

1. Introduction

The Five Year Forward View encourages the NHS to ‘exploit the information revolution’ as has happened in other industries. [Personalised Health and Care 2020](#) sets an ambition that ‘all patient and care records will be digital, interoperable and real-time by 2020’. Better use of data and digital technology has the power to support people to live healthier lives and use care services less. It is capable of transforming the cost and quality of services when they are needed. It can unlock insights for population health management at scale.

Improvements have been made in primary care digitisation. We now need to improve the digital capability of secondary care providers and enable more effective information sharing across care settings. Technology allows patients to play a more active role in managing their health and wellbeing and contributes to closing the finance and efficiency gap.

In autumn 2015, local health and care systems began to develop [Local Digital Roadmaps \(LDRs\)](#) setting out how they will improve digital maturity and become paper free by 2020. LDR and Sustainability and Transformation Plan (STP) footprints cover different geographies and planning will happen at these distinct levels, but STPs should demonstrate how they will drive and implement LDRs.

2. Success in 2020

i. Digital maturity in secondary care providers is significantly increased

- Patient information is recorded once, digitally, at or close to the point of care.
- Clinicians alerted promptly to key patient events and changes in status, supported by knowledge management and decision support tools.
- Improved management, administration and optimisation of medicines, availability of assets and effective staff- rostering.

ii. Information is digital (paper-free) and flows between primary, secondary and social care providers seamlessly

- Patient information at the point of care is available digitally (irrespective of where it was recorded), on a secure, timely and accessible basis.
- Transfers, referrals, bookings, orders, results, alerts, notices and clinical communications are passed digitally between organisations.
- Telehealth and collaborative technologies being used to deliver care in new ways.

iii. Patients, carers and citizens use digital technologies to manage their health and wellbeing

- Patients digitally book and manage their appointments, request and manage their prescriptions and consent to share personal information.
- Patients can view, understand and contribute to their digital record, and manage how this is made available to family and carers.
- Approved digital tools and applications used across care settings to facilitate: care planning and shared decision making; education and access to resources; monitoring and feedback on health and wellbeing; and administration of personal budgets.