

2021  
**Digital  
Health  
& Care  
Fest**

# Flash Report

2021  
**Digital  
Health  
& Care  
Fest**

**Scotland's  
Digital Health  
and Care Event**

*Virtual Programme*  
1 - 2 December 2021

#DigiCare4Scot

[www.tec.scot](http://www.tec.scot) @TECScotland @DigiCare4Scot

# DigiFest Steering Group

The planning and coordination of DigiFest is governed by a Steering Group, chaired by Dr Margaret Whoriskey, Deputy Director for Digital Health and Care Directorate, Scottish Government.

The 2021 DigiFest Steering Group includes members representing the:

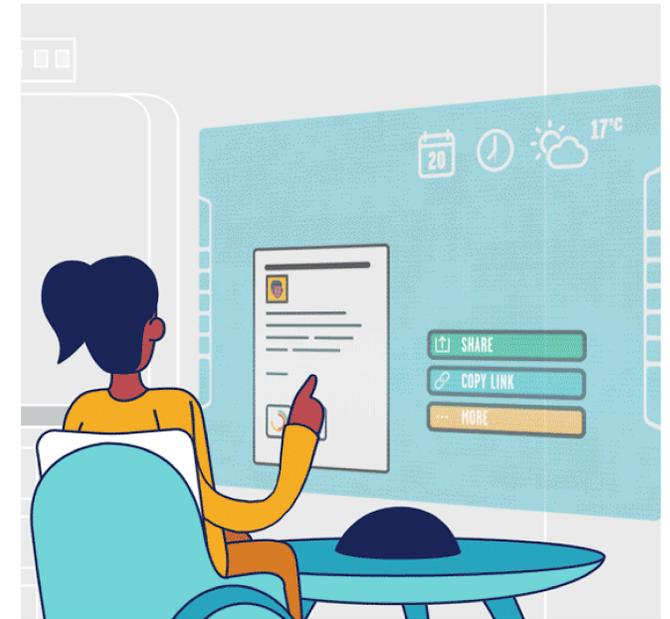
- Scottish Government Digital and Digital Health and Care Directorates
- the ALLIANCE
- Digital Health & Care Innovation Centre
- Local Government Digital Office
- BCS Health (Scotland) - Chartered Institute for IT
- Coalition of Care and Support Providers in Scotland
- INTERREG VA Programme – mPower Project

# Stakeholders

The programme for DigiFest considered how digitally enabled tools are being developed by health, care, housing, voluntary sector and supplier organisations.

The programme included contributions from Scotland, the wider UK and international colleagues. DigiFest aims to:

- demonstrate Scotland’s commitment to sustainable digitally enabled services.
- share good practice with Scottish, UK and International stakeholders.
- improve understanding of user experience of digital services.



# Programme themes

- Scotland's digital ambitions for renewing health and social care
- Hybrid solutions and pathways
- People at the heart of digitally enabled services
- Service sustainability
- Digital Leadership
- Digital Health and Care and Climate Impact
- Knowledge exchange in action





## Improvements

After considering participant feedback, the high number of virtual events and the challenge presented by long programmes, the Steering Group made the following changes to the DigiFest for 2021:

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- a programme of individual workshops held throughout November, leading up to a two-day virtual conference held on 1-2 December 2021.
- content made available on-demand during and post event.
- BSL interpretation added to a number of the sessions.
- a virtual ePoster platform (Learning Toolbox) – making the poster content available to everyone during and post event.
- sessions made access to the sessions via MS Teams.
- the range of content during DigiFest was expanded to include blogs, animation and other resources.



## DigiFest21 in numbers

- Speakers from 14 countries contributed to the programme from 1<sup>st</sup> November – 9<sup>th</sup> December 2021.
- 14,000 people registered and more than 1,000 people participated in DigiFest from 1<sup>st</sup> November 2021 – 9<sup>th</sup> December 2021.
- 50 Abstracts were accepted for the ePoster exhibition.
- 32 individual sessions were delivered.
- 20 exhibitors took part in the virtual Expo.
- Content was made available on-demand at: [www.digifest2021.com](http://www.digifest2021.com) for 4 weeks, thereafter a playlist will be accessible via the TEC website.

# Satellite Sessions – November – December 2021

Monday 1  
November

## **DIGITAL AND THE SOCIAL CARE WORKFORCE**

Hosted by the Coalition of Care and Support Providers in Scotland, attendees heard insights and learning from the CCPS Digital programme, from CCPS members who are using digital to recruit, support wellbeing and inclusion, and develop staff. Recording available to view at [www.digifest2021.com](http://www.digifest2021.com)

Monday 1  
November

## **PROFESSIONAL RECOGNITION IN DIGITAL HEALTH AND SOCIAL CARE**

Hosted by the BCS Health and Care (Scotland) The workshop highlighted why professional recognition is important in digital health and social care careers. And what can be gained from professional membership of groups such as BCS, FEDIP, FCI and CHIME Recording available to view at [www.digifest2021.com](http://www.digifest2021.com)

