'The National Picture' – Empower the Person
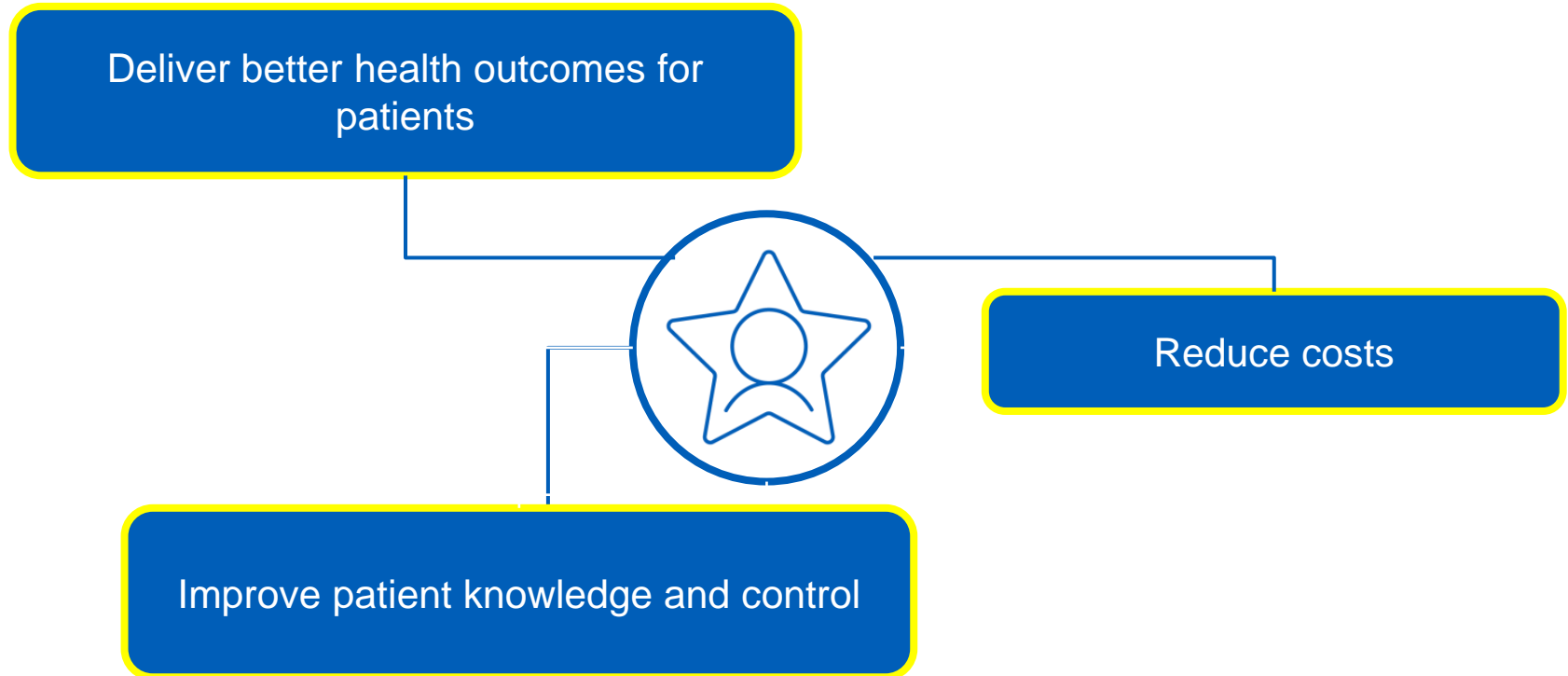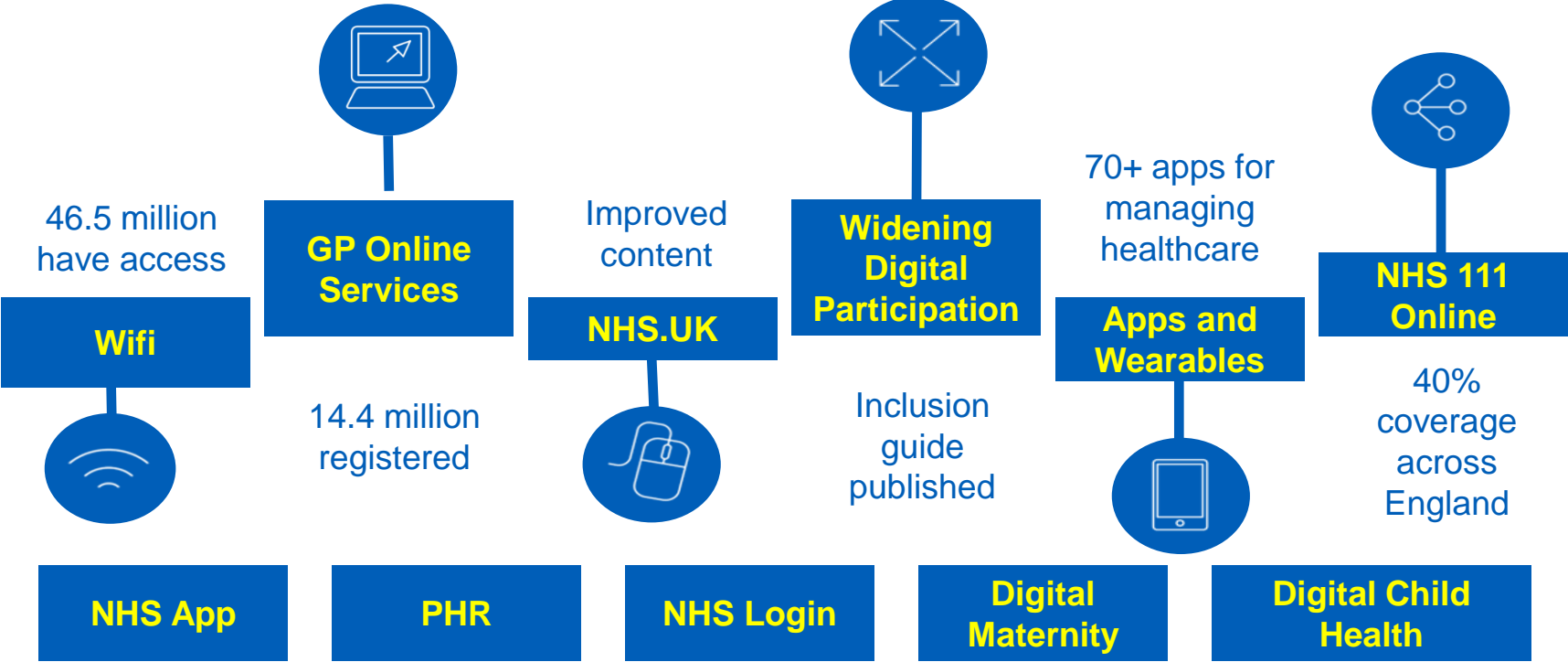
How we are empowering people to take control of their health and care through technology

