



**Kirsteen Redmile** - Lead Change Manager, Personalisation

**Saffron Gee** – Digital Health Project Officer



- Make digital *the* way that support is initially delivered
- Improve both the experience and service productivity
- Do this in a way that is truly centred around the needs of the person, not the healthcare system
- A successful digital system does something meaningful for the user



## Self care

- 1 Bake with my kids
- 2 To eat more healthy
- 3 Paint a self portrait

My goals



How do I feel today?

My life style

## Extended care team



My secure messages



Video call with my Doctor

## Trackers



### Blood glucose

8.5  
mmol/l

10/10/19 11:02 AM



### Blood pressure

Systolic: 150 mmHg  
Diastolic: 86 mmHg

01/10/19 09:42 PM



### Weight

69  
kg

10/10/19 11:02 AM



### HbA1c

56  
mmol/mol

10/10/19 01:07 PM



### Time on the bik ...

30  
Mins

11/10/19 12:17 PM



### BMI

26.2  
kg/m2

01/10/19 10:48 AM



### Eye checks

No diabetes-related changes

10/10/19 11:02 AM



### Hypos

1-3 hypos this week

10/10/19 11:02 AM



### Foot checks

Feet at high risk

10/10/19 11:02 AM



## Inform

Diabet  
my che

My car  
docum

Cor  
to Sup  
Linco

Adult  
Hub

← VitruCare®

Online



## My goals

Bake with my kids

33 remaining...

I want to do this coz it helps me be less  
obsessional

22 remaining...

I'll feel anxious at first but can see this will be  
helpful

16 remaining...

This matters because I'm desperate to feel I can  
do normal things

10 remaining...

Add new

- 1 Bake with my kids
- 2 To eat more healthy
- 3 Paint a self portrait

My goals

1



Bake with my kids



2



Time with friends



3



Hull visit



Coast to Coast



Concerts rock



USA trip



Go to concerts



Do 10k run



test goal



## Getting started

### Setting a Goal



0:00



Here you can set a Goal for yourself - something that really matters to you and that you'd like to achieve in your life. It doesn't have to be "medical"; what is most important is that your choice should matter to you!

By writing it down here, in VitruCare, you are much more likely to achieve your Goal and improve your health.

# Video Call with your Practitioner

Face to face

Easy to use

No need to travel

Convenient



Video call with my  
Doctor





Online

## My care documents

Self-help booklet

Trash

Oxford Health  
NHS Foundation Trust

# Managing Stress, Worry and Low Mood

A guided self-help booklet for people with heart conditions

### Getting started

0:00

This App is where documents with y see. For example, have created a Ca have already giver it into this App, all with you are in on

You can organise and move them al documents you m together. And of c smartphone or tal care documents w the Internet.

Secondly, you can want to make a ne

My care documents

agendum





## Welcome to FANS - the Foot Attack Notification Service

Have diabetes? - looking after your feet really well should be second nature. If you notice anything is wrong, tell your NHS foot-care team straight away.

FANS makes it easy to do this without delay.

Describe the problem, answer 4 simple questions and use your phone or tablet to take two pictures of your foot.

Submitting this makes sure the foot care service is informed. The team will contact you as soon as possible.

a service for people who live in North West and South East London.

Note: This is NOT an emergency service and you MUST use 999 services in the event of a medical emergency. By logging to answer our questions you are confirming that you understand this important point.

Foot Attack Notification Service



You can now use your smartphone or tablet computer to upload two photographs of your foot problem.

Please make sure these are fully in focus and that they clearly show the problem area as well as the surrounding foot. In order to do this you will probably need to take the picture from 30-45 cm away from the foot. You might need to ask a family member to help you to take the picture.

Please do not include other parts of your body in the photographs. After you hear back from our foot experts we suggest you delete the pictures from the device you used to take them.

