HTN
May 2022

PLAY BOOK

The Ultimate Health Tech Guide

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Welcome To The Playbook...

A Note From The HTN Team

We are delighted to share our latest Digital Playbook with you all. Following on from the November edition, which focused on the concept of digital Integrated Care Systems (ICSs), our May 2022 edition will explore a range of topics from electronic patient records, data privacy, governance, to practical solutions for communication and collaboration.

Featuring case studies, learnings and solutions from a variety of health technology suppliers and providers, the Digital Playbook aims to provide inspiration and insight to support organisations on their own digital journeys, sharing examples of good practice from across the industry and providing information on the latest products and systems available.

Read on to find out what you can expect from the latest edition, whether you're looking for innovations to tackle a challenge or solutions to make your organisation processes faster, safer and more efficient.

As ever, HTN's Digital Playbook is available in print and online.

First up, we'll take a look at our playbook headliners and the content they'll be sharing, from current projects and case studies to problems they have experienced and how they've tackled them.

Imprivata
Imprivata are exploring why healthcare needs to see more joined-up care across its sectors and how patients and staff will benefit, laying out the holistic approach that is needed to connect organisations, systems and data in secure ways. Imprivata solutions can help bring systems together cohesively and also support organisations with their digital identity. Here, they share examples of their own solutions, supplied by NHS trusts across the country, with feedback from different teams.

Lantum
Lantum is a workforce platform designed to reduce spend and empower healthcare staff. To share the experience of implementing their solution along with the practical benefits realised during use, Lantum share an interview with Sandra Fritz, Workforce Development Manager for Black Country and West Birmingham CCG, where Lantum is being utilised to manage the workforce, identify areas needing support through data analytics, and help the CCG operate in a cost-efficient way.

CCube Solutions
CCube Solutions dig into the detail of their transformation programmes, which have helped numerous NHS trusts turn their patients record management into digital systems with improved patient care, financial savings and less pressure on staff. Sharing examples from their past projects, CCube Solutions outline the benefits of their solution and the positive impact of their work from three different trusts.

Moving onto our content-specific categories, we have:

Remote Monitoring and Treatment
Islacare highlight the features and advantages of their solution, from the pathways they can support such as remote monitoring for acute medicine to how their platform can be used to assist in the developing of a Hospital at Home model. With a focus on collaboration, integration and security, Isla Care are proud to work in partnership with clinicians to develop specific tools for specific needs.

Electronic Patient Records
Nervecentre discuss their electronic patient record solution, designed with clinicians in mind to put real-time data into their hands at the patient's bedside. Covering their vision for the software along with its features, benefits and usages, Nervecentre break down how and why their solution can help you, from the way their EPR functionality is split into components to allow for agility and transformation at pace, to the ways in which it can support trusts running Virtual Wards and Hospital at Home services.

Digital Primary Care
X-on join us to discuss their flagship cloud telephony-based product, Surgery Connect, which enables GP practices to transition from legacy phone systems to a flexible multi-site system better equipped to meet their daily demands. With the COVID-19 pandemic driving the need for digital tech in GP practices, X-on share news of their recent increase in customers and some of the feedback they have received.

Electronic Prescribing and Medicine Administration
On the topic of electronic patient medicines administration (EPMA), we hear once again from Nervecentre. Nervecentre share the scope and solution of their mobile EPMA tools, which allow hospital staff to capture and access data wherever they are and whenever they need to, along with a case study from their EPMA deployment at University Hospitals of Leicester NHS Trust (UHL) as an example of the solution in practice.

Collaboration and Communication
accuRx tackle the challenge of communication to staff and between healthcare professionals by placing communication at the heart of their platform to support better-connected healthcare delivery. In their feature, they take readers through the usages and benefits of their platform, with focus on their three core values: to be patient-centred, to emphasise communication, and to enable collaboration around patient data.

Electronic Patient Records
TPP share their hospital EPR solution and the range of specific modules forming the solution. The company highlights its cloud-based platform to support trusts and ICSs with their digital transformation programmes.

Thanks for reading, and we hope that the contents of this Playbook inspire you on your own digital journeys.

Remember to keep an eye on our website **www.htn.co.uk** for the latest news on all things health technology – see you next time!

Our next Playbook is set to be published in October focusing on the topic of Digital ICS.

If you'd like to feature in the next edition of the HTN Playbook, email marketing@htn.co.uk for more information!

CCube Solutions

www.ccubesolutions.co.uk

ccubesolutions
delivering digital healthcare

Cube Solutions has been supporting NHS trusts and health boards to realise tangible benefits, as part of transformation programmes which are focused on patient records management.