Andy Payne – NHS Digital

5 October 2018

Background: Why does Empower the Person exist?

Deliver better health outcomes for patients

Reduce costs

Improve patient knowledge and control

Empower the Person: A growing family

46.5 million have access

Wifi

GP Online Services

14.4 million registered

Improved content

NHS.UK

Widening Digital Participation

Inclusion guide published

70+ apps for managing healthcare

Apps and Wearables

NHS 111 Online

40% coverage across England
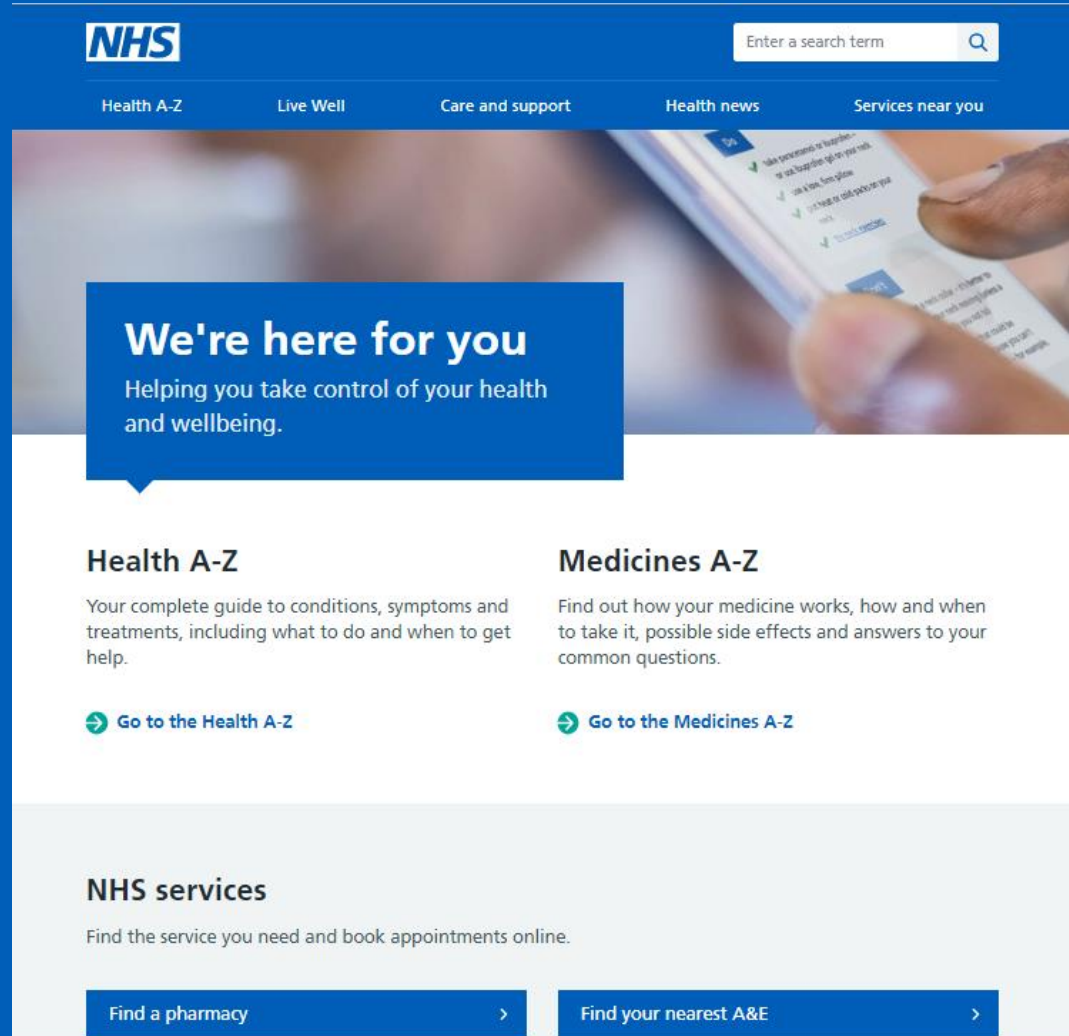
NHS App

PHR

NHS Login

Digital Maternity