---

You can upload your first photograph here \*

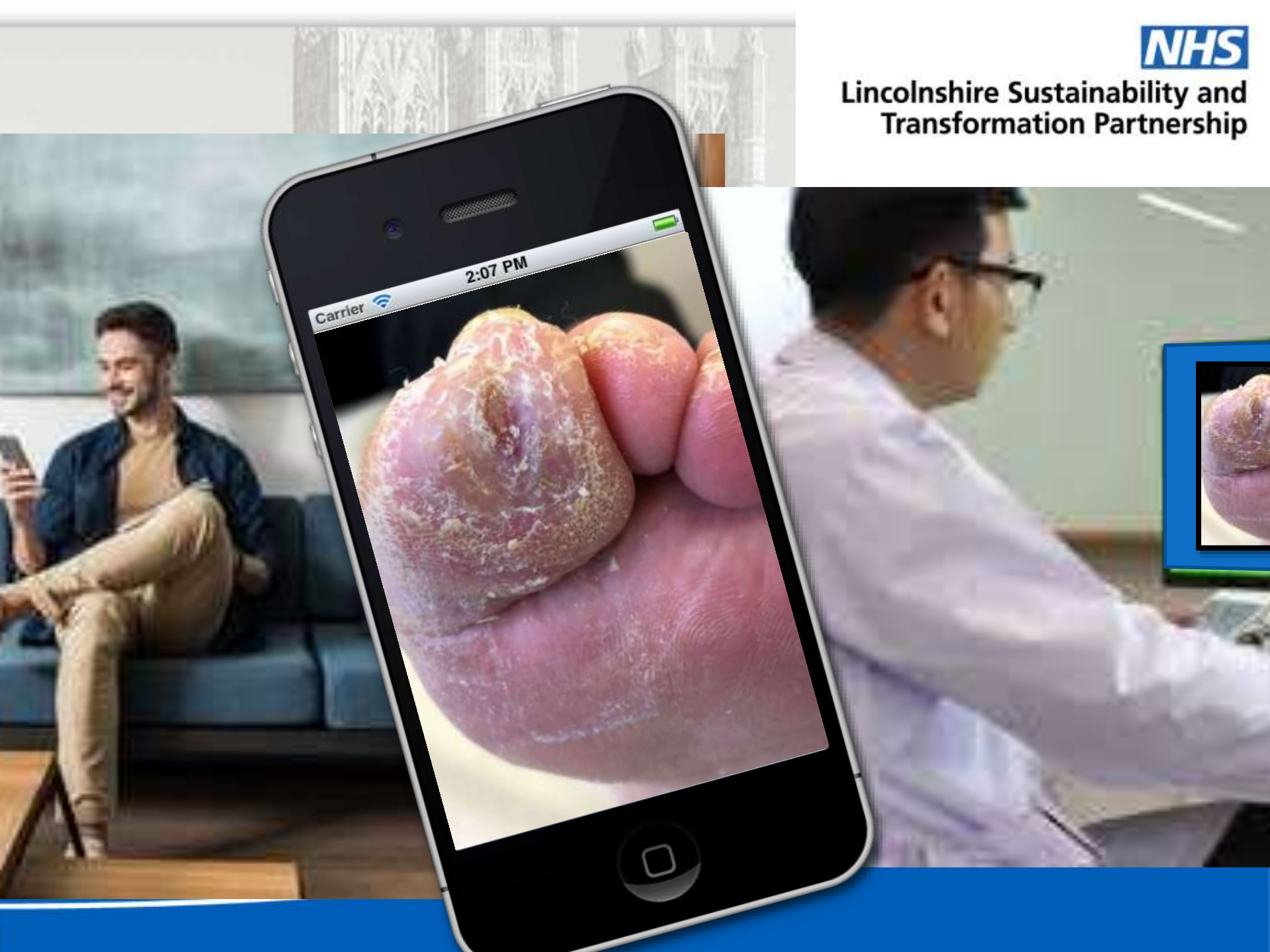
No file chosen

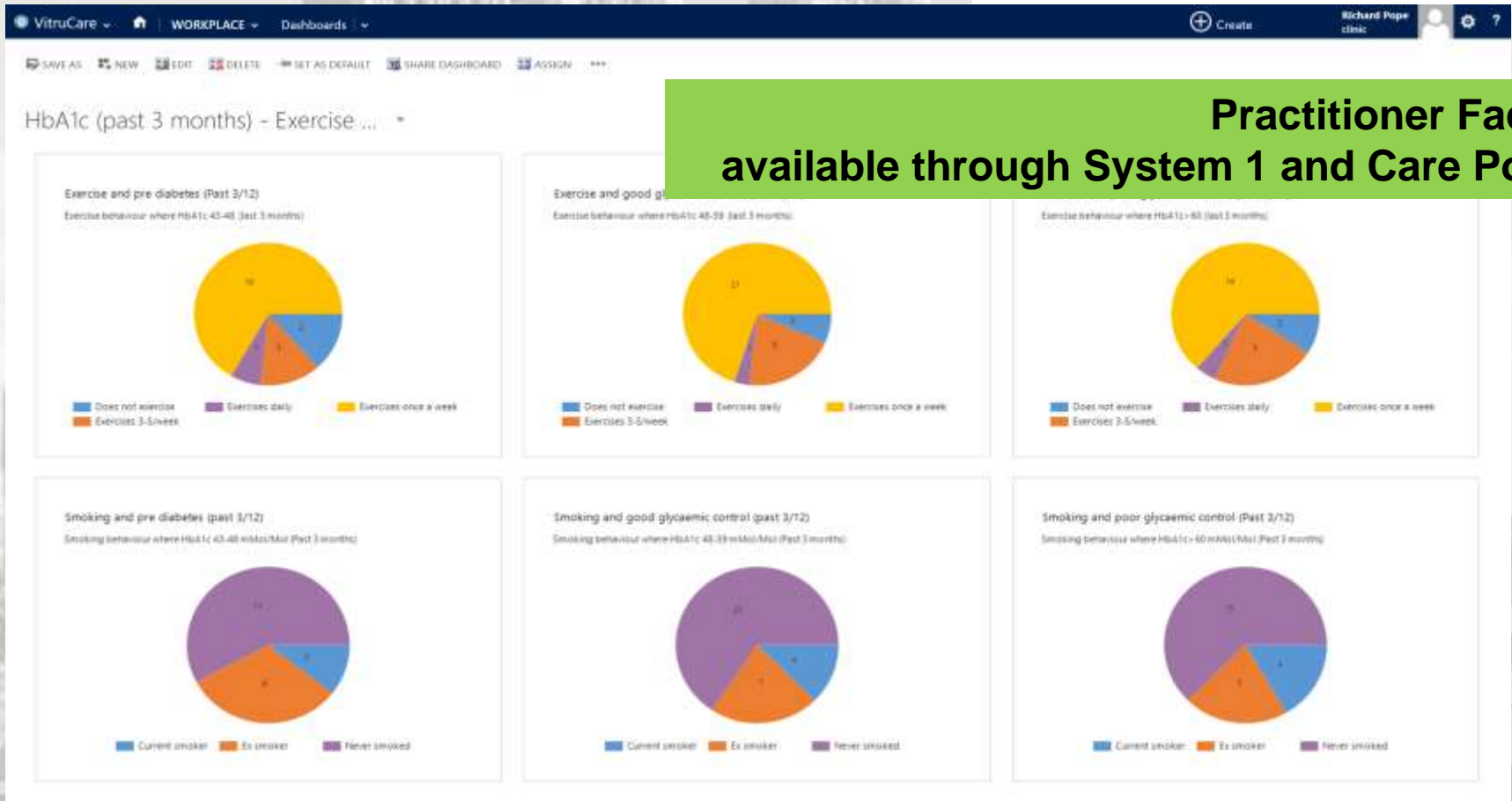
You can upload your second photograph here \*

No file chosen

Please complete the Captcha below and then press 'Submit' to send your information to the foot care team.







agenda...

# ***Social Prescribing***

***Working with you to  
achieve what's most  
important***



***Connecting you to your  
community***



# Our Ambition

To deliver digitally enabled social prescribing  
at scale to the population of Lincolnshire



Health & Care  
#Lincstogether

K2



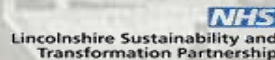
RoseRegeneration



Lincolnshire  
LMC



VitruCare®



# National Picture

- Social Prescribing is at the heart of the NHS 10 year plan.
- It is one of the 6 components of the Universal Personalised Care Model
- Which is one of the 7 National service specifications in the GP contract 2019.
- National funding for Social Prescribing Link Workers – for Primary Care Networks.
- National guidance from NHSE
- We've been doing it for years....

# Local Context

- VCSE – Proof of Concept of Social Prescribing link workers – integrated into Neighbourhood working and Primary Care.
- Connect to Support Lincolnshire – Library of Services, Information and Advice
- Primary Care Navigation
- Commissioned services
  - Wellbeing Lincs
  - One You
  - Managed Care Network
  - Lincolnshire Carers Service (CSC Serco and Carers FIRST)
- AHSN Bid – brought some of the key partners together
- Investment in a digital platform