Realisable benefits include:

- Instant access to medical history
- Improvements for staff and patient safety
- Information available when and where needed
- Operational efficiencies
- Financial – three sites delivered c.£35M savings to the NHS over 10 years.

What is the solution?

Much of CCube Solutions' work over the years has revolved around support for digitising medical records and managing the digitising records, customising the solution to fit the situation of their client. CCube Solutions specialises in providing Electronic Document and Content Management (EDRM) solutions, based on the CCube software suite which currently holds and manages over 450 million documents containing 52 billion pages for 32 million patients across 30+ NHS organisations around the UK. Below, we take a look at some of their projects to date.

Milton Keynes University Hospital closely integrates EDRM with EPR

Milton Keynes University Hospital NHS Foundation Trust has successfully integrated its electronic document management and records system from CCube Solutions, directly within its electronic patient record system, Cerner.

The EDRM at the trust contains over 80 million scanned patient records, which are now available to view directly within the Cerner application.

This close integration provides around 3,800 staff with immediate access to digital patient notes contained in the CCube EDRM – viewed from within Millennium – without them having to log in to another system, or view the application in another browser.

Craig York, Chief Technology Officer, Milton Keynes University Hospital, highlighted: "We don't require clinicians to open up a new Internet Explorer window to do this which is another way the integration could have been done. But they'd then have multiple screens open and it could become distracting and confusing for staff about which patient file they're actually in which we obviously didn't want.

"Another good feature is that when a clinician then selects a new patient, the system automatically refreshes and shows the new person's historical notes when the EDRM tab is pressed in Millennium."

Blackpool Teaching Hospitals goes live with digitise patient records

Blackpool Teaching Hospitals NHS Foundation Trust has started its go-live of CCube Solutions' electronic document and records management system, as part of a significant investment in delivering digitally-enabled care.

The project is part of a major change programme within the trust that will see 7500 clinical staff trained to use the system to access patient records digitally. To date, over 50,000 records have been made available through the system, with a total of over 650,000 planned.

The trust is currently procuring a 'new organisational-wide EPR', and once finalised and the EDRMS is deployed, a link will be added to integrate the two systems.

Geoff Burrow, Chief Information Officer for Blackpool Teaching Hospitals, said: "CCube EDRMS is designed to literally be an online version of the paper record and has six sections busy clinicians are familiar with. This makes it easy and intuitive for them to find the documents they need whether it be clinical correspondence, clinical notes, treatment documents, investigation reports, safeguarding documents and so on."

What are the benefits?

There are clear financial savings; with electronic records, there is no need to spend money on external storage and file retrieval, and by removing the need to outsource management of the paper records, the NHS can save millions of pounds annually.

If your Trust is looking to transform patient and records management, please contact CCube Solutions by email to **info@ccubesolutions.co.uk**

Digital patient records is not new

St Helens and Knowsley Teaching Hospitals

All 27 sites within the trust utilise electronic records, with a bespoke portal created to make the project clinically viable. The portal offers a single, simple and safe point of access for treating clinicians to view a patient's medical history.

St Helens and Knowsley Teaching Hospitals' project saved £15 million over ten years.

North Bristol NHS Trust

A scan-on-demand model was developed with an in-house scanning bureau set up for day-to-day scanning whilst a third-party specialist takes care of the back scanning.

CCube Solutions estimate that North Bristol NHS Foundation Trust's project saved £1.3 million within four years.

North Staffordshire Combined Healthcare NHS Trust

CCube Solutions' platform was utilised over several years to manage and deliver patient electronic records around the organisation with the system deployed locally, eventually moving to a Software as a Service EDRM model to provide greater flexibility.

Electronic Patient Records

Nervecentre

www.nervecentresoftware.com

nervecentre
NEXT GENERATION EPR

Nervecentre was founded in 2010 to reimagine healthcare software – to create digital solutions that would genuinely help clinicians do their jobs well. Existing systems were cumbersome and got in the way of care. The NHS deserved better. We had the vision to build a new breed of intuitive, mobile-first software that would put a real-time EPR in clinicians' hands at the patient's bedside and make it easier, faster and safer for them to treat their patients.

The vision hasn't changed. Twelve years on, our passion is to immerse clinical, operational and administrative teams in a personal and positive EPR experience; to build, deploy, and support intuitive software that people love to use rather than tolerate, all based on modern technology that has the highest levels of scalability and availability.

We partner with ICSs, trusts and hospitals to progress digital maturity, whether you're striving for HIMSS level 7 or levelling up. We'll work together to implement ICS level digital solutions that help you achieve your goals - and realise your clinical, operational, and financial benefits at the earliest opportunity.
Today, Nervecentre's EPR platform is at the heart of many NHS trust digital transformation strategies. Clinicians in over 100 hospitals depend on Nervecentre software, and two of the ten largest acute hospitals in England have chosen Nervecentre to support them on their EPR journey.