Digital Child Health

The NHS website

Making the NHS website better for everyone

- 40 million visits per month
- 'Mobile first' approach
- Health A to Z is simpler, quicker and clearer to use
- Improved conditions and treatments content
- Text and images load more quickly
- Page headers and footers more accessible and clearer it is the NHS website
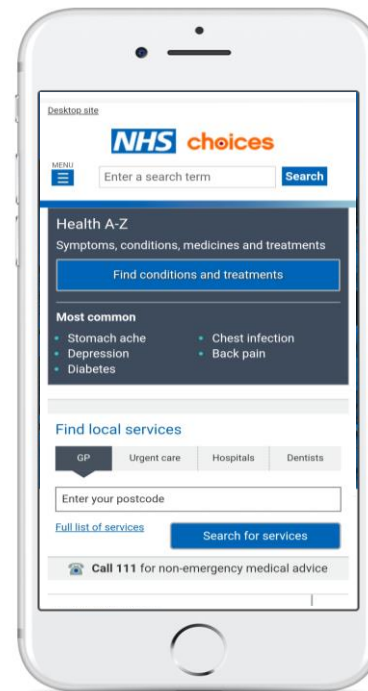
New homepage that performs better and is easier to read and use
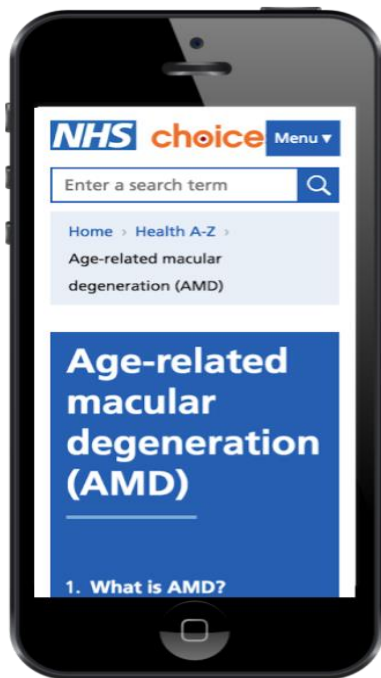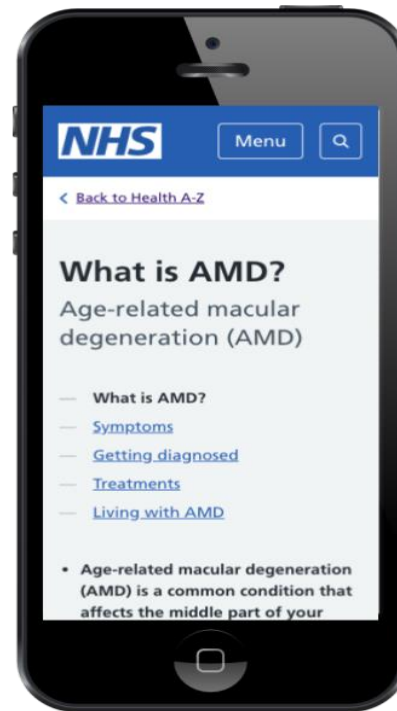
New
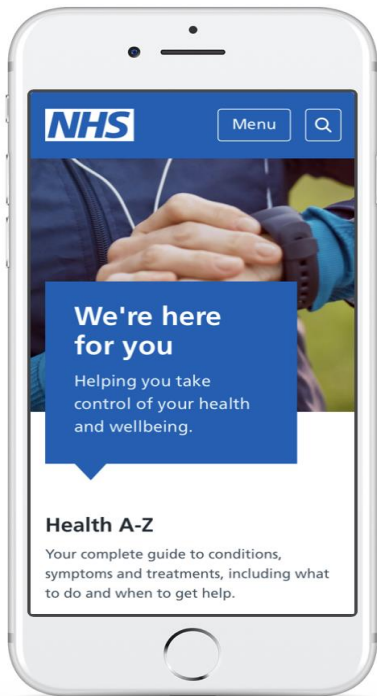
Old

