Empowering cancer patients and carers

Our Roadmap



Empowering staff

We will equip staff with the skills and tools to 'Be Digital' in the provision of safe, high-quality care across our services, working together to create user-friendly solutions

Digital confidence

- Clinical and non-clinical members of staff need to be clear and confident in how they use key tools for their job
- We will design and implement an innovative, role-specific training programme using a suite of virtual and on-demand learning content
- Our new training programme will enable staff to make the most of the digital tools they use. We want to build people's confidence and digital proficiency; we want to inspire people to contribute to making digital products and how we use them better

Collaborating to produce great work

- Coordinating across different departments and sites can slow down workflows, or be isolating
- We will develop the use and culture of collaboration on our productivity and knowledge-sharing software; we will go further still and automate routine processes that take up valuable time
- Staff will be able to share, edit, chat and collaborate, enabling fast and effective project delivery across the Trust. Automation will deliver some 'business as usual' tasks quickly and reliably, freeing up time

Digital will support staff

- We want to avoid slow, unreliable or challenging connections for staff
- We will maintain and improve our reliable technical infrastructure and devices to promote high-quality digital experiences, and be visible for each clinical team
- We will build on our 'tap and go', fast user-switching technologies, platforms devices and connectivity investments to save people time, and ensure that systems are there for staff when they need them

Intuitive and user-friendly systems

- We understand the current challenges and pain-points present in some parts of our digital clinical systems
- We will ensure frontline staff are involved in the user research and design of our systems and how they work in practice, employing best practices from the software industry to do so
- We will save people time and energy by optimising our electronic patient record and other core systems around people's day-to-day needs and experiences