Nervecentre Next Generation EPR - It's time to aim higher!

Everything together – a seamless and continual experience for faster, easier and safer care

Nervecentre's next generation EPR platform has been designed with – and for – clinicians as they tackle their most resonant challenges: patient safety and flow. Our modern mobile technology gives clinical and operational teams across acute settings the real-time information they need to deliver safer, faster and high-quality care – all in one place.

Relevant information sits alongside tools relating to the work in hand, including EPMA, Order Comms, PAS, ED, Assessments, Outpatients, Clinical Photography, Handover, Pathways, Instant Messaging, Fluid Balance, GP Connect, Hospital at Night, Sepsis, Maternity, eObservations, Clinical Noting, Theatres, Task Management, Patient Flow, Virtual Wards, Patient Status at a Glance and Patient App. When everything is together, patient care is easier, faster and safer.

Adoption is everything

Your biggest risk when selecting an EPR is clinicians choosing not to use it. Poor clinician adoption leads to unfulfilled safety benefits and failing to meet your financial business case.

A study published in the Emergency Medicine Journal surveyed more than 1,600 emergency care professionals. It suggests that good NHS EPR usability can benefit a hospital's clinical, patient flow, and financial functions. It may actively prevent patient harm too by enforcing clinical safety systems.

EPR as a Service – a Saas and cloud-based EPR platform that combines scalability and availability with peak performance

We're all accustomed to technology that's responsive, dependable, and always available on the device you have to hand. Google, Amazon and online banking represent our expectations. Why should healthcare be any different?

Nervecentre EPR as a service is a modern platform that supports ICS and trust-wide digital transformation for:

- Scalability and always-on resilience
- Secure access to patient records
- Integration and interoperability with other IT systems, hospital software and the broader NHS
- Rapid response times
- A device-agnostic approach - you choose when to use mobile or desktops

Agility and transformation at pace

Nervecentre uses microservices to split the EPR functionality into granular components, each running within its own Docker container. This architecture allows us to update any element with zero downtime. We can test new functionality in isolation instead of regression testing the entire system, enabling upgrades in weeks instead of years.

Real-time data-driven care

The Docker layer is managed by Kubernetes to adjust capability and capacity automatically. Data is streamed using Kafka, so any changes made by an end-user - such as adding new prescription items - are streamed to other users and live dashboards in sub-second timeframes; essential for safe and efficient care.

High availability and scalability

Underpinning everything is a database layer that supports hot swapping, allowing databases to be added or removed without causing any transactional downtime.

Continuous updates with zero planned downtime

Nervecentre EPR as a service operates with zero planned downtime and provides continuous feature upgrades, updates, and fixes without any impact on end-users.

- Fully integrated EPR with no limitations
- Enables agility and digital transformation at pace
- Scalable
- Zero downtime for all feature upgrades, updates and fixes
- Real-time patient information across all users

EPR mobility and real-time data - transforming EPRs from retrospective data entry into managing patients in the moment

Trust-wide access to real-time patient records is a fundamental principle of safe care. Clinicians struggle to trust data that is hours, or even minutes, old. Nervecentre gives clinicians live, real- time patient records while they are with their patients.

Hospital at Home – digital support for remote and assistive care

Nervecentre helps trusts realise the significant financial and operational efficiencies associated with Virtual Wards and Hospital at Home services.

Virtual Wards

Trusts have been using Nervecentre Virtual Wards to extend capacity since January 2021 to:

- Identify medically stable patients who are suitable for earlier discharge to a virtual ward
- Monitor and track virtual ward patients in real-time
- Record observations and assessments at the patient's home on mobile devices, enabling clinician mobility

Patient App

The Nervecentre patient app is designed to improve communication and collaboration between patients and their clinical teams:

- Easy patient registration using NHS Login with fingerprint or facial recognition
- Replace paper-based correspondence with immediate electronic messaging
- Book and manage outpatient appointments

Raise your expectations – because the need for change is accelerating

There are great expectations for digital transformation as we emerge from the pandemic and Nervecentre's EPR platform will support you in this journey to make rapid progress. Nervecentre combines a fully integrated EPR with best-in-class features and usability, based on a modern SaaS and cloud architecture that allows us to deliver at pace, be agile and adapt quickly to support NHS transformation and ambitions for digital maturity.

It's time to aim higher – to raise your expectations of what to expect from your EPR. It's time for healthcare to catch up and use the cloud technology that other industries have been using for years.

Electronic Patient Records

TPP

www.tpp-uk.com

TPP is a UK-based health tech company that has been operating in the NHS for 25 years. We have a proven track record of delivery across multiple care settings and currently supply EPR solutions to over 7,000 NHS organisations, supporting 250,000 NHS staff every day.

