



Fife Health and Social Care Partnership Digital Strategy 2023-26

Phase 2 Consultation Feedback Report

Author: Tatiana Zorina

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Table of Contents

Introduction	3
Engagement Timeline.....	4
Engagement Methods	4
Engagement Reach.....	5
Engagement Feedback	7
Conclusion	10
Next Steps.....	11
Appendices	12

Introduction

The development of the first Digital Strategy for Fife Health and Social Care Partnership has been supported through an extensive stakeholder engagement programme across Fife's communities. This has been carried out in two phases.

Phase one generated feedback that shaped components of the draft strategy.

"The Digital Strategy has been developed in collaboration with colleagues from Fife NHS Digital, Fife Council Business Technology Solutions (BTS), and representative colleagues from across the Partnership, the independent and third sectors and NHS Fife and Fife Council – our thanks go to all those involved".

"This is the first Digital Strategy for Fife HSCP and seeks to improve access for the people of Fife, enhance our staff experiences and promote better systems integration across the Partnership. It outlines our vision to introduce inclusive digital solutions which will improve the delivery of integrated care and enhance health and wellbeing outcomes for the people of Fife."

The objective of the second phase of the consultation was to share the Draft Digital Strategy with all relevant stakeholders and to seek respondents' views towards the following components of the strategy:

1. The Vision of the Digital Strategy 2023-26
2. Our Strategic Goals
3. Our Designing Principles
4. Our Staff and Public Digital Priorities

This report is a summary of the phase two feedback that has been received during the 6-week consultation period.

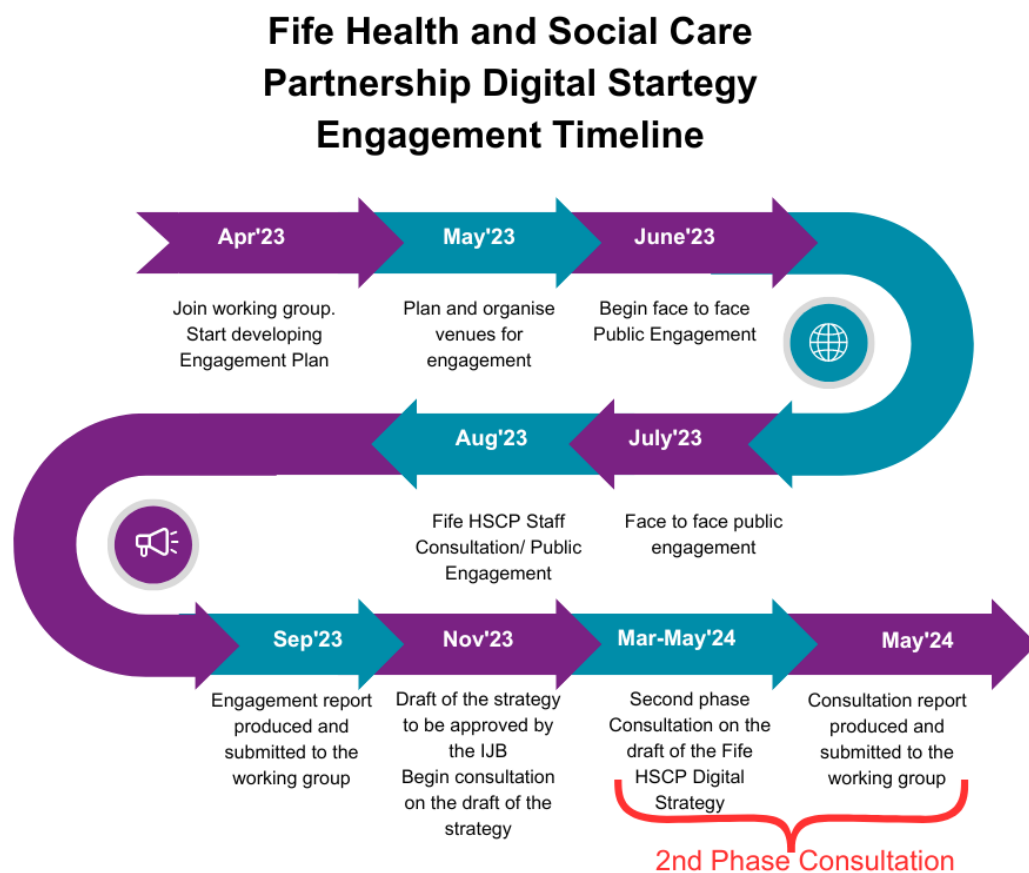
The Digital Vision for Fife Health & Social Care Partnership

"Our vision is to become a digitally innovative Health and Social Care Partnership. By leveraging the use of digital solutions, we will enable our workforce to deliver effective, integrated care that supports improved health and wellbeing outcomes for the people of Fife, promoting self-care and independence."