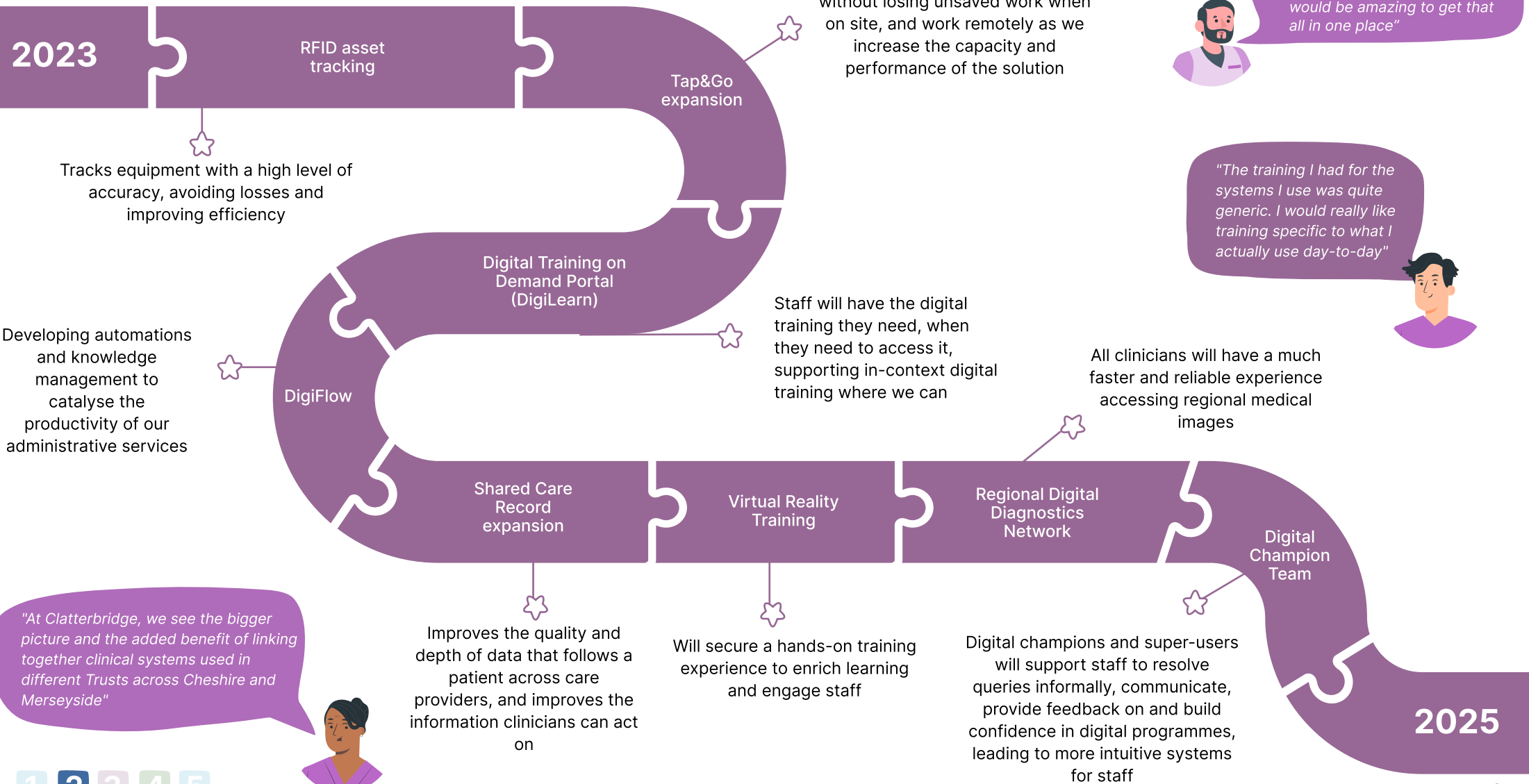
Easy access to systems and care records

- Staff working across different sites and services need easy access to clinical systems and records wherever they are
- We are strengthening our tools and skills to integrate clinical systems, and are succeeding in integrating systems at scale across the region for diagnostic pathways and our regional shared care record system
- We are supporting the delivery of investments in technology, skills and processes so that all clinicians find it easier to order, view and share blood tests and medical images. Safely sharing information supports continuous care for our patients and removes barriers for staff
By aligning standards and processes regionally, we are delivering interoperability faster and at scale



Empowering staff

Our Roadmap



Data-driven cancer research and innovation

We will horizon-scan and harness the power of data to drive planning activities in research and innovation and shape future services

Data for cancer research

- Our staff can secure more research and treatment opportunities if we can provide them with the right data and tools
- We will harness our data to support the development of new treatments and diagnostic devices for cancer, as well as making our core clinical systems a single point of data capture
- We will work with other health and care providers and academia to implement a single Secure Data Environment (SDE) for Cheshire and Merseyside, to support clinical trials and translational research

Advanced analytics

- To improve outcomes for patients, we want to support clinical areas with advanced analytics and insights
- We will build on our approach to defining pathways and use-cases to ground how we build advanced data capabilities
- By contributing our data and insights, we can make a difference to people's outcomes from cancer treatments

Data-driven care

- Data will help us develop advanced analytics to inform better care models
- We will turn data into intelligence and work with colleagues to provide bespoke analytics to support improvement in clinical pathways
- We will continue our work on data analytics to support Cheshire and Merseyside-wide performance reporting and future service planning. This includes support from NHS Cheshire and Merseyside with approaches to population health management

Data-driven operations

- There are gaps in how operational decisions around services and resourcing refer back to hard data
- We will continue to develop dashboards and insight products that enable leaders across the organisation to foster a culture of using data for core business decisions
- We will improve how we use our resources, and how we solve business problems by interpreting the numbers to get to actionable evidence

Harnessing science

- The enormous progress in gene-based or gene-targeted therapies opens up exciting opportunities for advanced treatments that we can adopt for our patients
- We will design our clinical systems to support genomics and other advanced treatments, monitoring what works with care teams
- We will secure the right tools and data to advance the use of precision medicine and genomics in our care pathways, achieving improved outcomes for people with cancer