In addition to our existing product offerings, development work on TPP's next-generation hospital EPR product, SystmOne Hospital, has recently been completed. The system has already been selected as the preferred option by NHS and international hospital providers following detailed assessments by clinical, operational and administrative teams.

Cost-effective Hospital EPR

SystmOne Hospital is a comprehensive yet cost effective software solution developed with the NHS. It comprises an extensive set of modules, available either through desktop or mobile devices, which can be implemented separately or together to suit the needs of individual organisations. Whether you need to implement a fully connected enterprise-wide system, deploy an EPR for the first time, or replace an old departmental system, SystmOne Hospital can enable you to achieve fast-paced transformation.

SystmOne Hospital delivers improved staff experience and enhanced patient safety, promotes patient engagement, and facilitates better data utilisation.

The SystmOne Integrated EPR and Personalised Health Record solution is cloud-based and hosted on a single-platform infrastructure. It is performant, resilient and achieves outstanding availability. It is constantly evolving to meet the changing demands, pressures and priorities of the NHS. Users benefit from monthly, managed upgrades to ensure that the latest technology is always available. This means that all organisations are able to make use of the latest product innovations, without any additional charges or hardware upgrade requirements.

Interoperable and ICS Enabling

We also support Trusts and ICSs with unfettered access to their data, through real-time data flows and APIs. These support the integration of all regional services across an ICS. We deliver on improving data access for direct care and on real-time flows for operations, management, service evaluation, research and innovation.

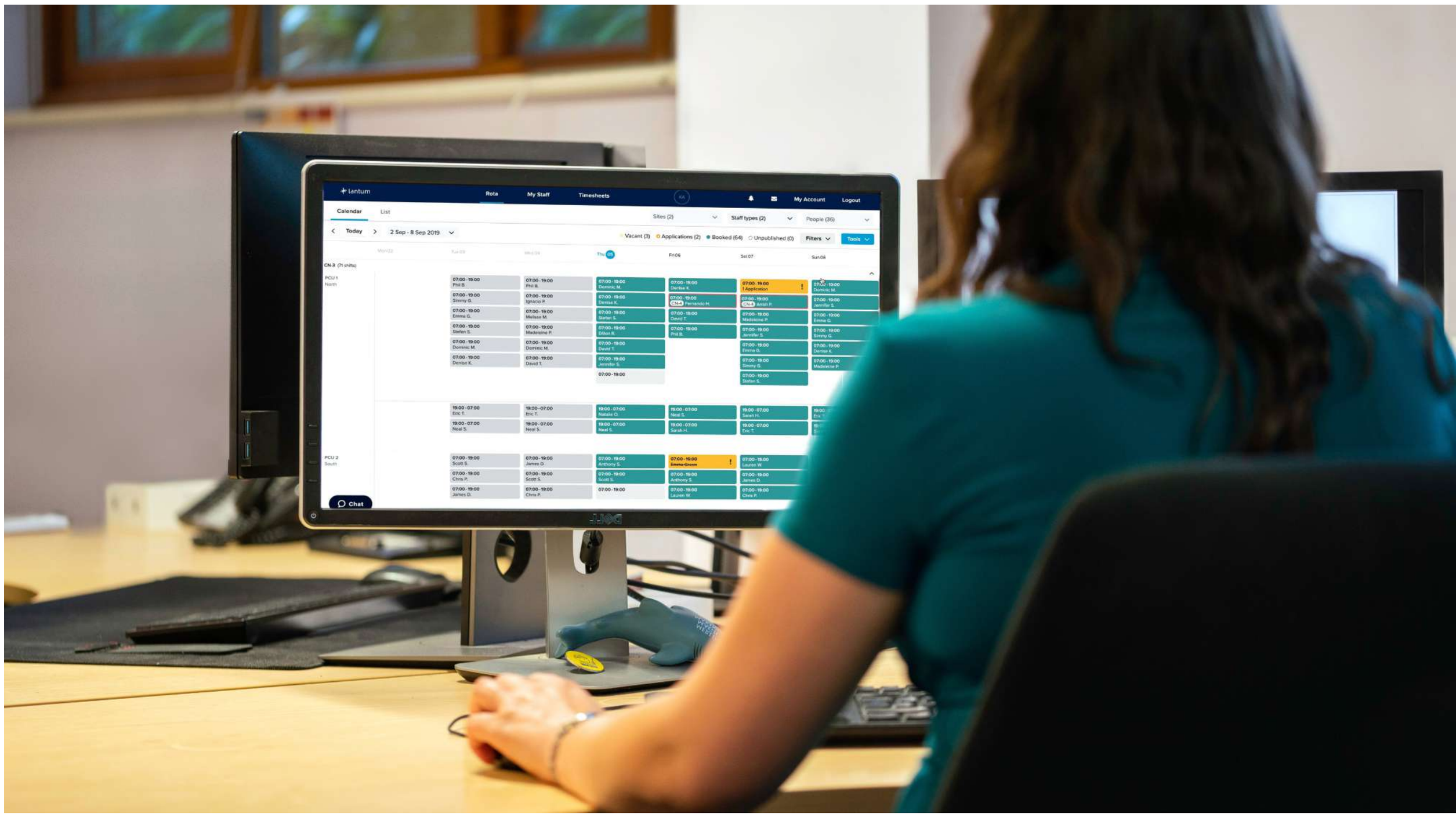
TPP's integrated products allow for complete shared care capabilities across specialist, acute, community and primary care services, offering a unique solution for ICSs. The solution enables seamless, efficient working between staff at different organisations. This means patients only tell their story once, it enables better clinical decision making, and it promotes improved, safer care.

