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Shortlist

Technology and Data in Action Award

Having access to real-time data and information from health and care records is vital to supporting health and care providers to improve outcomes. How is this information being made available to those who need it, when they need it, wherever they are, in a secure and safe way? This award will recognise an organisation who has successfully managed to provide high quality, real time care information at the point of contact.

Nominees

The Scottish Cancer Registry and Intelligence Service

Cancer is Scotland’s major cause of mortality, with over 16,000 deaths last year and is a Scottish Government priority. Scotland’s cancer outcomes remain worse than those in the rest of the UK and other comparable northern European countries. The reasons for this are by no means fully understood. The widely held view is that the only way to fully elucidate possible explanations will be through improved use of the wealth of cancer data available in NHS Scotland.

An external review of the Scottish Cancer Registry in 2017 commissioned by the Innovative Healthcare Delivery Programme (IHDP) led to a programme of work to modernise the Registry, enhancing data content and seamlessly linking to other key datasets held by NSS - leading to the development of SCRIS (the Scottish Cancer and Intelligence Service).

The NSS SCRIS team has worked in partnership with others to deliver this major new Scottish cancer data asset.

NHS Ayrshire and Arran: TEC Remote BP Monitoring – TEC Hub Model

Home and Mobile Health Monitoring technology has enabled 3,500+ citizens in Ayrshire to monitor their Blood Pressure at home over the last 18 months. GPs refer patients to the TEC Hub single point of contact for HMHM to measure BP for diagnosis and treatment of hypertension. BP readings are taken at home by patients, texted to the HMHM system, then transferred via automated API to a data
warehouse. Results reports are generated and sent to GPs, detailing systolic and diastolic BP as captured by the patient. Additionally, and most important, is the average of readings calculated and displayed on the report, supporting decisions about diagnosis and treatment of hypertension. This technology saves clinicians and patients' time. The data provides more readings than traditional methods, as well as home readings evidenced as more accurate than those taken in clinic settings, thus enabling more accurate, timeous and appropriate diagnosis and treatment decisions.

Data Linkage to Reduce Severe Hypoglycaemia

The Scottish Ambulance Service (SAS) are working with NHS Fife Diabetes Service with the support of SCI-Diabetes, the University of Dundee, National Services Scotland and MSD to better manage hypoglycaemia in their patients with diabetes. The emphasis is on appropriate follow-up of patients who experience a hypoglycaemic event that results in an ambulance call-out.

The NHS Fife Diabetes team has defined a triage process to effectively follow-up and manage people with diabetes who have called out the SAS to manage a hypoglycaemic event.

National Services Scotland processes ambulance service reports, uses Emergency Care Summary data to identify CHI number and sends SCI-Diabetes real-time messages where reports contain a blood glucose result. SCI-Diabetes then links the reports to the national diabetes system and presents data back to the Fife team to manage.

The aim of the project is to improve patient care, increase capacity and upskill attending paramedics.

Accessing Mental Health Award

This award will celebrate an individual or organisation who use innovative approaches to support people with mental health problems, improving access to services and reducing barriers through approaches including online resources, social media and mobile apps.

Nominees

NHS 24’s Mental Health Services

NHS 24’s Mental Health Services bring together a newly formed multidisciplinary team, with the key aims of not only providing a timely, compassionate and expert response for people with mental health needs, but also with channel choice.

By reviewing and redesigning our mental health pathways of care, this highly skilled team delivered the following outstanding achievements:

- The development of Scotland's first dedicated Mental Health Hub for people requiring urgent mental health care in the Out-Of-Hours periods via the 111 service.
- The national roll out of a computerised Cognitive Behavioural Therapy (cCBT) service to improve patient access to psychological therapy self-help resources.
- Developing and delivering a range of innovative Test Of Change programmes including internet enabled CBT (ieCBT); Online Suicide Prevention; and cCBT for Long Term Conditions
- The development of a new Breathing Space webchat service
- Expansion of interactive self-help resources for common mental health conditions on NHS inform.
Digital Supporting Access to Mental Health Services in Ayrshire and Arran

Quick access to Psychological Therapies is a challenge for Mental Health Services across Scotland. Development and Implementation of new care pathways and computerised Cognitive Behavioural Therapy Approach has significantly improved access and reduced wait times.

