

# Digital Citizen TEC Programme 2021/22

## At a Glance

“The pandemic has also shown the possibilities for delivering quicker support through digital services, with 25% of psychological therapy referrals now going through such routes. Over the next year, we will begin work on an expanded Digital Mental Health Programme, that will increase self-referral to online treatments...”

“We will continue to increase the use of Near Me, the video consulting service, backed by £3.4 million a year... This year we will introduce it to social care services, including care homes and housing support, followed by wider public services including Social Security Scotland – ensuring its benefits are felt beyond health and care.”

PROGRAMME FOR GOVERNMENT (September 2021)



## Scaling Up Effective Approaches

- **Near Me** - Use of Near Me remains high, with around 50k consultations per month. To date over 1.5 million video consultations have taken place with an estimated travel saving of 49 million miles. Now covers health, social care, public services including social security.
- **Social Care** - Through collaboration, we have increased the focus on digital for winter pressures planning and the Healthcare Framework for Care Homes. 91% of residents in Care Homes were supported to be connected.
- **Mental Health** – Expansion of existing digital therapy services from 30,000 in 20/21 to over 60,000 by March 2022. Self-referral was introduced with over 18,000 referrals. Expansion into other clinical populations including long-term conditions, young people, and perinatal.
- **Connect Me** – Blood Pressure scale-up achieved 30,000 people recruited. Increase in recruitment from an initial target of 20,000 patients.

## Programme for Government Commitments

“We will develop a safe and secure digital app that will support people to access information and services directly, self-manage, and access and contribute to their own health and care information “

Digital Front Door



## Fit for the Future

- All Health and Social Care Partnerships and Local Authority telecare service providers are now engaged with the Digital Telecare Programme for the Analogue to Digital switch – 30,000 live digital connections
- Launch of the Shared Alarm Receiving Centre (ARC) Platform Programme
- Re-Imaging Telecare programme launched including Proactive Telecare Test of Change and Consumer Technology
- 50 organisations signed up to the TEC in Housing Charter

## Our Focus on COVID-19 Response and Remobilisation

## Collaborating across Sectors



Health



Social Care



Housing



Third and Independent Sectors



Industry



Academia

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Digital Health & Care Scotland



# Digital Citizen TEC Programme 2021/22 At a Glance

## New Programmes with a focus on Digital Access and Services

To create a definitive Digital Front Door to improve citizen access to digital technology in support of their health, care and wellbeing and to support the rapid growth in the use of digital channels to access health and care services in Scotland.



## International Engagement – Scottish Led Projects

- mPower, 7,000 instances of 1:1 support for older people with many services imbedded in business as usual and knowledge exchange and training for over 1,000 health and care and voluntary staff.
- 60 attendees from four countries explored Social Prescribing.
- Knowledge Management Hub expanded with 650 users from 35 countries in Europe and beyond.



## Supporting Innovation

- DHI secured a £5 million investment from Moray Growth Deal to establish the Rural Centre of Excellence for Digital Health and Care Innovation. This will support the acceleration of innovation capabilities to support the remobilisation of Health and Care Services and economic growth.
- Test of change - Test of change activity has taken place within areas such as Near Me Hubs, Re-Imagining Telecare, and Digital Approaches in Social Care.

## Co-design and Citizen Engagement

- Transforming Local Systems adopting the Scottish Approach to Service Design (SAAtSD) to facilitate local partnerships to design – with and for citizens – Nearly 500 citizens and practitioners across the different pathfinders have been engaged as part of this work.
- Established a Digital Citizen panel to support equality and inclusion.

£15 Million  
invested in  
2021/22

## Gaining Recognition

### Winning Awards:



Digital Health and  
Care Team Award.



Near Me: Public  
Service Award.



Digital Mental  
Health: GovTech  
Prize 2022, UAE  
World Summit.



## DigiFest

- 1<sup>st</sup> -9<sup>th</sup> November, over 1000 attended.
- Speakers from 14 countries.
- Available to [view on demand](#)



## Digital Lifelines

- A £2.75M programme of work to help reduce drug deaths.
- Develop a solution to detect the onset of overdose and alert a responsible person.
- Develop an approach to facilitate remote addiction consultations.

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