# Yorkshire Ambulance Service NHS Trust

| Trust Board Meeting in Public | | | | | 25 September 2012 | |
|---|---|---|---|---|---|---|
| **Title** | Information Communications Technology (ICT) Strategy | | | | **Paper Ref** | 7.1 |
| **PURPOSE (X)** | | **Information** | X | **Strategic Objective** | **Business Plan Objective** | |
| **Approval** | | **Decision** | | | | |
| **Assurance** | | **Discussion** | X | | | |
| **Purpose of the paper** | This document sets out The Trust's ICT strategy for the next five years and aligns it to the Trust's strategic and operational priorities and Integrated Business Plan. | | | | | |
| **Recommendation** | That the Trust Board approves the ICT strategy. | | | | | |
| **Author** | David Johnson Associate Director, ICT | | **Accountable Director:** | | Rod Barnes Executive Director of Finance & Performance | |

| RISK ASSESSMENT | | Yes | No |
|---|---|---|---|
| **Changes to the Board Assurance Framework and Corporate Risk Register** | | | X |
| **Resource Implications** | | X | |
| **Legal implications** | | **N/A** | **N/A** |

| ASSURANCE/COMPLIANCE | | |
|---|---|---|
| **CQC Registration Outcome(s)** | **Auditors' Local Evaluation** | **NHSLA Risk Management Standards for Ambulance Trusts** |
| N/A | N/A | N/A |

## 1.    PURPOSE/AIM

1.1    This document sets out The Trust's ICT strategy for the next five years and aligns it to the Trust's strategic and operational priorities and Integrated Business Plan.

## 2.    BACKGROUND/CONTEXT

2.1    Increasingly the delivery of care is linked to information communication systems and Information Technology has become an essential business and clinical tool.

2.2    Information systems support the design, delivery and commissioning of healthcare services. The Health and Social Care Act 2012 puts the patient at the centre of their care and the patient's access to information at the centre of this approach.

2.3    Within the next five years the Trust is embarking upon a number of key strategic developments underpinned by new systems and technologies, including 111, the emergency care solution and potential expansion into telehealth.  These developments will place considerable demands on the Trust's existing ICT team, requiring a thorough review to ensure that the Trust has the correct balance of skills and capabilities going forward.

## 3.    REPORT

3.1    Yorkshire Ambulance Service (YAS) has a clear and compelling vision which looks to place the patient at the heart of everything the Trust does. The way we deliver our services in the future will be driven by ambition to save more lives and provide care for all, where appropriate, in their own homes. We will strive to manage patients with urgent needs in the community through improved engagement with health and social partners.

3.2    ICT can support YAS to become the gateway to the NHS for all patients. Patient's will access the NHS using the new 111 number or, as an emergency, via 999. YAS ICT will support this process and help ensure all patients get the most appropriate care. ICT systems' integration and interoperability are key to enabling this.

3.3    The strategy support delivery of the key strategic priorities contained within the Trusts five year Integrated Business Plan including PTS service improvement, the rollout of ECS, Estates reconfiguration and improvements to overall service resilience.  The actions contained within the report seek to address issues identified by the 2011 Deloitte IM&T review and provide a robust strategic framework for future service planning and delivery.

3.4    Successful delivery of this strategy will support the Trust in the delivery of modern effective services while increasing overall efficiency and revenue

savings which will in turn will enable the Trust to maintain its competitive advantage.

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## 4      NEXT STEPS

4.1      An early draft of the strategy have been presented to the Finance & Investment Committee and the Board in July and August and feedback received has been addressed in this version:

4.2      Delivery of the objectives contained within this strategy will be overseen by a new ICT strategy group.  This group will be tasked with developing detailed implementation plans and timelines to support its delivery.  Key elements of the strategy such as the implementation of 111 and rollout of ECS will be overseen through the Trust's Service Transformation Programme group.

## 5.      RECOMMENDATIONS

5.1      That the Trust Board approves the attached ICT strategy.

## 6.      APPENDICES

6.1      ICT Strategy