We have a high number of accidental Drug deaths in Ayrshire. This led our team to explore the development of an App used by both staff and patient to support access to services and provide alert information to patients on safer use potentially harmful substances.

Patients with a new diagnosis of Dementia require timely access to trained clinicians to provide them with appropriate Post Diagnostic Support. This helps them make significant decisions on lifestyle and how best they can be supported in future. The Ayrshire team have designed referral/data collection tools in electronic clinical systems to support clinical pathways and collect data to demonstrate compliance with the National performance measures and improve care experience.

NHS Lanarkshire: Enhancing Dementia Post Diagnostic Support Through The Use Of Technology

Everyone diagnosed with dementia in Scotland is offered post diagnostic support (PDS). Over 10,000 people in Lanarkshire have dementia and meeting the demand of providing PDS to all newly diagnosed has proven extremely challenging. To provide this valued approach to everyone with a diagnosis of dementia timeously, NHS Lanarkshire has embraced the use of technology.

Due to its availability and usability, the Clinical Knowledge Publisher was the chosen platform for building a resource for assisting with PDS. The intention of this online dementia PDS resource is to provide education, support and sign posting for individuals with dementia, families, carers and healthcare workers. Using technology to complement existing services is unique and not provided anywhere else in Scotland.

Following diagnosis, individuals are given clear guidance on how to navigate this resource to gain immediate access to information. It can be used independently or through Lanarkshire's library services, where additional support is provided.

Empowering Children and Young People Award

This award will recognise individuals and teams who are using digital to engage and support children and young people to improve their health and wellbeing, empowering them by improving access to self-support resources and services to make positive decisions about their health and wellbeing.

Nominees

Children 1st's Parentline 'Meet the Brains'

Meet the Brains is an interactive microsite which features a family of animated adult and child brain characters. It communicates concepts like child development, attachment, trauma and resilience in simple language in an engaging way.

Written in a child's voice, and aimed at parents and carers, Meet the Brains emphasises the importance of providing calm, loving, reliable relationships to give children the best start in life.
This tool is one part of a project to modernise Children 1st's Parentline helpline. Our vision is to create a unique, trauma-informed digital lifeline to all families in Scotland at the touch of a button.

Refined following user feedback and testing, Parentline's team of supervisors and volunteers are now using Meet the Brains in conversations with families who contact Parentline for support. This helps parents to better understand their children's behaviour, reflect on their own responses and be the best parents they can be.

**See Me: FeelsFm, The Emoji Jukebox for Mental Health**

Music was highlighted as a key mental health coping strategy by young people, so the world's first emoji-powered digital jukebox, Feels FM, was coproduced. It engaged CYP to discuss mental health, stigma and discrimination giving young people a voice on issues which affect their lives. See Me designed and produced the platform with CYP, to host conversations about mental health, wellbeing and identify key barriers and solutions.

Feels FM was created to give young people a safe digital space to talk about mental health. When arriving on the site CYP are asked to choose an emoji to express how they are feeling. Feels FM then generates a playlist to match their mood. While the playlist generates it asks questions in relation to mental health, stigma and discrimination.

The site also had a mood-metre and a 'penny for your thoughts' slot machine, which encouraged CYP share ideas on what could be done to end mental health stigma and discrimination, providing an innovative way of giving CYP a voice in the decisions that impact their lives.