Engagement Timeline

Stakeholder Engagement took place online over a 6-week period, from 18 March to 6 May 2024.

The Engagement Timeline below shows the key engagement dates. Phase two of the consultation took place from March until May 2024, this is highlighted in red.



Engagement Methods

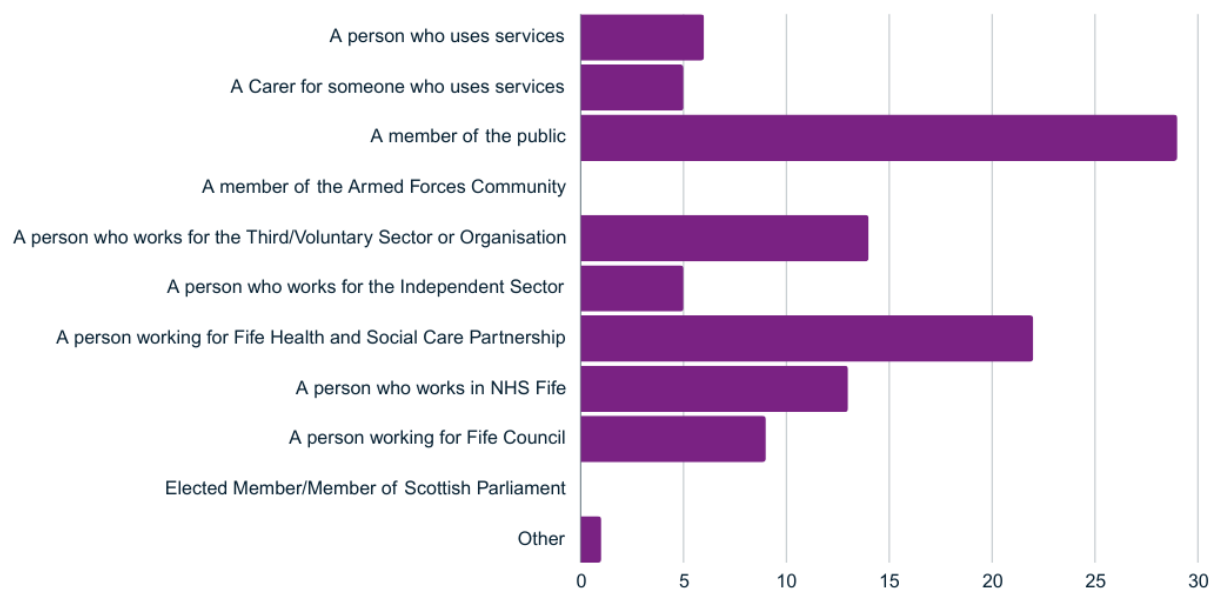
Due to the Phase One engagement being carried out over an extensive period with people having opportunities to get involved face-to-face, it was agreed that Phase Two engagement would be available as an online survey via MS Forms. Paper copies of the consultation were available upon request, and an Easy Read Version of the consultation was produced.

The opportunity to complete the consultation was promoted via a variety of methods, these included:

- Staff Virtual Notice Boards
- NHS Fife – Participation and Engagement Directory
- Fife Council – Peoples Panel
- Equality Groups across Fife, via the Fife Centre for Equalities
- Fife Wide Equalities Forum
- Locality Groups
- Social Media
- Internal Weekly Fife HSCP Staff Briefings

Engagement Reach

The consultation received 107 responses from various stakeholder groups. The highest response came from members of the public (29 responses), with the second highest response being from those identifying as employed by Fife HSCP (22 responses) and the third highest response from those who identified as someone who works for the third sector organisation (14 responses).