Improved conditions pages

Old

New

The NHS App
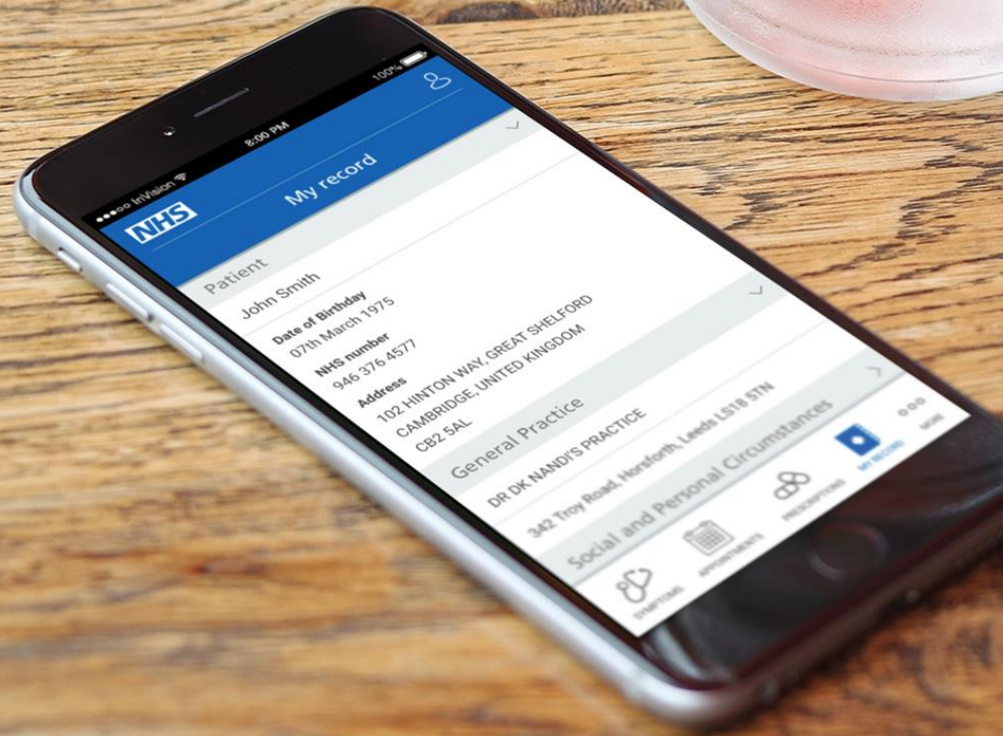
Home, login, welcome and account
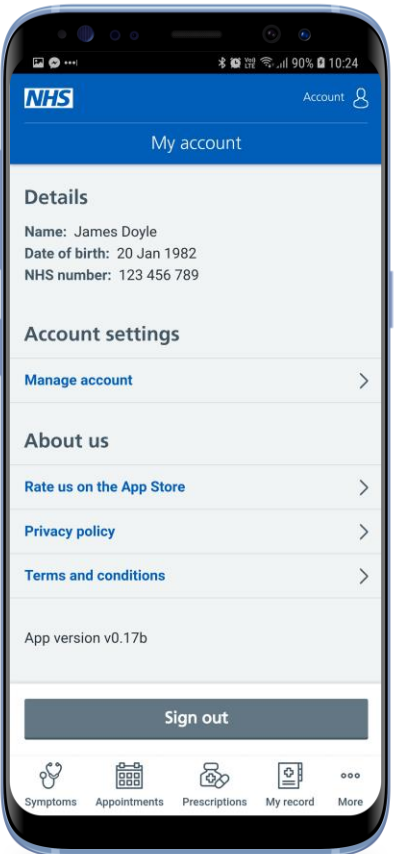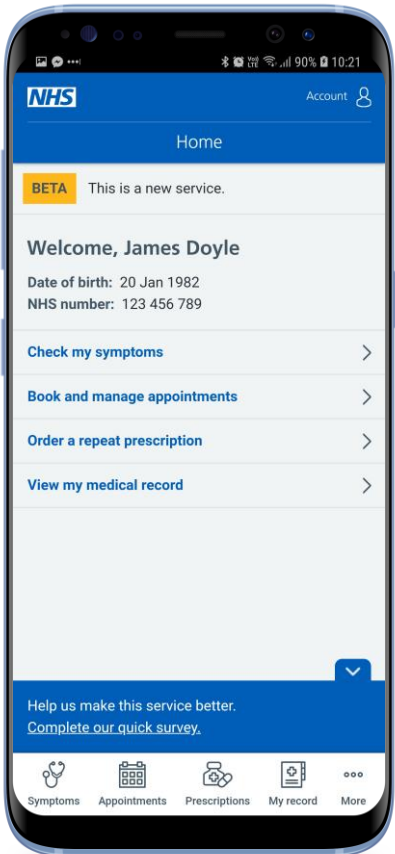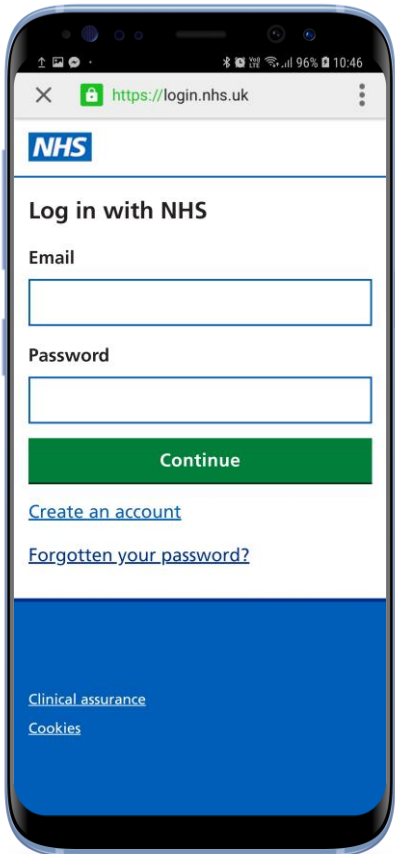