Utilising SystmOne Hospital extends these existing benefits to Acute Trusts. It enables Trusts to work with a highly integrated system, with a seamless interface across ICS services, either through the SystmOne platform or through our extensive interoperability capabilities.

Improving Digitisation through Partnerships

TPP's ethos is to work in close partnership with NHS providers to meet and exceed the objectives of each organisation. We are offering an enhanced level of digitisation, at a fraction of the cost of alternatives, at a time when pressures on NHS funding represent a significant challenge.

TPP's advanced product offering, our genuine, proven desire to enhance care delivery, and our longstanding relationship with the NHS positions Trusts to be able to provide world class, digitally enabled hospitals, showcasing integrated care.



Lantum

www.lantum.com

How Black Country and West Birmingham CCG is transforming system-wide efficiency with tech

When NHS England announced each ICS would get £120,000 in funding to build flexible staff pools in 2020, a question asked by many was "how do we find the right solution to deliver this?" With so many providers out there, and a complex framework to navigate, the process of finding the right solution proved to be harder than initially anticipated.

Flashforward to today, and many Systems across the country have launched pools and are starting to see results.

In this interview, we hear from Sandra Fritz, Workforce Development Manager at Black Country and West Birmingham CCG, as she shares how they approached the project, and what success they've seen to date.

What did your process in terms of recruiting and retaining GPs look like before your partnership with Lantum?

Prior to using Lantum there wasn't any kind of structured process. Our GPs often worked as independent contractors - we left it to the individual GPs and PCNs to make their own arrangements, which led to a number of challenges.

GPs could set their own rates and the practices who could afford to pay more of a premium (generally solubrius areas vs deprived areas) were pricing out smaller and independent practices - resulting in them having less options when it came to filling shifts. This was creating a disparity and an inequality and in turn impacting patient care. For example, waiting times in more rural areas were typically a lot longer as a consequence of this.

Why did you choose Lantum as a provider?

We saw the fantastic work Lantum was doing with Bimingham and Solihull and they highly recommended Lantum's solution to our team.

We wanted a solution that our counterparts had already had a positive experience with, and after talking to some of the other CCGs who are working with Lantum we were confident that their solution had a lot of credibility.

We didn't have the luxury of wasting time - we needed to get moving right away.

The coverage of GPs was also a big benefit, Lantum demonstrated that they had a wide geographic spread. We have quite a large footprint and we wanted to maximise the use of our GPs across that footprint. Lantum has opened up opportunities for our GPs to move across different practices and made that movement a lot more accessible, which is another big plus.

When it comes to streaming processes around managing your workforce, how important is a tech-enabled solution?

Since Covid-19 we have had to work differently like everyone else and it's forced us to speed things up when it comes to adopting technology.

Adding to our digital infrastructure has enabled us to work smarter and have faster turnarounds on projects and activities.

Launching Lantum has certainly made my life easier and I want to emphasise the level of dedicated human support we have had alongside the technology.

How are you approaching implementing a new solution, and has the structure of the team changed with this project?

There has been a lot of change over the past 6 months and we are officially becoming an ICS in 6 months so we are gearing up for that now.

We have offered training and support to the team and we are always questioning how we can do things differently and how we can improve processes and implementing Lantum has been a big part of this journey.

What are the main benefits you have seen so far? e.g.(278 staff registered in 6 months)

Aside from what we've mentioned above, the data that Lantum provides and the way it is presented is fantastic.

It gives us a very comprehensive overview of what is happening in our region overall, as well as the ability to dig down into practices that need more support.

We have presented these numbers and progress to NHS England who were impressed with the visibility and how our practices are engaged with and utilising Lantum.