**NHS Western Isles - Speech Therapy and Gaelic (STaG) Digital Resource**

The Speech and Language Therapy Department at NHS Western Isles developed the digital resource Speech Therapy and Gaelic (STaG) to assist children with speech sound difficulties who use Gaelic as their first or preferred language. This first-of-its-kind and unique resource is ideal for children whose speech is hard to understand due to difficulties producing speech sounds. Having clear, intelligible speech underpins the achievement of educational potential and supports good mental health and wellbeing. While there are plenty of motivating and easily accessible resources for listening and practicing speech sounds in English, this was not the case with Gaelic. STaG consists of an interactive website and a digital app with games and flashcards, as well as downloadable and printable worksheets. STaG is also suitable to support general sound and language development and for use within Gaelic Medium education throughout Scotland.

**Independent Living Award**

Supporting people to live more independently and to manage their own care at home is a key focus of the Digital Health and Care Strategy. Innovative technology is vital to supporting and enabling individuals to engage more with their care journey, this award celebrates the driving force behind the successful projects, the individuals and teams from across health, care, housing and the third sector who are embracing technology and changing the culture to move to this new way of working, supporting people to live more independently.

**Nominees**

**DHI Armed Project**
The telecare model has not significantly progressed in over a decade. It still focuses on reacting to falls and minimising subsequent harm and is seen by many as a stigmatising experience.

The Digital Health & Care Institute (DHI) has funded and supported the eFrail project - which has seen a company (CM), a University (Napier) and a Housing Association (Loreburn) explore the use of consumer technologies (wearable, smart scales) to collect data for a person at risk of a fall or frailty.

This project has demonstrated that it's possible to deliver preventative, non-stigmatising services using low-cost, consumer technologies to aid independent living.

The resultant product - ARMED is now commercialised and beginning to significantly impact on the number of falls in the host housing associations. Later stages see the product begin to connect with other consumer technologies to help the individual's informal care circle also empowered to further personalise the person's care.

**Blackwood Homes and Care Night Support Service**

Blackwood's Night Support Service (NSS) team delivers a technology-enabled video responder service using Blackwood's bespoke system, CleverCogs™, based in one of our developments in Edinburgh. Three Support Workers communicate with customers nightly from 10pm until 7am, with Team Leaders Elaine and Susan ensuring everyone gets the response they need.

The NSS provides an alternative means of communication with customers to enhance personal independence and reduce physical presence reliance in their home. It delivers savings on staff time and travel costs while offering great reassurance to families and a highly professional support service, with funding from Edinburgh's Health and Social Care Partnership as part of its remit to develop new ways of providing night-time support.

Additionally, our Digital Coaches help customers enjoy the same life benefits that many of us do with the help of technology, such as entertainment, access to services, and real-time communication with family and friends.

**My Diabetes My Way**

Diabetes prevalence is rapidly increasing globally and effective interventions are required to mitigate the associated spiralling health service costs. My Diabetes My Way (MDMW) is the NHS Scotland interactive website and mobile app for people with diabetes and their carers, with over 42,000 registrants. It contains multimedia resources aimed at supporting improvements in self-management.

MDMW also offers all >300,000 people with diabetes in Scotland access to their clinical records via an electronic personal health record. This record sources data from NHS systems including primary care, secondary care, specialist screening services and laboratories. Information is available to explain results and educational materials are tailored to those using the service. Graphs and tables allow individuals to track changes over time and patients can also add goals, home-recorded information or automatically upload blood glucose results.

These features allow people to take control of their diabetes and become more empowered to improve their self-management.

**Innovative Remote and Rural Services Award**

Providing health and care services in remote and rural areas is challenging, without detailed planning
and management there is potential to create inequalities in access. Innovative digital solutions are bridging the gap and ensuring access to the highest quality health and care services, this award will recognise the work of teams / individuals who have embraced technology to overcome the challenges and provide a consistent, high level of care.

**Nominees**

**NHS Western Isles: Transforming Dermatology Services in the Remote and Rural Western Isles**

Once upon a time, NHS Western Isles dermatology service had no vetting of referrals - they were appointed on a pot luck basis and seen by a consultant or a GPwSI and sent to the nurse for investigation or treatment.

Urgent referrals were dropped into the next monthly clinic - 55% breached the 7/14 day waiting time. Non-urgent referrals were then bounced on to the next available clinic and could take several months to be seen.