Data-driven cancer research and innovation

Our Roadmap

2023

Advanced analytics pilot (lung cancer pathway)

Provides insights to advance our treatment of patients with lung cancer, while developing our model for supporting key clinical use-cases with analytics

"Data needs to be up to standard across the region"



Supports clinicians to read images and tests to more accurate stage, grade or diagnose cancers and other pathology

Artificial Intelligence for Diagnostics

Supports better operational planning and decision making

Allows researchers and wider improvement partners to analyse data on our cancer pathways, while protecting people's privacy

We will adopt a cloud-centric solution allowing us to develop and use digital tools with agility across all the geographically-dispersed locations we provide cancer services, and contribute to Net Zero targets

"By supporting staff to use our dashboards, there will be more time to provide intelligence and analytics that drives forward our clinical priorities"



Improve use of existing dashboards and data assets

Advanced Analytics Programme

Secure Data Environments (SDE)

Digital Network Refresh

"Trust, national and regional data projects can get complicated quickly to go down a different path, so it's even more important that we build out our data assets based on clear use-cases"

Provides insights to advance our treatment of more patient groups and pathways

Allows CCC and others in C&M to plan care, projects and health resources with evidence

Health DataLake

2025



3

Our Digital Foundations

We want to all staff at The Clatterbridge Cancer Centre to 'Be Digital'
We want the Digital Team to support them well in return



Our foundational partnership with staff

Staff and digital colleagues set out our commitment to work in ways that support each other to 'Be Digital' in the right ways to achieve our mission

We are committed to enabling great care across the Trust, and we will support staff every step of the way



DIGITAL
STAFF
WILL



ALL
STAFF
WILL

We will make the most of our digital tools individually, and engage with how we can build and develop them to best serve our colleagues and patients

..involve staff and their needs at the forefront of our electronic patient record programme, working with Digital Team to release time to engage where possible

1

..invest in securing and embedding a high-quality, intuitive electronic patient record

2

..understand and solve problems raised by staff promptly and efficiently

3

..introduce digital solutions to improve the experience of patients who are undergoing treatment and diagnosis

4

...use data and partnerships to bring innovations that matter most to cancer services and will continue to explore new opportunities

5

..provide the right framework to input data

6

...invest time and attention, and work collaboratively with colleagues in order to design, build, and test our electronic patient record around new, optimised pathways and processes

1

..commit to using the EPR, and other key products as designed, ensuring consistency in how care data is recorded

2

..identify and escalate issues experienced with digital tools

3

..work with new digital tools to improve the experience of patients in cancer care

4

..identify problems and opportunities for innovation, and engage in the design and testing of new products or approaches

5

...commit to provide high-quality data

6

Reliable digital foundations

Security

We have strengthened our security with investments to software, virtual desktop environments, and data vaults. We will continue to do this as our ambitions for data and digital grow.

We will build on our Cyber Essentials Plus and Data Security and Protection Toolkit accreditation, maintaining a strong cyber posture to keep our systems, data and services safe. We will continue to work with the regional Cyber Security and Emergency, Preparedness, Resilience and Response groups to respond to threats effectively.

Connectivity

We will improve our network speeds, resilience and coverage of our sites.

We will adopt the regional diagnostics ultra fast network to support medical image sharing and collaboration. We will deploy high speed scalable and secure connectivity into public cloud services with multiple providers.

Devices

We will continue to adopt the latest operating systems and ensure all our digital assets are supported, secure and compliant. We recognise the benefits for access to agile handheld equipment to support clinical care. We will work with our partners to integrate handheld technology and improve the experience of clinical systems for our staff.

Process

We are constantly maturing our processes around technical infrastructure, developing more structure and innovation to how we integrate solutions with code. We are continuing to improve data quality and work closely with suppliers. We will continue to make the most of collaboration tools to support increased communication across our sites and with other health and social care partners.