We had no access to this level of data before and being able to target our time and efforts to the practices that need it the most is invaluable. The practices using Lantum already have really embraced it and we've gotten very positive feedback.

Our partnership empowers us to constantly do better when it comes to processes and fill rates, and has crucially reduced our reliance on agencies, which was always a concern when it came to costs and us operating in the most efficient way.

What are your plans this year to expand your staff bank across other staff types?

We are planning this right now with the team and have already discussed onboarding nurses, administration roles and looking at extended access.

The more we can expand the staff bank the better - because we now know it's a cost-effective solution to the staffing challenges we are facing.

We are trying to minimise bottlenecks and people going to A&E and we want to continue to leverage Lantum to support us with this.

Tackling the Shared Staffing Crisis in Urgent Care

Lantum's free webinar 1st June 2022, 12:30pm - 1:30pm

Rostering in an Urgent Care setting

Issues surrounding demand and capacity in Urgent Care settings have continued to surge over the last few years. Without good staffing levels, UTCs across the UK struggle to fill their rotas and as a result can't offer the number of appointments needed.

In this webinar, we'll hear a panel of experts discuss ideas and tactics for tackling the shared staffing crisis that is causing severe workforce issues across the Urgent Care landscape. They will share:

- **Their experiences of staffing within Urgent Care**
- **How the new NHS structure might impact UTCs**
- **Why we need to adopt a more collaborative approach to workforce management**

The webinar will close with a Q&A, giving you the opportunity to ask the panelists any questions you may have, and to share your thoughts on the topics covered.

The webinar will also be recorded so, if you'd like to attend but aren't able to, please register and we will send you the recording to watch on-demand.

You can register to attend the webinar for free **here**

About Lantum

20 Integrated Care Systems across the UK are using Lantum to launch and grow their flexible staff pools, which is 48% of all systems. The positive results are not limited to Black Country and West Birmingham CCG.

In fact, since launching, Birmingham and Solihull have seen GP numbers grow by 15% and Greater Manchester Health and Care Partnership have saved £4.9m in staffing costs.

To learn more about Lantum and how they can support the launch and continued growth of your flexible staff pool, visit **our website** or email **enquiries@lantum.com**

LOOKING FOR YOUR NEXT

EMPLOYEE OF THE MONTH?

Submit your job listing to **marketing@htn.co.uk** to see it featured on our website

Explore job listings here

Digital Primary Care

X-on

www.x-on.co.uk

X-on's flagship cloud telephony-based product Surgery Connect enables GP practices to transition from legacy phone systems to a fully flexible, adaptable-cost-effective and always up-to-date multi-site system that continually meets the demands of a practice.

Surgery Connect is currently deployed at 1400 practices in England and Wales, serving an estimated 11 million patients and representing around 17.5 percent of the GP practice telephony market.

Sophisticated digital communications are now essential for supporting delivery of high-quality patient care. This is an area of focus for Primary Care Networks which are the future cornerstone of primary care delivery within evolving integrated care systems (ICSs) in England.

With the increasing need for cloud-based products like Surgery Connect and the growth opportunities in the market, X-on has recently secured a significant boost to sustaining its leading market position, through this year's acquisition by business-to-business communications provider Southern Communications Group.

As a subsidiary of the £110 million parent group, X-on now has access to increased funding to accelerate its expansion from its core primary care base to providing X-on branded cloud communications to wider care networks.

In recent months, X-on has experienced substantial increase in primary care customers. GP practices, many of whom have ageing legacy phone systems, have sought to upgrade to sophisticated cloud telephony systems, with a tripling of new customer orders in the most recent reporting period.

This has been driven by the challenges of the COVID-19 pandemic, emphasising the need for practices to have digital technology in place to support functions such as patient call-back, patient triaging, online and video consultations, and remote working by clinicians and other health staff.

Underpinning its award-winning software is the excellent customer service X-on is known for. Practice managers around the country frequently share their positive thoughts about Surgery Connect via Practice Index.

Here are three examples:

"I love how easy the software is to use. Thank you for making what could be another painful NHS platform to use so easy."

"We went live with no interruptions to our services. The training was excellent, so we felt confident to use the system which is very user friendly. The best thing we have done, finally having a telephone service that gives patients choices and we can instantly see what is going on in the practice. Thoroughly recommend X-on, it certainly was a good call on our behalf!"

"Surgery connect has been really effective in the surgery. We are able to now see how many patients are in the queue which helps us put our team on board to help manage the calls coming in. The support team are excellent, they always get back to you."

For more information on X-on and how Surgery Connect could benefit your practice, **get in touch.**

Remote Monitoring and Treatment

Islacare

www.islacare.co.uk

The world will never be the same as it was before the pandemic and the future of healthcare looks very different to the pre-COVID landscape. The Isla platform is one of the technologies that is stepping up to make sure that although healthcare methods change, patients receive high quality care where they are the focus.