Order a repeat prescription
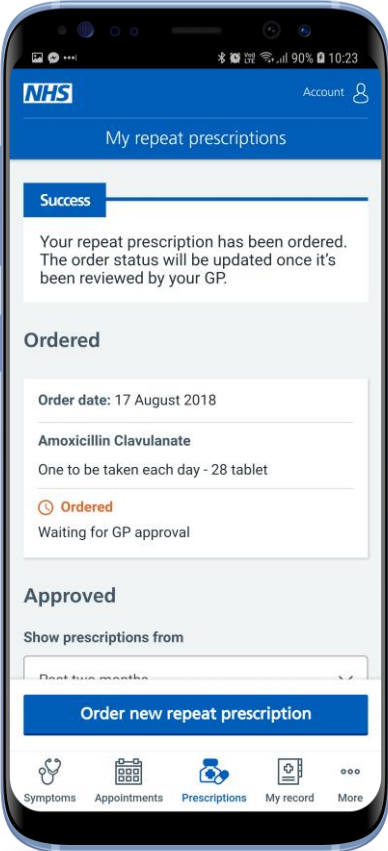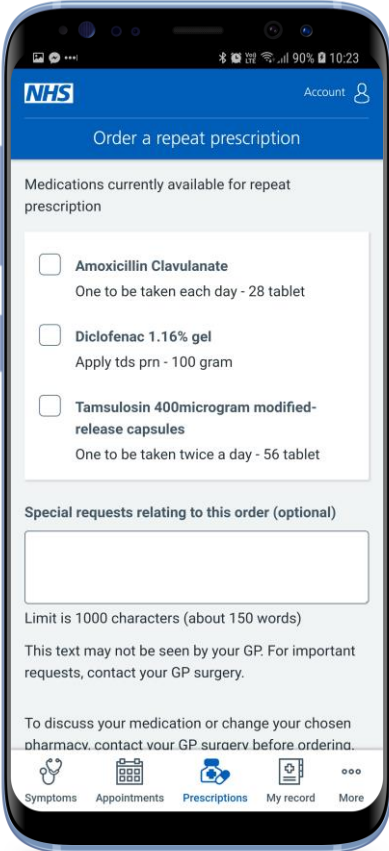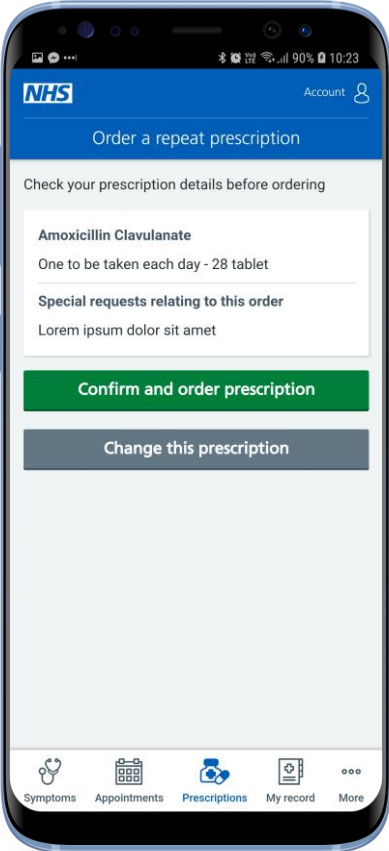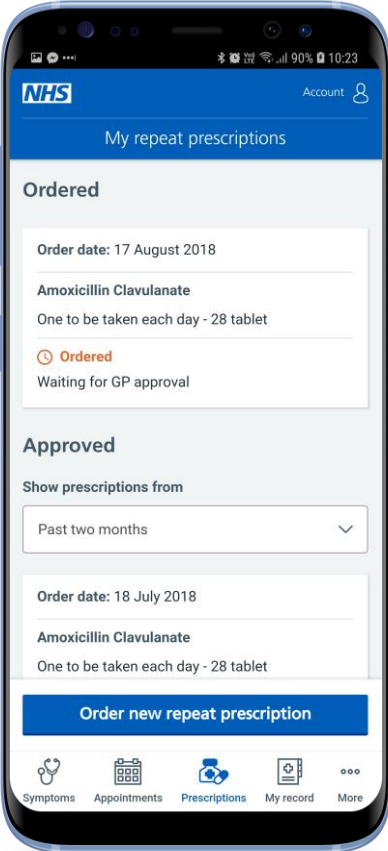
NHS Login (formerly Citizen identity)