Service

We will build our Digital Command Centre to better respond to digital and data needs, consisting of specialist skilled staff including digital operations and business intelligence. We will align with good practice service delivery models to provide proactive and professional support to staff.

Platform

We will reduce our on-site infrastructure footprint by moving to a cloud-first model by 2024. We want to make the most of cloud engineering to connect, adapt and maintain digital systems, making them flexible and accessible across all of our clinical locations.



4

Bringing our strategy to life

A map of how our strategy will improve our patient journeys



A faster way to process referrals means I can be booked into the system and be seen in clinics more promptly



Being referred to outpatient services

eReferral optimisation will improve the consistency of referrals and the data they hold



Admin team

Robotic Process Automation will improve efficiency of administrative tasks

Digital systems make it easier to manage new referrals, and work with the team to book the right tests and appointments

Linking different clinical systems provides me with the confidence that all members of my clinical team can access my results in real time



Investigations

★ **Diagnostics Digital Capability Programme (DDCP)** will support interoperability between imaging and pathology clinical systems



Nurse

Interoperability between systems means I don't have to enter the same information on multiple systems as these will talk to each other

Radiographer

Interoperability between laboratory systems and the electronic patient record means that blood test results will be automatically transferred across different clinical systems

Improved collaboration tools across sites will ensure clinical teams could make more informed and better decisions about my care



Shared decision making

★ Better **digital workflows** between clinical systems will support **collaboration** across sites

The **Clinical System Optimisation Programme** will produce cleaner workflows and points of automation across our diagnostic pathways

Artificial intelligence (AI) tools will help optimise treatment and diagnosis



Multi-disciplinary Team (MDT)

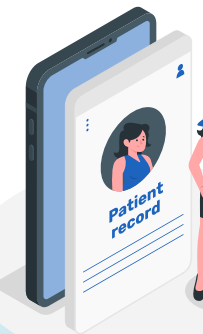
AI Decision platforms could help us structure our thinking for important clinical decisions

Digital processes improve the quality of remote MDT discussions across sites, through better communication tools and simultaneous visualisation of imaging and test results

Treatment and support

I know what is happening, and why, and what I can do to best promote my recovery

Having access to my clinical records, treatment plan and appointments from my own mobile phone makes me feel in control of my care



Enhance Supportive Care

Patient Held Records and Patient Empowerment Portal will support people with cancer and their carers to understand their condition, the support available and how to navigate their care

The **Clinical System Optimisation Programme** will support better visibility and coordination of care and support across multi-professional services

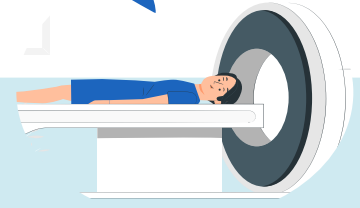


Admin team

The Clinical System Optimisation Programme aims at improving all aspects of care, including booking and scheduling appointment

Better communication between clinical systems will avoid confusion around my radiotherapy appointments

Radiotherapy



Integration between our electronic patient record and radiotherapy management system will enable smoother booking and documentation of radiotherapy appointments



Clinical Oncologist

A two-way communication between clinical systems means that I do not have to enter the same clinical information on multiple systems and ensures all members of the clinical team have a clear view of upcoming appointments

By promptly accessing my medical record and test results on digital systems, my clinical team can easily make dose-adjustments to my treatment

Systemic Anti-Cancer Therapy (SACT)



Using **Robotics** in Pharmacy will automate repetitive tasks and enable safe and convenient access to medications
Our **Digital Pharmacy Transformation Programme** will allow easier prescribing and dispensing of medications



Pharmacist

Optimising EPR (or clinical system) means I do not have to open multiple patient "episodes" to access the most recent and up to date information on their treatment plan

Using digital systems allows me to track and dispense prescriptions without relying on any print out. This speeds up the process, prevents errors and improves efficiency