Responses to the consultation were received from all 7 localities across Fife's communities. The highest response rate of 19% came from the North East Fife and Glenrothes localities (both 20 responses), and the lowest response rate of 7.5% from Levenmouth locality (8 responses).



Key points from the equalities data are summarised below, with further data shown in Appendix 1.

62% of overall respondents completed the equality and diversity section of this consultation paper.

Age

32% of those completing the equalities section identified as being 65 and over (21 responses), with the lowest number of 3% being from the 25-34 age bracket (2 responses).

Gender

70% of respondents identified their gender as female (46 responses) and 27% as male (18 responses), with 1 respondent selecting both the 'identity not listed' and 'non-binary' options.

Sexual Orientation

91% have identified as straight/heterosexual (60 responses), compared to those who identify as pansexual (1 response), asexual (1 response), with 4 respondents selecting "prefer not to say" option.

Ethnicity

98% of respondents identified as white Scottish or other British (65 responses), with one respondent selecting 'prefer not to say' option.

Religion and Belief

53% of those who completed the form identified themselves as not having a religion or belief (35 responses), 21% identified with Church of Scotland (14 responses), 7.5% selected 'Roman Catholic' option (5 responses), Other Christianity (4 responses) and Pagan (1 response). 4 People selected the "prefer not to say" option and 3 respondents selected "other".

Disability

73% of respondents identified as not having a disability (48 responses). 23% of respondents said they do have a disability (15 responses); and the other 3% chose the 'prefer not to say' option (2 responses).

Pregnancy and new parents

1.5% of the respondents identified as being pregnant or breastfeeding (1 response each), while other 91% identified as neither breastfeeding nor being pregnant.

Marriage and Civil Partnership

55% of respondents identified as married (36 responses), while 12% selected "living with partner" and 11% choose "single" option.

Engagement Feedback

Vision Statement

"To become a digitally innovative Health and Social Care Partnership. By leveraging the use of digital solutions, we will enable our workforce to deliver effective, integrated care that supports improved health and wellbeing outcomes for the people of Fife, promoting self-care and independence."

The above statement was designed with people across Fife and staff who work for the partnership. During this consultation (second phase engagement) we asked participants if they agree with the above statement. 72 % of respondents agree with the vision statement, where 20% weren't sure, and 8% disagreed with it.

64% (69 respondents) provided further comments to support their views. More than 50% of respondents showed their support for the vision statement, with one saying: *"Digital services will be quicker for patients to get the care that they need. Time is essence sometimes. Digital is the future."* 9% of respondents highlighted the use of language within the vision, some stating that it might not be understood by the general public with one respondent saying: *"...too jargonistic and not service user friendly..."*. 6% of those who commented, shared their concerns for those service users who might not have digital access or digital skills to be able to use digital

devices to access and support their care needs. 5% respondents highlighted the need for extra funding to implement the digital solutions, however some view digital solutions as an aid to the financial constraints.

“Budgets and funding are more restricted than ever and will continue to be so. Investing in digital solutions which aid not only the workforce but clients, especially up-flow - preventative stages - will help/support self-care and independence”.

Our Strategic Goals

Our strategic goals within the Digital Strategy 2023-26 are clearly aligned to the priorities within the Fife Health and Social Care [Strategic Plan 2023-2026](#).

76% have agreed with the strategic goals, 19% weren't sure and 5% disagreed. 60% of respondents provided further comments to support their views. 50% of respondents who further commented on the proposed strategic goals have provided supporting statements with one saying: *“These are relevant and admirable but are aspirational.”* 14% of respondents have highlighted that not everyone has access to the digital devices and another 14% stated that digital is simply “not for everyone”.

“Not everyone has digital access for various reasons, with this in mind how can you achieve your goals?”

“Great to embrace technology to improve services, as long as there an element of choice. Not everyone has access to technology or want to engage remotely.”

Some 6% found priorities too jargonistic.

Our Design Principles

As part of the development of the Fife HSCP Digital Strategy 2023-26 a set of design principles were established. These principles will help guide the creation of effective and user-friendly digital products and experiences which meet the needs of our users, as well as aligning us to national and local strategies. Our design principles underpin and support the Partnerships [Strategic Plan 2023-2026](#) priorities.