NHS Login purpose

To deliver a single process for people and their nominated carers to simply, securely, consistently and conveniently access any approved digital health and social care service

NHS Login timeline

- NHS App private beta
- Prove Your Identity – online
- Patient online integration
- Back office verification

- NHS App public beta
- Service 3 private beta
- Clinician based registration
- Onboarding process public beta
- Service's 4,5 and 6 Private Beta
- Delegated Access

Aug – Sep 18

Oct 18 – Nov 18

Dec 18 – Mar 19

- Leeds Helm Private Beta
- Prove Your Identity – Offline
- 3rd Party Supplier Verification
- Simplified Sign-in and MFA
- GOV.UK Verify Integration

NHS Apps Library

NHS Apps Library

- 500K visits
- 50K clicks to app store
- 70+ apps across health and care
- Trends last month:
  - Visits to the Apps Library up 40%
  - Around 16% of click through to App stores (up 6%)
  - Top 3 health themes visited this month are mental health, cancer and diabetes

NHS

BETA This is a new service.

Find digital tools to help you manage and improve your health

Find out more
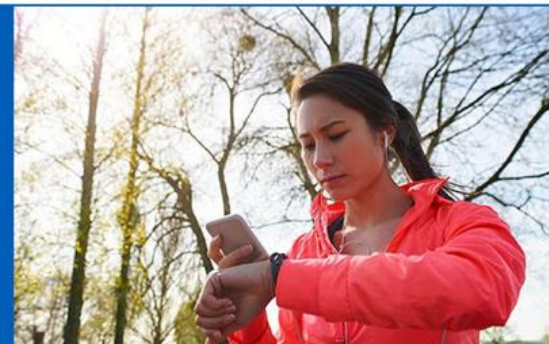
FILTER BY CATEGORY

All

Cancer
Dementia
Dental
Diabetes
First Aid
GP Appointments
Healthy Living
Learning Disabilities
Mental Health
Online Community
Pharmacy
Pregnancy and Baby
Respiratory

Active 10 walking tracker

The Active 10 app will help you get into the habit of walking briskly for ...

HEALTHY LIVING

Baby and Child First Aid

The British Red Cross Baby and Child First Aid app provides simple, easy-to-learn skills to ...

FIRST AID
PREGNANCY AND BABY

Be Mindful

Be Mindful is an online course for reducing stress, depression and anxiety. It guides you ...

MENTAL HEALTH

Beat Panic

Beat Panic is designed to guide people through a panic attack or raised anxiety using ...

MENTAL HEALTH

Implementation and adoption

How we are supporting regional digital transformation

Technology enabling access to better, more efficient care

Products & services
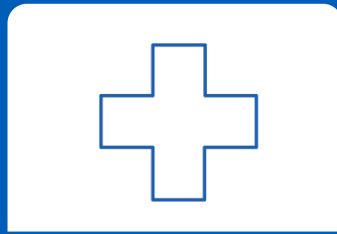
Toolkits

Pilots

Roadmap

Dashboard

Support

Widening digital participation

- Developing 20 digital inclusion pathfinder projects to test new approaches tailored to specific needs

- Developed digital health learning tools and a digital inclusion guide

- Embedding digital inclusion as best practice across all NHS digital projects and programmes

Digital design standards

- Reduce development costs

- Develop services and products more quickly

- Reduce risk

- Support providers and commissioners

- Grow interoperability

- Deliver a brilliant user experience

Personal health records

Goals

1. Support citizen-facing innovation happening at regional and local levels

2. Learn from existing solutions – don't reinvent the wheel

3. Accelerate implementation and adoption

4. Promote re-use of nationally provided services at regional/local level

5. Prevent fragmentation and promote interoperability

Navigation

Personal Health Records adoption toolkit

PHR locations map
Use our interactive map to find PHRs in England by location. You can tell us if you know about others.

Guidance for developing Personal Health Records
Good practice guidance, grouped in line with our PHR definition.

Standards for developing Personal Health Records
Recommended standards for clinical, data, design, security and technical issues.

https://digital.nhs.uk/ phrtoolkit

![NHS](NHS logo)

What have you asked for?

- Key standards useful for the development of PHRs

- Guidance on areas such as procurement, interoperability, benefits content for business cases

- Case studies on successful PHRs showing good practice and lessons learned

- An interactive map showing where existing or in-development PHRs are, with filtering and fields to allow organisations to contact each other for peer to peer sharing.

- Preapproved templates such as data sharing agreements

- Updates on latest technology impacting PHRs and what the direction of travel for PHRs are

Personal Health Records adoption toolkit

This toolkit supports health and care organisations in England to commission, develop or manage Personal Health Records (PHRs).

Personal Health Records locations map

Use our interactive map to find Personal Health Records (PHRs) in England by location. You can tell us if you know about others.

Standards for developing Personal Health Records

Recommended standards for clinical, data, design, security and technical issues, when developing or buying Personal Health Records (PHRs).

Personal Health Records functionality checklist

This is a checklist of functionality that can be built into a PHR, to help patients and service users to manage their conditions and needs.

Insight and research

This toolkit is based on insight from organisations involved in developing Personal Health Records and our research with them.

Guidance for developing Personal Health Records

This good practice guidance can be used when developing Personal Health Records (PHRs). We have grouped the guidance in line with our PHR definition.

How to understand Personal Health Record user needs

It is important to understand what the public and clinicians need when you are buying or developing a Personal Health Record (PHR).

How Personal Health Records relate to other national initiatives

How PHRs relate to NHS login, the NHS Apps Library, Local Health Care Records (LHCRs) and INTEROPen, plus why it matters to you.

Contact us and get involved

Find out how to contact our programme team, how to register for Personal Health Records updates, take part in our research, or share your good practice.

The PHR Adoption Toolkit – available now
digital.nhs.uk/phrtoolkit

Includes:

- Guidance
- Standards
- Functionality
- Other related initiatives
- User needs

Search

Data and information   Systems and services   News and events   About NHS Digital

NHS Digital > Systems and services > Personal Health Records adoption toolkit > Personal Health Records functionality checklist

Personal Health Records functionality checklist

Page contents

- Summary
- Validating and verifying PHR users' identities
- Reliable resources and content
- Transactions
- Data generated by citizen (health, social care and life)
- Presenting data from professional records to the citizen
- Share my data
- Communication
- Viewing correspondence (citizen and professional)
- Further information

Summary

This checklist is based on our review of many existing PHRs.

It will be helpful when specifying requirements for a future PHR system. It is not intended to be a menu structure for a PHR.