Tuesday 9  
November

## **DIGITAL AND THE SOCIAL THE CLIFF EDGE APPROACHES - DELIVERING DIGITAL TELECARE TRANSFORMATION IN SCOTLAND**

Hosted by the Digital Office for Local Government. The workshop presented the progress made on the Digital Telecare transformation in Scotland. Recording available to view at [www.digifest2021.com](http://www.digifest2021.com)

Wednesday 17  
November

## **HUMAN RIGHTS PRINCIPLES FOR DIGITAL HEALTH AND SOCIAL CARE**

Hosted by the ALLIANCE and Chaired by Scottish Care, with input from a range of Third Sector organisations. This workshop was an opportunity to catch up on the work which has been undertaken this year around human rights principles and digital health and social care. [alliance-healthcare.co.uk](http://alliance-healthcare.co.uk)

Wednesday 17  
November

## **EMBEDDING USER VOICES IN ACCESSIBLE DIGITAL SERVICE DESIGN - ALISS**

How can we ensure that people are at the centre of developments in digital health and care? How can we involve people who use health and care services with seldom heard voices? Hosted by the ALISS team, the workshop shared the experience of people who use services and those doing user research in this field. [alliance-healthcare.co.uk](http://alliance-healthcare.co.uk)

Thursday 25  
November

## **DIGITALLY SUPPORTED CITIZENS**

Hosted by the Scottish Council for Voluntary Organisation's (SCVO). Recording available at [www.digifest2021.com](http://www.digifest2021.com)

Thursday 25  
November

## **LIVING LABS IN DIGITAL HEALTH AND CARE**

Theme: Innovating in a Living Lab Environment  
Involving speakers from the University of Agder Norway, Galicia, Ireland, University of Strathclyde and the Digital Health & Care Innovation Centre in Scotland. Recording available to view at [www.digifest2021.com](http://www.digifest2021.com)

Thursday 9  
December

## **DIGITAL AND THE SOCIAL CARE WORKFORCE**

Join this session which is being hosted by the Digital Health & Care Innovation Centre, with a range of international perspectives, bringing together Global Thought Leaders to share best practice, lessons learned and a view of what the future should look like. [book.shsc.scot/register](http://book.shsc.scot/register)

Thursday 9  
December

## **ADLIFE-SCIROCCO KNOWLEDGE EXCHANGE - HOW IMPORTANT IS DIGITAL MATURITY WHEN IMPLEMENTING INTEGRATED HEALTHCARE SYSTEMS?**

This is a collaborative webinar between the SCIROCCO Exchange project and the ADLIFE project. The SCIROCCO Exchange team will focus on the concept of digital maturity and ways in which to identify the maturity of healthcare systems through the established SCIROCCO Exchange Tool for Integrated Care. The ADLIFE project team will present an overview of this programme of work and role within the context of both digitised integrated care and digitally mature of systems. [book.shsc.scot/register](http://book.shsc.scot/register)

## Speaker quotes - DigiFest21

*Digital solutions can help us in the fight against climate change. And digital health solutions can help us in the fight against health impacts of climate change.*

*There is a lot of innovation...The challenge is to implement those innovative changes into a complex, and necessarily risk averse through clinical safety, environment. It is not easy to do that.*

*We have had so many changes over the last 18 months, so many new introductions of new technologies now we need to understand better how these change the way we work and deliver services. And incorporate these changes into the future.*

*Digital approaches will also be at the heart of how we re-build and remobilise the NHS. In particular, challenges including treatment backlogs, supporting people with both physical and mental health issues and all still against the backdrop of a global pandemic.*

*We use patient, person led, flexible approach to support disabled people to remove digital barriers and build confidence in their digital abilities.*

# Reflections

- In 2021, digital health and care experienced another year of demand and rapid scale up. Alongside the demand for digital solutions as part of the response to COVID-19, digital has been included in plans for remobilisation and future service delivery models.
- Several of the sessions at DigiFest21 provided opportunities to discuss this shift, including, for example, discussions about how to deliver hybrid service models, which mix in-person & virtual pathways.
- Other themes in the programme were: what leadership means in digital health and care, starting to think about the impact of digitally enabled services on our climate Net Zero ambitions, good practices around the digital shift in delivery and understanding user needs.
- A strength of DigiFest is the representation within the Steering Group which results in a programme with a range of perspectives.
- The programme included significant representation from policy, health and care providers, academic and innovation centres and from third sector organisations. However, the 2021 programme had limited input from Industry and from Housing providers. This is certainly an area for improvement.
- International perspectives featured strongly, with speakers 14 countries taking part. A benefit of delivering the event virtually was the ability to involve a wider group of speakers and attendees than could be achieved at an in-person event. In addition, capturing and making available content on-demand has widened access to the event.
- Steering Group members have received positive feedback. Individuals and teams have also been in contact to initiate connections and collaborations.
- In 2021 we deliberately chose a more simplified virtual platform and selected MS Teams as the delivery platform for a majority of the sessions. This worked well, in addition, spreading the event out and delivering (on average) one session per week during November, up to the two-day conference in December, allowed attendees to commit to shorter sessions.
- Providing BSL for a number of the sessions worked well and provided the Steering Group with additional learning for future events.