The majority of respondents (70%) have agreed with the proposed digital priorities, 25% weren't sure and 5% disagreed. We asked: “What else should we consider? What else is important to you?” 61 respondents (57%) provided further comments to answer this question. 10% of the respondents suggested consideration for those who do not have hardware and network to enable them to use digital access to care. A further 7% suggested that people will need support with Wi-Fi access and suggested the addition of *“Affordable. Accessible at a local level if required - via NHS / Council facilities. Innovative.”* 5% suggested that the partnership needs to consider data protection and those users that do not wish for their data to be shared. Further 12% highlighted that some service users as well as staff may require support to use

technology and have digital access. *“Maybe it will be in the detail, but there are increasing numbers of people digitally excluded due to the cost of Wi-Fi, data.”*

Our Staff and Public Digital Priorities

Both public and staff engagement activity took place as part of the development of the Digital Strategy. The priorities have been identified as a result of public and staff feedback, collated during the first phase of engagement.

Staff Digital Priorities	Public Digital Priorities
<ul style="list-style-type: none"> • Increased access to systems across NHS Fife and Fife Council • Systems Integration • Enhanced use of data 	<ul style="list-style-type: none"> • Wi-fi in Care Homes • Bookable Appointments online • Increased use of Monitoring and sensor technology • Access to information online

During the consultation we asked respondents to identify either as a member of the public or a member of staff; where public were able to comment on the digital priorities identified specifically for public; staff got the chance to comment on both.

54% of respondents identified as public and 46% as staff.

Staff Digital Priorities

90% of staff have agreed with the identified priorities, 8% weren't sure and 2% (1 respondent) disagreed. 67% provided further comments.

46% of the staff that made further comments suggested that System integration should be prioritised, with one respondent adding: *“I would be delighted if a way could be found to reduce the need for duplication of information and support a better service for clients.”* 6% suggest that to achieve on these priorities we should learn from other partnerships, with one adding: *“Ideally we should have a shared system and I know this is possible as this happens in Highlands region in Scotland.”* 15% of those responded said to achieve on these priorities the partnership will require to enhance existing digital systems, and 12% suggest that further workforce development is required.

Public Digital Priorities

78% of those responded have agreed with public priorities, 20% said they weren't sure and 2% disagreed.

61 further comments were received to suggest what should we do to achieve on these priorities. 18% of respondents highlighted that to achieve on the identified priorities we need to keep investing in digital, where 15% focused on the importance of ongoing staff training.

“Ensure that staff training is rigorous and consistent. Have patience with members of the public and keep people informed at all stages.”

“Overall, proactive collaboration between healthcare providers, technology partners, and customers is key to achieving these priorities effectively. By investing in infrastructure, providing education and support, and leveraging digital platforms, healthcare services can become more accessible, convenient, and responsive to customers' needs in Fife.”

Final comments

At the end of the consultation, respondents were asked to share any final thoughts and ideas towards the Draft of the Digital Strategy 2023-2026. (Appendix 3 - detailed statistical data). 23% used this opportunity to highlight their support for the strategy and their excitement to see its progress, while 7% have highlighted the importance of face-to-face contact and care. 6% suggest that we must provide training and support to those digitally excluded, while another 6% highlight the need for ongoing financial support to be able to achieve on this strategy as well as financial support to those digitally excluded. 2% of respondents suggested that we need to be vigilant to ongoing security threats and ransom attacks.

“The potential for digital systems to support, enhance and provide efficient healthcare for the public of Fife is enormous. The investment in sustainable systems and equal access to all areas of the organisation could bring about tangible change and efficiencies.”

“Your ideas are good and well researched. You know what people want, now they need to be put into action. Thank you.”

Conclusion

In conclusion, the feedback from the second consultation on the Draft Digital Strategy 2023-2026 shows the majority of respondents agree with the digital vision of the partnership, highlighting the overwhelming support for the strategy and its identified priorities, goals, and principles.

A significant number of respondents highlighted the need for ongoing training and support for both staff and members of the public, as well as financial support to those digitally excluded. Many focused on the importance of this work, highlighting the need for integrated systems as one of the main staff priorities which will benefit both staff and public. During the consultation some people have spoken about their anxiety around the ever-changing digital world, and how difficult it can be for individuals and organisations to 'keep up'. This suggests there may be a need to consider the implementation of the strategy using a staged approach, with thought given to how staff and the public can be supported to join us on this ever-evolving journey.