It is unlikely that a single PHR would offer all of these functionalities.

Validating and verifying PHR users' identities

- Apply for ID verification
- ID validation
- ID verification/application confirmed

Reliable resources and content

- URL links
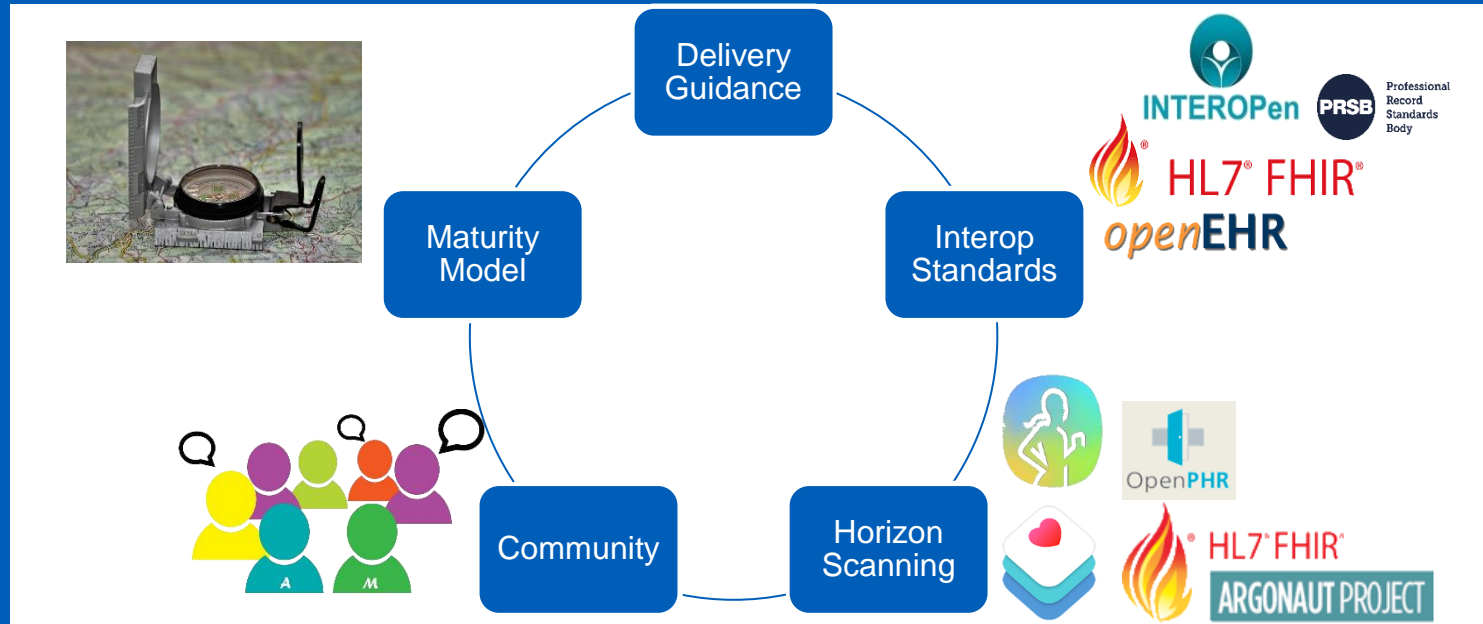- Eligibility calculators for social care
- Service search based on input information
- Service directories for health, statutory and private and voluntary services

digital.nhs.uk/phrtoolkit

The Toolkit – what's coming?

- Delivery Guidance
- Interop Standards
- Horizon Scanning
- Community
- Maturity Model