Lincolnshire Sustainability and Transformation Partnership



Connect  
toSupport  
Lincolnshire



Wellbeing Lincs  
Building wellbeing across Lincolnshire



Lincolnshire Partnership  
NHS Foundation Trust



Carers FIRST  
FIRST Choice for Carers

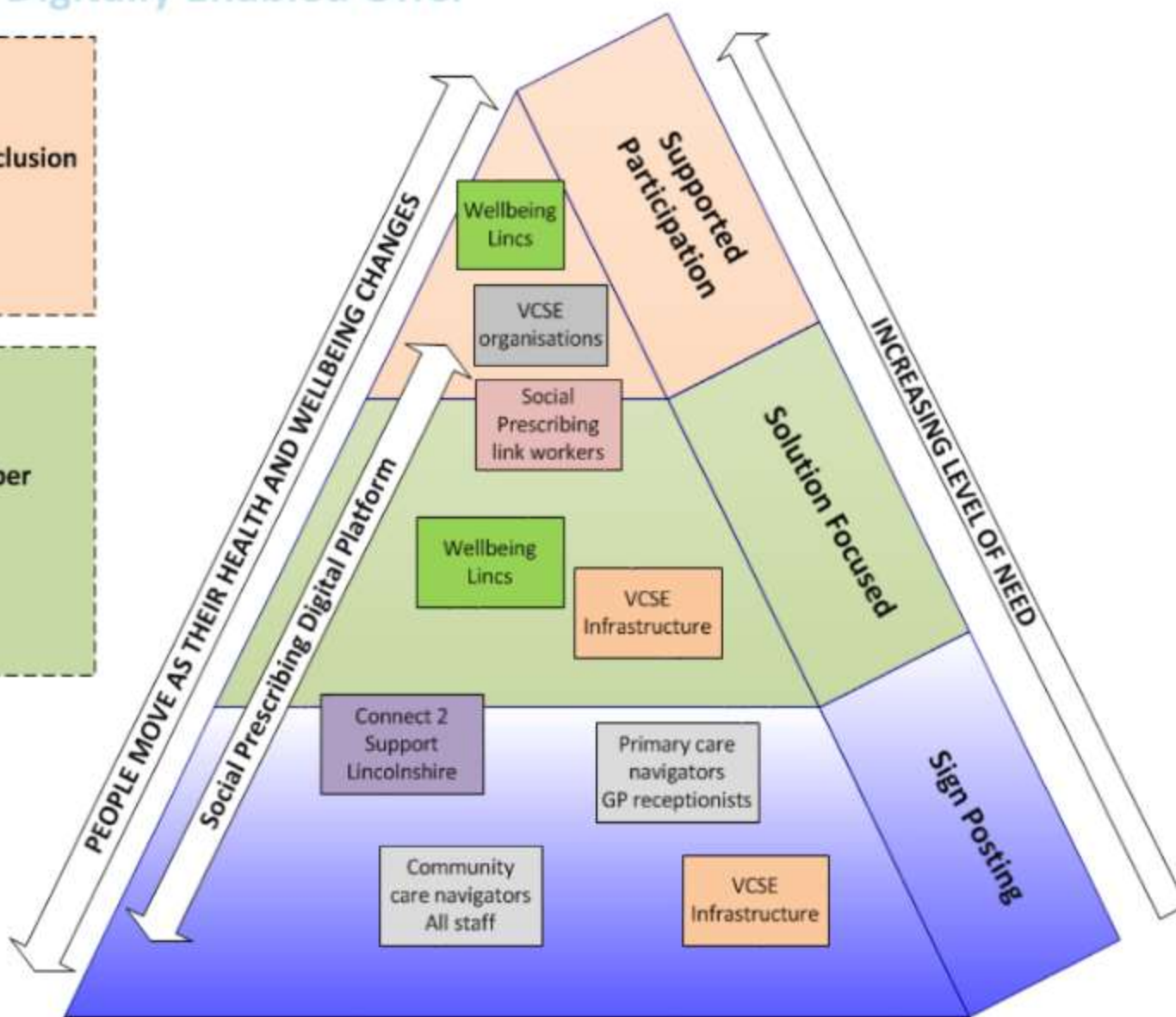


## Social Prescribing Digitally Enabled Offer

**Level 3**  
Prescribed Tiles  
Face to Face  
Hand holding and supporting inclusion  
Secure messaging  
Video consultation  
Life style Changes  
How am I feeling today

**Level 2**  
Prescribed tiles  
Face to Face / Navigation  
Remote contact to social prescriber  
On the end of the string  
Secure messaging  
Video consultation  
Life style Changes  
How am I feeling today


**Level 1**  
Sign posting  
Self select tiles  
Nobody monitoring  
Self care



A whole population approach to a digitally enabled social prescribing model.

# Next steps

- Expansion of social prescribing workforce
- Recruiting to co-production network for the digital platform.
- Identified funding for evaluation
- PHD student support
- Finalising service model – for PCN's and Mental Health.
- 20/21 – phasing in the digital solution

A faded background image of Lincoln Cathedral and the surrounding city of Lincoln, showing the cathedral's twin towers and the dense urban landscape below.

**Thank You**  
**Any Questions?**