Effective communication that is universally understood, while prioritising education will be essential for achieving desired results outlined in the strategy. When

developing the delivery plan to accompany the strategy, feedback from respondents told us it is important to them to ensure clear and accessible communication channels and terminology. This will ensure that stakeholders at all levels understand the strategy's objectives, processes, and expectations.

As the partnership moves forward, guided by this and previous consultations, it aims to deliver on the proposed vision 'To become a digitally innovative Health and Social Care Partnership. By leveraging the use of digital solutions, we will enable our workforce to deliver effective, integrated care that supports improved health and wellbeing outcomes for the people of Fife, promoting self-care and independence'.

"In conclusion, by embracing digital innovation and prioritising customer-centric approaches, healthcare providers in Fife have the opportunity to transform the delivery of care and support services. Through collaboration, investment, and a commitment to continuous improvement, they can create a healthcare system that is more accessible, efficient, and supportive of the diverse needs of the community. This vision not only promises to improve health outcomes but also empowers individuals to take control of their own health and well-being, ultimately leading to a healthier and more resilient society in Fife and beyond."

Next Steps

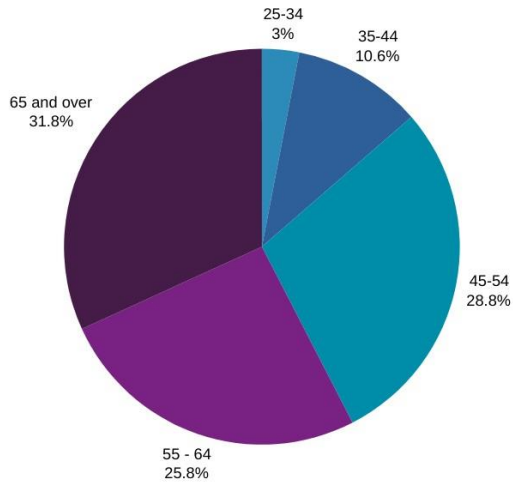
1. This report will be presented to the Fife HSCP Integration Joint Board (IJB) along with the Draft of the Digital Strategy on 31 May 2024. Thereafter the report will be published on FHSCP Website for public members to view.
2. The strategy will inform the accompanying delivery plan, which will also be published on the Fife HSCP website along with the final Strategy document.
3. The feedback will be utilised to shape the Strategy delivery plan ensuring its effectiveness and alignment with stakeholders' feedback. Following a close review of the feedback, we have already made some enhancements to better explain the terminology used within the document and we will continue to be mindful of this as we further develop our plans and communications.
4. In collaboration with our Digital Partners (Fife Council and NHS Fife), we have established a HSCP Digital Oversight Board which will enable us to build a complete and comprehensive digital picture for the Partnership and focus on delivering the Partnerships digital priorities. This permanent Board will meet bi-monthly.

Fife Health and Social Care Partnership would like to thank everyone who has responded to this consultation for their time, and for sharing their views on the First Fife HSCP Digital Strategy 2023 – 2026.