Transforming Acute Care Services

Knowing that my records can be shared with other urgent care facilities in the region provides me with the confidence that I can attend other hospitals closer to home, where the local care team will have the right information about my cancer diagnosis and treatment



Clinical Decision Unit

Knowing that monitoring equipment digitally connects with my clinical records provides me with reassurance about my care



Ward based care

Electronic Patient Record optimisation will make it easier for clinicians to request investigations, visualise results and document relevant clinical findings

Devices, fast "tap and go" log ins and e-referral systems will speed up workflows

The use of our **regional shared care records** will allow access to a fuller clinical picture



Doctor

Having access to a Shared Care Platform means I am fully up-to-date with the care and treatment patients receive outside of CCC. This helps me make more informed management plans

Digital inpatient dashboards continue to provide an overview of bed availability and outstanding clinical tasks



Operational Manager

Information dashboards support patient flow through our hospital and ensure the delivery of safe care as I have visibility of bed availability and outstanding clinical tasks



Doctor

Having easy access to the right documentation allows more productive case discussions with the team and saves me time during the day

I can now sign on quickly across multiple systems, and pick up where I left off as I move from patient to patient



Nurse

Optimising our electronic patient record will improve the efficiency of my day-to-day tasks and will promote better communications and safer care



Health Care Assistant

Monitoring



Wearing a remote monitoring device and accessing virtual care from the comfort of my own home will allow me to continue my day-to-day-life with my friends and family

Virtual Ward

Integrated communications with primary care

Automated discharge summaries saves me time communicating prescriptions to GPs



Pharmacist

Remote monitoring solutions and care coordination will support the delivery of **Virtual wards**



Doctor

I can follow up my patients at home minimising their exposure to clinical environments where appropriate

Through PEP and mobile apps, I can access my clinical records and resources. This will empower me to look after my physical and emotional well-being.



Remote Monitoring, Therapy and Support

Patient Empowerment Portal (PEP) will provide patients with flexibility around appointments where possible

Patient Held Records (PHR) will allow patients to review their own clinical records and correspondence

Approved **patient facing apps** will provide support with physical and emotional health throughout patients' care journey

Using digital tools, including patient-facing apps, I can align my workflow with the wider patient's management plan



Physiotherapist

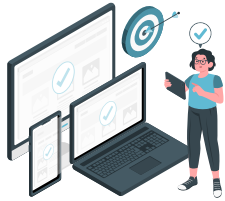
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Summary



Summary

At The Clatterbridge Cancer Centre, we are committed to **'Be Digital'** so that we can deliver a truly world-class experience for our patients, build an intuitive digitally-enabled workplace for our staff, so that we can work together to harness the power of digital technology and data to transform cancer care and improve clinical outcomes



By **digitally transforming cancer services**, we will promote a new, more-efficient, joined-up care model across the region

We will know we have succeeded when we have embedded data and digital solutions across our sites and services to **improve care**; and when we have secured an intuitive set of core clinical digital systems that provide **good quality data**



By **empowering patients**, we will ensure our service users feel safe and in full control of the care they receive

We will know we have succeeded when patients and their carers are able to manage their **appointments** and access their **clinical information** easily; and when we have supported more patients with their **care and treatment at home**, and people can plan and **manage their care** effectively through a digital solution



By **empowering staff**, we will provide our workforce with the right equipment and the appropriate digital skills to best support their line of work

We will know we have succeeded when staff are playing an **active role** in the design, build and delivery of digital solutions; and when staff say that they are **confident** in how to use their digital tools and systems, and that training has been **relevant** to their role



By shifting to being a truly **data-driven organisation**, we will harness data to inform better present and future care delivery through investing in research and innovation

We will know we have succeeded when we have used **data and analytics to improve clinical pathways**; when we are **horizon-scanning** and **harnessing data science** to plan **ambitious research and innovation projects**; and when we are **making data-driven decisions** about services, performance and finance

Our programmes

Clinical System Optimisation Programme

Digital Clinical System Workflow Optimisation	Q2 2023 - Q4 2024
NextGen Digital Clinical System	Q2 2026

Benefits - we will improve the experience staff have of using digital clinical systems, releasing time and energy back to their care activities, helping us to retain our specialist staff. Improving our clinical systems will also improve the quality of data we have across the Trust, and how well we can coordinate as a team to care for our patients.