The consultant retired, but with a national shortage of consultant dermatologists, NHS Western Isles had to re-design a service that was not centred on a dwindling resource.

NHS Western Isles used Improvement methodology to add structure and logic to the redesign process. They turned the old service model on its head providing a more resilient local service with remote clinical leadership.

**NHS Near Me: Improving Access To Care By Co-designing A Video Consultation Service**

The NHS Near Me service in Highland is transforming the way outpatient and primary care is being delivered across the region. Using the Attend Anywhere platform, video appoints are being provided across 31 specialties. This is reducing both patient and staff travel, and reducing their carbon footprint.

The programme has been led since inception by Clare Morrison. Through her drive and determination, video appointments are being offered in patients own homes and local centres. Around 10% of all outpatient activity in Caithness is now undertaken via video, with plans in place to take a digital first approach for all suitable outpatient activity. She is also using her expertise to support the national scale up.

**Highlands & Islands Connections**

Highlands & Islands Connections is a project that champions a completely new way of looking at mental health support in rural Scotland. Working with community partners, an innovative digital response to meet the needs of citizens living in disperse and isolated communities has been created which can reach places and people who would not normally find it easy to access mental health support. 'De Tha Dol' is a new community App for the Uists and Benbecula that aims to change minds by making mental health a feature of every day. The way mental health info is woven into the fabric of the 'whole place approach' is a critical part of the project. The App offers a chance to address inequalities in remote and rural areas and puts a little of the community back at the heart of mental wellbeing.
Industry Collaboration Award

Effective collaboration between innovative private sector vendors and the public sector is key to achieving wide scale transformation of health and care services. Developing a partnership that delivers positive outcomes for the public isn’t straight forward, it’s not quick and definitely not easy. This award will recognise a private sector supplier who has collaborated effectively with their client to deliver a successful innovative digital transformation project.

Nominees

Exceleicare with NHS Scotland - National Online Booking for Sexual Health

From October 2019 citizens in 11 territorial health boards across Scotland can now choose and book a range of specialist sexual health appointments on-line thanks to a fantastic collaboration between Exceleicare technologists, ATOS Origin, and NHS Scotland clinicians and administrative staff in the NaSH User Management Group. This digital transformation at scale builds on the strengths of the long-established NaSH application, a single-instance system supporting specialist sexual health services in over 170 geographic locations in Scotland. The public-facing development exposes a richly-featured appointment search, rebook and cancellation engine sensitive to citizens' expressed needs, location and preferences. The development was completed in under 9 months in a series of agile sprints, involving staff and citizens. Excelecare showed huge understanding and empathy for users’ needs and ambitions, and have supported 11 boards to go live, resulting in over 1200 bookings in the first month of use.

DHI Demonstration & Simulation Environment

DHI has spent years supporting groups of innovators through a mixture of design support and academic funding.

While many of these groups develop technically effective solutions, they often require integration with statutory systems to deliver value at scale.

The current system cannot effectively support these integration requirements and so in response DHI developed a Demonstration & Simulation Environment to help innovators de-risk these integrations in support of service transformation programmes.

As part of this DHI engaged Storm ID to provide novel data exchange capabilities, designed to allow innovators to integrate systems in a person-centred and flexible way.

This has been taken up by a dozen businesses who have demonstrated that a citizen can manage their own digital assets in a cohesive way. This has helped DHI support health boards by rationalising many different third-party services and standardising the way they interact with health board systems.

Using Digital Patient-reported Outcomes To Enhance Routine Cancer Care

In 2017 My Clinical Outcomes (MCO) was awarded initial funding through the Cancer Innovation Challenge to work with Dr Peter Maclean, the Director of Cancer Services at NHS Ayrshire and Arran, to configure, develop and implement their technology platform for collecting and analysing PROMs to enhance the routine acute care of haematology patients at NHS Ayrshire and Arran. The new solution has:
• Helped to support the routine clinical care of individual cancer patients
• Improved patient engagement with the cancer service
• Enabled timesaving and more efficient use of clinical capacity
• Provided analytics of aggregate data that help identify variation in outcomes and to inform the ongoing improvement of care pathways
• Enhanced safety and long-term monitoring of all cancer patients
• Demonstrated potential that has led to the implementation at a further 5 health boards and that will start to inform National Digital Platform roadmap for PROMs and PREMs collection.