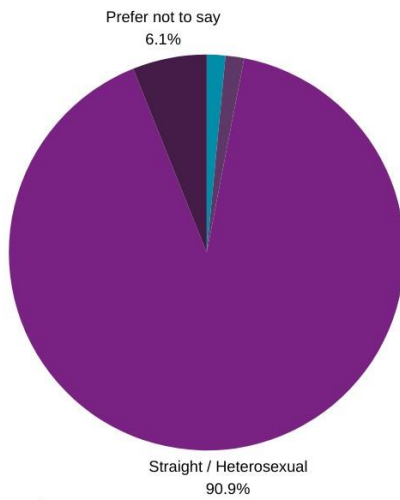
Appendices

Appendix 1

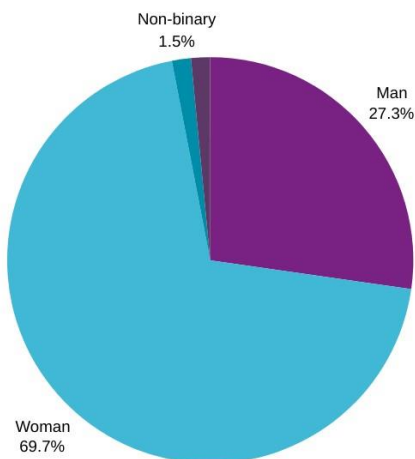
Age



Sexual Orientation



Gender

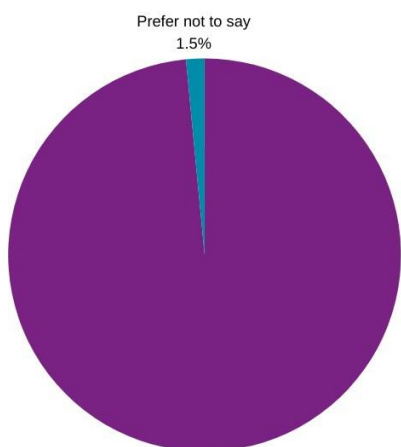


Under 18	0
18-24	0
25-34	2
35-44	7
45-54	19
55 - 64	17
65 and over	21
Prefer not to say	0

Asexual	1
Bi-sexual	0
Fluid	0
Gay man	0
Lesbian	0
Pansexual	1
Queer	0
Straight / Heterosexual	60
Identity not listed	1
Prefer not to say	4

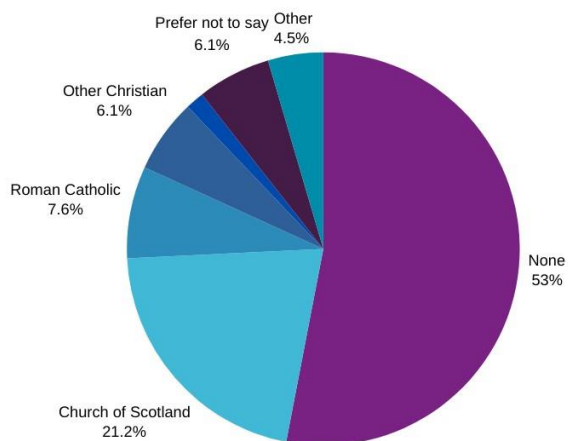
Man	18
Woman	46
Trans-man	0
Trans-woman	0
Non-binary	1
Identity not listed	1
Prefer not to say	0

Race



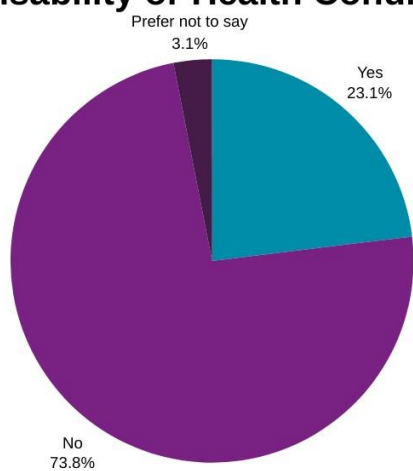
White	65
Mixed or multiple ethnic groups	0
Asian, Scottish Asian or British Asian	0
African, Scottish African or British African	0
Caribbean or Black	0
Other ethnic group	0
Prefer not to say	1

Religion or belief



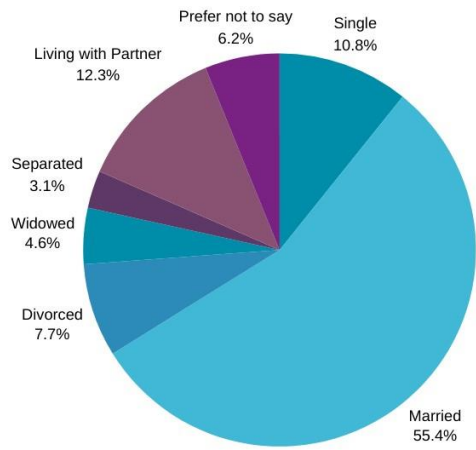
None	35
Church of Scotland	14
Roman Catholic	5
Other Christian	4
Muslim	0
Hindu	0
Buddhist	0
Sikh	0
Jewish	0
Pagan	1
Prefer not to say	4