Digital Pharmacy Transformation Programme

Digital Drugs Management & Workflow	Q2 2026
Robotic Process Automation (RPA) - Pharmacy	Q2 2023

Benefits - Safe, efficient prescribing, stock management and dispensing will have a direct impact on our pharmacy services and experiences, but also promote a better over-all experience and coordination of care and treatment

HealthData Programme

Shared Care Record expansion	Q2 2023 - Q4 2025
Primary Care eComms	Q4 2023
eReferral optimisation	Q2 2023 - Q3 2024
Digital Command Centre	Q2 2023 - Q4 2024
Improve use of existing dashboards and data assets	Q2 2023 - Q4 2024
Advanced Analytics Pilot (lung cancer pathway)	Q1 2023 - Q4 2025
Advanced Analytics Programme	Q1 2024 - Q4 2025
Secure Data Environments (SDE)	Q3 2024
Health DataLake	Q1 2025
Artificial Intelligence for Diagnostics	Q3 2023 - Q4 2025

Benefits - Supporting clinicians to have the right information at the right time can make all the difference to patients' experience of care, and their outcomes. We will also equip our organisation to be truly data-driven, and open up greater opportunities to research and innovation to improve cancer care at The Clatterbridge Cancer Centre and beyond across the wider NHS.

Cross Cutting Themes

Increasing Digital Inclusion	Q4 2023 - Q2 2025
Working towards Net Zero Targets	--
Developing and Retaining our Staff	--

PatientHealth Programme

Care@Home - Telemedicine and remote consultations	Q2 2023 - Q4 2024
Patient Empowerment Portal	--
Virtual Ward	Q1 2025
Virtual Reality Experience	Q2 2024

Benefits - We will support more patients to be cared for effectively at home, so that they can focus on living well with their status. The information and engagement in people's own health we expect to improve people's rehabilitation, how they cope and manage their condition. Finally, we will use digital to improve the experience of admitted care - ensuring that we keep people connected.

Digital Literacy & Capability Programme

Digital Training on Demand Portal - DigiLearn	Q2 2023 - Q2 2024
Virtual Reality Training	Q2 2024
Digital Champion Team	Q3 2024

Benefits - We will work to improve our baseline digital literacy across the Trust, boosting people's productivity and confidence with the digital elements of their roles. We will take training and digital transformation projects further, engaging staff as partners in achieving our 'Be Digital' mission to harness data and digital to improve experience and outcomes.

Digital Infrastructure Optimisation Programme

Microsoft Azure Cloud Adoption	Q2 2023 - Q4 2024
Tap&Go expansion	Q2 2023
Digital Network Refresh	Q3 2025
Regional Digital Diagnostics Network	Q2 2023
Diagnostics Imaging Cloud	Q3 2023
Cloud HealthStore for AI	Q2 2024 - Q4 2025
Federated data Platform (FDP)	--
Point of Care equipment integration	Q2 2023 - Q4 2024
RFID asset tracking	Q3 2023
DigiFlow	Q1 2023 - Q2 2024

Benefits - We will make behind the scenes improvements to our software, devices, connectivity and infrastructure so that we protect a reliable and good experience of digital, but also so that we can build and connect more powerful solutions and automated workflow.

Let's go!

Our ambitious strategy is backed by our Trust Board, leadership and digital teams.

We will collaborate across functions to achieve our mission, developing our foundational partnership with staff

Thanks to the important milestones we have achieved and to our dedicated, caring and positive staff; we are in an excellent position to deliver and **'Be Digital'**!

Get in touch

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