Islacare is an award-winning platform that securely captures, stores and shares photos, videos and structured assessment forms between patients, carers, family members and clinicians. This enriched data creates a visual record of a condition over time, allowing for remote monitoring and assisting in clinical decision-making. Isla has already helped reduce waiting lists, improved time-to-treatment and has an 82% patient adoption rate with 98% of patients recommending it to friends and family.

Remote monitoring for acute medicine
Isla supports many acute pathways such as remote submission of anaesthetic (ASA1) forms which are automatically scored to improve pre-operative assessment processes. In wound care we are leveraging computer vision technology to assist in identifying early signs of infection and with the existing pathway we have already demonstrated that patients are six times less likely to be readmitted following surgery, whilst also saving an average of 27km of travel per patient.

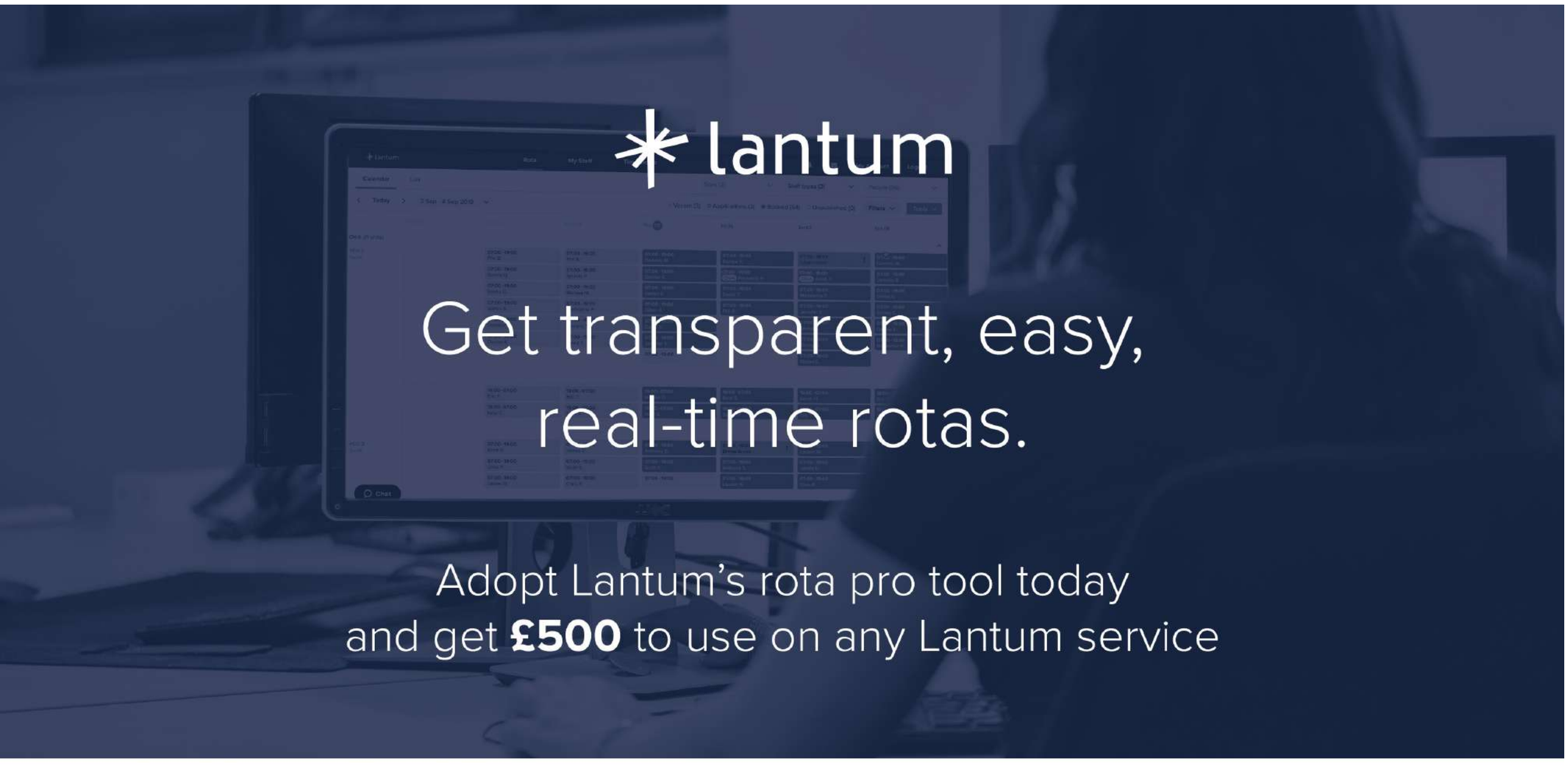
In other pathways, burns patients submit images of their dressings and wounds for review, colorectal patients have their stoma sites monitored, dermatologists monitor a range of conditions with rich photography and neurology patients send videos and forms showing how to monitor spasticity and seizures.