Digital Impact Award

Awarded to an individual who has championed the use of digital to transform services on a local level, improving outcomes for the service users in their area.

Nominees

ITCANHELP Scotland

Chris Grant is AbilityNet's Area Coordinator in Scotland, or "King of Scotland" as he is affectionately known by the central team. Since starting in May 2018, he has completely transformed their free services in Scotland, generating huge growth in the number of volunteers and the hours of free tech support provided to older people and people with disabilities. He has recruited and now manages a team of 25 volunteers who provide telephone, remote and in person IT support to older people and people with disabilities, with another 25 volunteers in the pipeline. They fix IT problems, give impartial advice and adapt equipment to suit the clients' individual needs. Alongside this, Chris motivates and supports his volunteer team offering regular meet ups, training and one-to-one support & coaching. In Scotland, he is a networking champion, contacting like-minded organisations and charities to spread the word of their free services and increase their impact. There is not a day goes by that he is not making contact with a volunteer, potential volunteer, client, local organisation, or anyone else he can get his hands on (!) to grow the AbilityNet service in Scotland. All this is despite long term health issues that mean he is in constant pain and discomfort. He's energetic, reliable and truly committed.

TEC has transformed the way we do it in the Western Isles!

From humble beginnings with a part time Florence Co-Ordinator four years ago to a tiny full-time team of two, TEC has changed the way healthcare is delivered using Florence, remote diagnostics, VC and robotics. We have increased our resilience to vacancies in the national consultant workforce and locally are able to offer the same speed of clinician access no matter where in the Western Isles the patient is based.

NHS Lanarkshire: TEC in Lanarkshire

Lesley Aitken and Kerry Fletcher have worked tirelessly to scale up various technologies for the benefit of thousands of people in Lanarkshire. Over 9,000 people have used remote monitoring to support self-management or condition control of hypertension, mental health, chronic pain and healthy lifestyles. They have also trained a huge number of staff to use Attend Anywhere in place of face-to-face appointments, and with their support and persistence, this is really taking off. The impact on people who use remote monitoring covers improved understanding of their condition, the ability to take control over staying well, and having greater access to healthcare professionals when they need them. The impact of Attend Anywhere includes more convenient appointments, not spending time and money travelling, and reduced time off work. These impacts have only been realised on the
ground because of the positive attitude, approachability, and expertise of Lesley and Kerry.

**Digital Health and Care Team Award**

Awarded to a team who have developed their own digital skills and culture, successfully implementing digital projects that have changed the way services are delivered and received.

**Nominees**

**Local Intelligence Support (LIST)**

The Local Intelligence Support Team (LIST) has been supporting a range of Health & Care organisations to build community resilience and to design and deploy services to meet the needs of individuals. Through the use of data and understanding the local community's needs, LIST has developed actionable intelligence led by historical trends and future predictions. Our focus has been to support every individual to live healthier and longer lives, within a homely setting and to tackle inequalities especially amongst the most vulnerable including children through the power of data.

LIST analyses and links, local and national data; providing new & unique intelligence about the local population, allowing a holistic, thorough understanding of the way users move across health and social care services. By working together with Integration Authorities, LIST provides the opportunity for devolving decision making to local levels, whilst being able to access data and additional expertise held nationally.

**National TEC Scale Up BP Programme**

Blood pressure (BP) is the single biggest remediable risk factor for stroke and myocardial infarction and affects more than one in four adults in the UK. In Scotland, 1.2 million appointments annually are taken up with BP monitoring.

