
Accelerating digital transformation with GDE blueprints

Atos helped NHSX to optimise the sharing of replicable digital solutions across the NHS landscape. NHSX, through GDE Blueprints, is helping transfer vital knowledge to providers so they can give their staff the technology needed to improve outcomes for patients.



The context

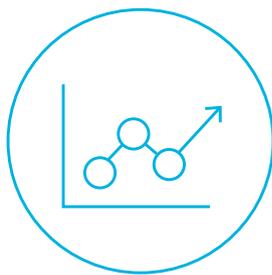
Digital technology has a key role to play in enabling the NHS to deliver better care, improve health outcomes and increase efficiency.

All providers, across acute, community and mental health settings, will be expected to advance to a core level of digitisation by 2024.

The Global Digital Exemplars (GDE) are NHS trusts who are leading the technology enabled transformation of healthcare in England. GDEs and their Fast Followers (FF) will help drive the improvement in digital maturity across the NHS through the creation, spread and adoption of blueprints.

Blueprints are step-by-step guides that explain how a particular system or innovation was developed and introduced and can be tailored to suit local requirements.

In October 2019, NHSX engaged Atos to help enhance and optimise the GDE Blueprinting programme.



The results

The challenge

With over 150 blueprints already available via a digital platform, NHSX wanted to move to a strengthened and sustainable Blueprinting model that meets the dedicated needs of Blueprint developers and users.

With the need to test and enhance the accessibility, adoption and effectiveness of Blueprints as a critical learning and innovation tool, Atos and NHSX identified challenges in four key domains:

- Strategy and products: analysing the effectiveness of the programme and the Blueprints
- Reach and scope: expanding the programme to a wider community
- Communication and adoption: raising the programme's profile and measuring and demonstrating adoption and usage of Blueprints
- Collaboration platform: enriching and enhancing the online Blueprint repository.

The revamped Future NHS Collaboration Platform is a fast-growing repository providing over 1700 users globally with access to over 150 blueprints and 2,300 individual artefacts:

- Enriched Blueprint materials include Blueprints on a Page, Technical Annexes and Foundation Blueprints
- Event and webinar recordings showcase the latest Blueprint developments
- Video content to share digital innovation stories

The solution

Combining robust analysis and research with industry best practice, the team devised, tested and implemented an optimised knowledge-sharing model.

Atos Consulting worked in close partnership with NHSX to:

- Conduct a survey for the 1,600 registered Blueprint users, plus stakeholder interviews, customer segmentation and journey mapping
- Review the digital platform and user experience
- Define the programme's value proposition and new knowledge-sharing model, including a redesigned platform and new Blueprint products e.g. Blueprints on a Page and Technical Annexes
- Pilot the model with nine NHS trusts before full launch
- Devise an Atos NHS Capability Model describing the core capabilities of a digital hospital or healthcare organisation. NHSX uses this to identify any gaps in the Blueprinting library and develop a pipeline of future Blueprints to generate a comprehensive resource for users.

- Feedback from users and GDEs on the new look, feel and content of the platform is very positive
- NHSX has metrics on Blueprint adoption and use of the programme for continuous improvement.

The new Blueprint products are in action in health and social care to improve health outcomes for patients and increase staff productivity and experience - most recently in rapid response to Covid-19, for instance, to expand remote patient consultations, remote care voice recognition and online collaboration.

About NHSX

NHSX is tasked with delivering the Health Secretary's Tech Vision, building on the NHS Long Term Plan.

To speed up the digital transformation, NHSX set itself five missions:

- Reduce the burden on the NHS workforce so they can focus on delivering care
- Give people the tools to access information and services directly, so they can best take charge of their own health and care
- Ensure information about people's health and care can be safely accessed, wherever needed
- Aid the improvement of safety across health and care systems
- Improve health and care productivity with digital technology.

NHSX supports selected mental health, ambulance and acute trusts to become Global Digital Exemplars who partner with international organisations and share learning on digital transformation.

For more information: andy.fitt@atos.net

Atos, the Atos logo, Atos|Syntel, and Unify are registered trademarks of the Atos group. September 2020. © 2020 Atos. Confidential information owned by Atos, to be used by the recipient only. This document, or any part of it, may not be reproduced, copied, circulated and/or distributed nor quoted without prior written approval from Atos.