digital.nhs.uk/phrtoolkit

Empower the Person: roadmap for digital health and care services

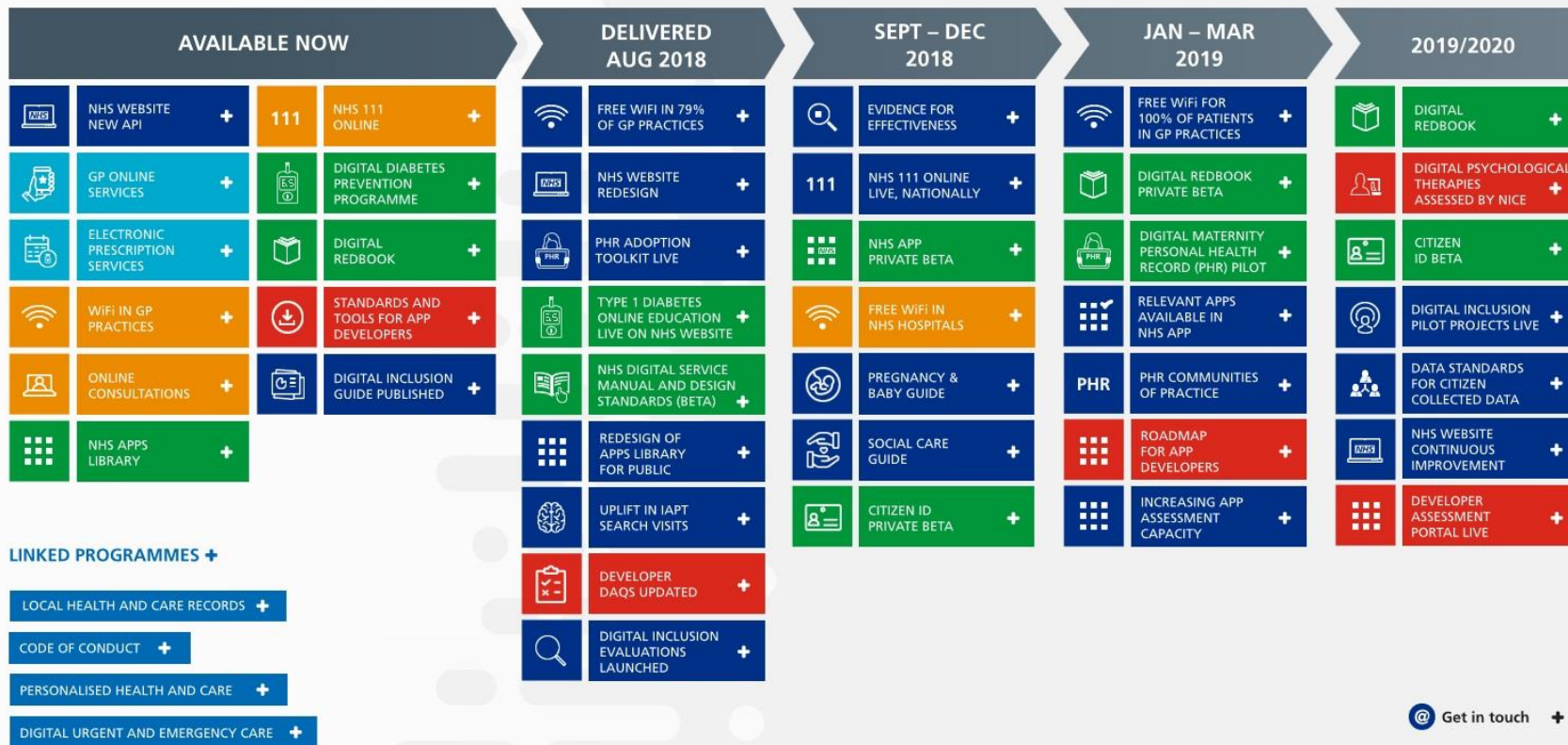From the Digital Transformation Portfolio

ℹ About this roadmap +

+ Expand for more information

Legend:
- ■ Nationally available
- ■ Nationally mandated dependent on local implementation
- ■ Subject to local implementation
- ■ Beta or local pilot
- ■ Market

NHS

Updated in September 2018

AVAILABLE NOW	DELIVERED AUG 2018	SEPT – DEC 2018	JAN – MAR 2019	2019/2020
NHS WEBSITE NEW API +	FREE WIFI IN 79% OF GP PRACTICES +	EVIDENCE FOR EFFECTIVENESS +	FREE WiFi FOR 100% OF PATIENTS IN GP PRACTICES +	DIGITAL REDBOOK +
NHS 111 ONLINE +	NHS WEBSITE REDESIGN +	NHS 111 ONLINE LIVE, NATIONALLY +	DIGITAL REDBOOK PRIVATE BETA +	DIGITAL PSYCHOLOGICAL THERAPIES ASSESSED BY NICE +
GP ONLINE SERVICES +	PHR ADOPTION TOOLKIT LIVE +	NHS APP PRIVATE BETA +	DIGITAL MATERNITY PERSONAL HEALTH RECORD (PHR) PILOT +	CITIZEN ID BETA +
DIGITAL DIABETES PREVENTION PROGRAMME +	TYPE 1 DIABETES ONLINE EDUCATION LIVE ON NHS WEBSITE +	FREE WiFi IN NHS HOSPITALS +	RELEVANT APPS AVAILABLE IN NHS APP +	DIGITAL INCLUSION PILOT PROJECTS LIVE +
ELECTRONIC PRESCRIPTION SERVICES +	NHS DIGITAL SERVICE MANUAL AND DESIGN STANDARDS (BETA) +	PREGNANCY & BABY GUIDE +	PHR COMMUNITIES OF PRACTICE +	DATA STANDARDS FOR CITIZEN COLLECTED DATA +
DIGITAL REDBOOK +	REDESIGN OF APPS LIBRARY FOR PUBLIC +	SOCIAL CARE GUIDE +	ROADMAP FOR APP DEVELOPERS +	NHS WEBSITE CONTINUOUS IMPROVEMENT +
WiFi IN GP PRACTICES +	UPLIFT IN IAPT SEARCH VISITS +	CITIZEN ID PRIVATE BETA +	INCREASING APP ASSESSMENT CAPACITY +	DEVELOPER ASSESSMENT PORTAL LIVE +
STANDARDS AND TOOLS FOR APP DEVELOPERS +	DEVELOPER DAQS UPDATED +			
ONLINE CONSULTATIONS +	DIGITAL INCLUSION EVALUATIONS LAUNCHED +			
DIGITAL INCLUSION GUIDE PUBLISHED +				
NHS APPS LIBRARY +				

LINKED PROGRAMMES +

- LOCAL HEALTH AND CARE RECORDS +
- CODE OF CONDUCT +
- PERSONALISED HEALTH AND CARE +
- DIGITAL URGENT AND EMERGENCY CARE +

@ Get in touch +

nhs.uk/transformation/

![NHS logo]

Thank you!

@digipershealth

✉ **phr.feedback@nhs.net**

🔗 **digital.nhs.uk/phrtoolkit**