This programme is the result of significant collaborative work between a number of partners from Health boards, Health & Social Care partners, National Services Scotland (NSS), Edinburgh University and the British Heart Foundation. The evidence from initial studies clearly demonstrate the value of enabling both clinicians and their patients the opportunity to regularly and effectively monitor and manage hypertension. Achieving and maintaining optimum blood pressure readings, saving appointment time and travel costs, increased awareness of contributory risk factors and adherence to treatment have been demonstrated. Currently 11 partner boards are participating in the programme across Scotland, aiming to make remote BP monitoring "business as usual".

**The Scottish Government’s Technology Enabled Care Team**

The wider Scottish Government TEC Programme Team have taken Digital health and care from being 'a nice idea' to being a feature in the programme for government, a required element of national and local planning and to being embedded in policies and strategies across health and care.

Through these efforts, it has developed a collaborative learning culture that brings the best of international learning into our health and care communities. Through a wide range of projects and flourishing communities of practice it supports the development and propagation of digital skills into services across health, care, housing and third sector organisations.

These projects have benefited in excess of 100,000 citizens; are supporting formal and informal
carers; are supporting professionals in their working practices and are supporting tangible and scalable system and service improvements that are helping to prepare Scotland to support an aging population to live well.

**Addaction Webchat Support Service**

In response to a number of significant challenges facing service users, Addaction created the webchat service in 2017. Webchat allows people to have an anonymous conversation about drugs, alcohol, or mental health, with a trained, experienced practitioner. Over the past 12 months the team has seen a dramatic rise in conversations from 8k to 13k per year.

The webchat enables individuals to access not only to an intervention but offers an appropriate pathway which included continued online support, face to face treatment or medical intervention referrals. The team which consists of just three full time members of staff supported by internal recovery workers have expanded the service to offer 7 days a week support, including out with the normal operating hours of traditional services.

**Digital Leader Award**

Our main category for the evening will be awarded to a leader who has played a key role in creating the environment and culture that makes large scale digital transformation of health and care services possible.

**Nominees**

**Leader In Digital Innovation, NHS Tayside Nutrition Managed Clinical Network Manager, Scottish Government, Professional Dietetic Advisor, DOIT Gastroenterology Collaboration**

Jaqueline has been leading the transformation of digital health in Scotland for over 7 years. She has played a pivotal role in launching and rolling out several digital projects across the whole of Scotland for NHS Tayside and the Scottish Government. In 2013 Jaqueline led the development of Taysideglutenfree which was so successful it became Scotlandglutenfree in 2015. She then led the update of the digital NHS Inform Coeliac Disease and IBS info pathways from 2015 through to today. As well as this, she is currently working on several digital projects including; the development of a new GI App, two new digital tools for NHS Tayside for coeliac disease, four digital challenges for type 2 diabetes and is helping to roll out NDRUK Prescribe nationally.

**NHS Near Me Team: Using quality improvement to co-design a video consulting service**

The NHS Near Me service in Highland is transforming the way outpatient and primary care is being delivered across the region. Using the Attend Anywhere platform, video appointments are being provided across 31 specialties. This is reducing both patient and staff travel, and reducing our carbon footprint.

The programme has been led since inception by Clare Morrison. Through her drive and determination, video appointments are being offered in patients own homes and local centres. Around 10% of all outpatient activity in Caithness is now undertaken via video, with plans in place to take a digital first approach for all suitable outpatient activity. She is also using her expertise to support the national scale up.
Dr Donald Macaskill, Human Rights and Technology in Care

By founding the opportunity of technology in human rights, Dr Donald Macaskill has raised the profile of and provided the tools to enable the ethical adoption of technology across health and social care. His leadership and writings on Human Rights and Technology most recently culminated in the production of a Tech Charter and Guidance developed in collaboration with experts ranging from people who access care and support to academics and those from industry. Although written within the Scottish context, the work has an international following having been launched at the Global Aging Network in Canada in 2019 and approaches from organisations such as PBS in USA, as well as academics and law experts looking to present the work to the UN Human Rights Council.

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