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Dear Colleague

Re publication of the transforming services for people using digital technology: mapping activities and exploring experiences report

The Digital Health and Care Strategy set out a clear ambition to design a consistent approach to supporting transformational change in Scotland, which brings together existing expertise and knowledge and incorporates technology as an important aspect of all change programmes.

To support this ambition, Iriss was commissioned by the Scottish Government and the Convention of Scottish Local Authorities (COSLA) to undertake a project aimed at mapping high-level programmes of work being undertaken by national delivery partners and key stakeholders to support digital service transformation in Scotland.

This work was developed in collaboration with stakeholders across the health and social care sector. A wide range of partners were interviewed at the outset to gain an in-depth understanding of their experiences of service transformation and a dedicated workshop was held to sense check emerging findings of the project and to develop the contents of its final report.

The final report has now been completed and is included with this letter. It presents the background, approach and findings of the project and offers a series of priorities and principles aimed at helping the development of collaborative ways forward. It is evident from the findings that there exists a shared understanding of the importance of digital transformation and its inherent potential to improve experiences of both staff and citizens, as well as a commitment for collaboration to build on the progress that has been made to date.



This project was completed immediately prior to the COVID-19 pandemic, and maps programmes as seen before the acceleration of service transformation that has represented an important element of the response to the virus. Its findings provide a picture of service transformation taken before COVID-19, and as such, represent an important evidence base as we look ahead to recovery and renewal. On this basis, it is our intention to follow up this report with a workshop in the autumn, which will look at the findings in relation to our experiences and learnings of service transformation in the response to COVID-19.

We would like to thank everyone who contributed to the development of this work and hope that its findings prove to be of interest and relevant to our approach to recovery and renewal. The review outlines a number of areas for further consideration and discussion and we would, of course, welcome any initial views on its findings by contacting Margaret Whoriskey (margaret.whoriskey@gov.scot)

Kind regards



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