Disability or Health Condition



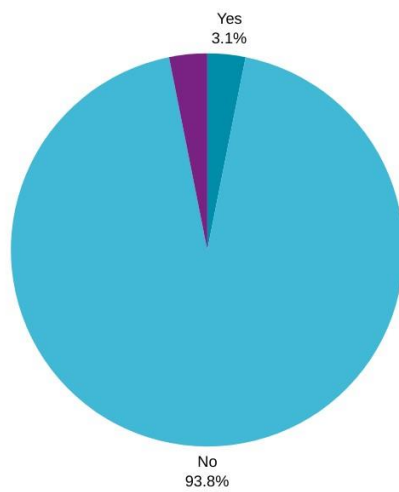
Yes	15
No	48
Prefer not to say	2

Marriage and Civil Partnership



Single	7
Married	36
Divorced	5
Civil Partnership	0
Widowed	3
Separated	2
Living with a partner	8
Prefer not to say	4

Pregnancy Maternity

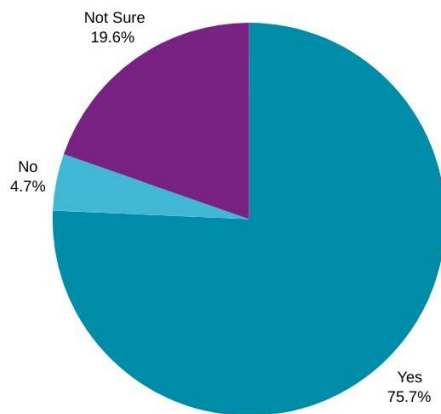


Yes	2
No	60
Prefer not to say	2

Appendix 2

The goals within our Digital Strategy are clearly aligned to the priorities within the Fife Health and Social Care Strategic Plan 2023-2026 and our design principles underpin and support these goals.

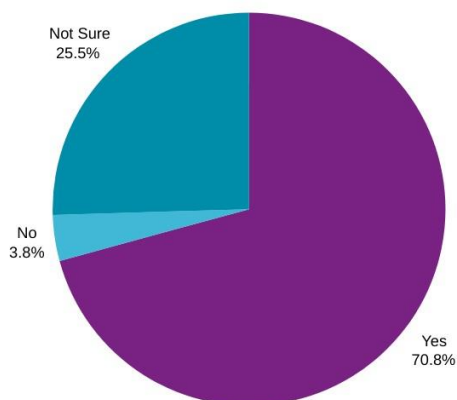
Do you agree with our Strategic Goals?



Yes	81
No	5
Not Sure	21

As part of the development of this digital strategy we have established a set of design principles which will help guide the creation of effective and user-friendly digital products and experiences which meet the needs of our users as well as aligning us to national and local strategies.

Do you agree with our Digital Strategy design principles?

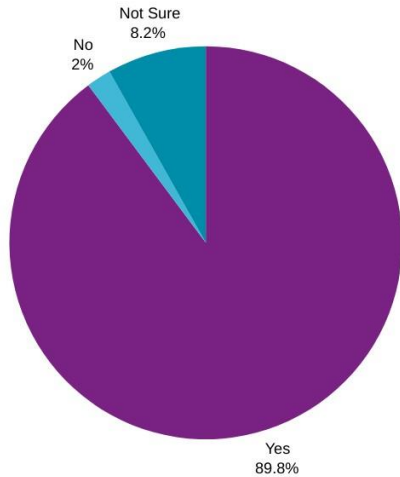


Yes	75
No	4
Not Sure	27

Identified Staff Digital Priorities:

- Increased access to systems across NHS Fife and Fife Council
- Systems Integration
- Enhanced use of Data (utilising dashboard tools)
-

Do you agree with these identified priorities?

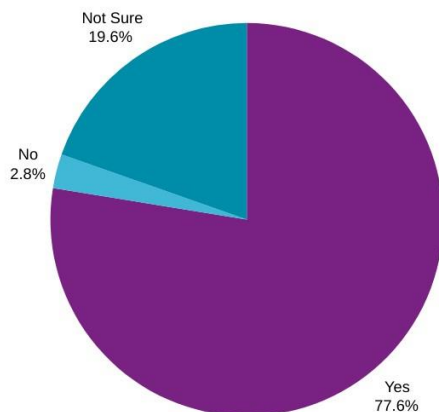


Yes	44
No	1
Not Sure	4

Identified Public Digital Priorities:

- Wi-fi in Care Homes
- Bookable appointments online
- Increased use of monitoring and sensor technology
- Access to information online

Do you agree with these identified priorities?



Yes	83
No	3
Not Sure	21