Connecting the hospital and the home
When looking to discharge patients with complex needs or assessing the needs of a home environment, a range of specialities are using Isla to support a Hospital at Home model. Videos are taken of the patients' homes which are assessed by clinicians and equipment is evaluated and installed more quickly. Patients on long-term ventilation are also supported through making video submissions for later review.

Supporting patients throughout their recovery
The pandemic exacerbated the capacity issues for vital therapy services with many waiting lists growing significantly. Isla assists many therapeutic pathways including physio, occupational therapy, SaLT, stroke therapy and many more, reducing the need for in-person appointments and home visits. Data is collected and collated from structured assessment forms and a visual record of the condition is created with photos and videos to give an accurate view of a behaviour or episode. A benefit seen by paediatric speech & language clinicians is that Isla allows them to see children in a natural setting without the presence of clinicians which can be disruptive, and dietetic clinics have also used video to see mealtime practices as well as any allergic reactions.

Collaboration, integrations and security
Isla has grown rapidly and is working with the NHS in acute and community settings, integrating with existing technologies. It is utilised in over 40 diverse use-cases across a range of specialties. We work in partnership with the clinicians to develop tools for their specific needs and make sure that we are setting the standard on web security and information governance compliance among health tech companies.

The Isla platform is one of the technologies stepping up to make sure the quality of care will remain patient-focussed.



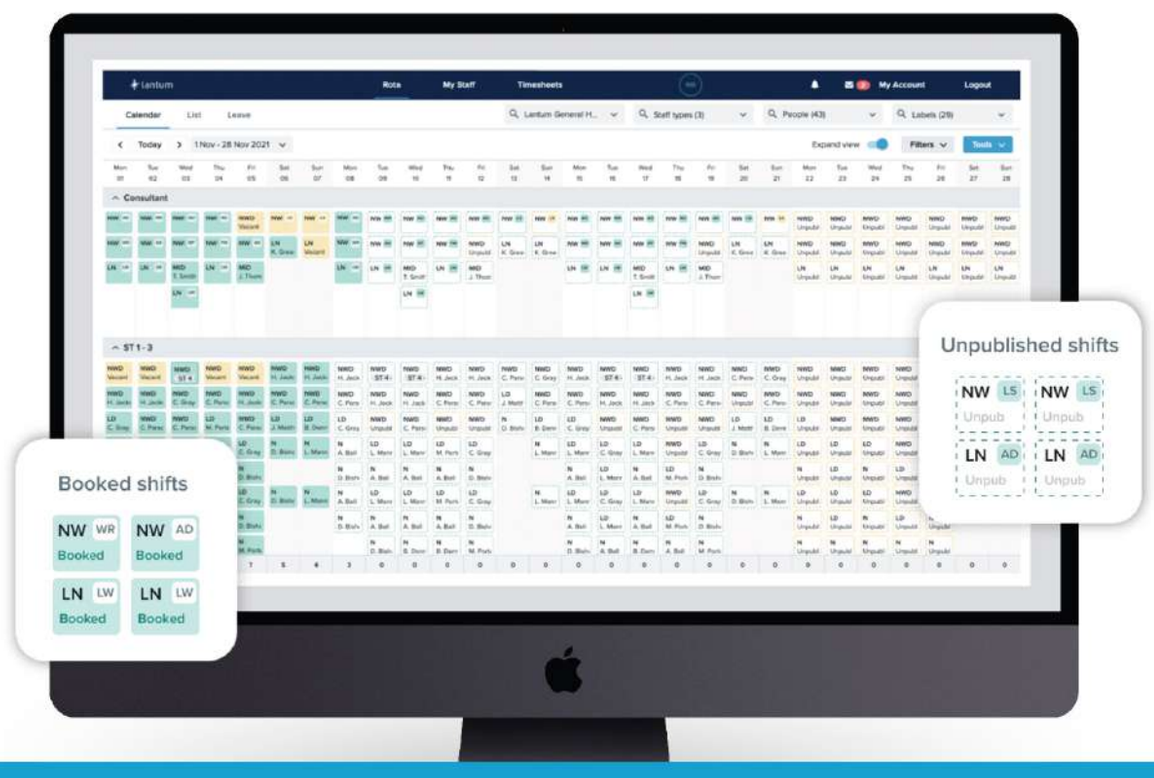
Lantum's total workforce management solution reduces spend, increases capacity and saves time on staffing and admin.

For a limited time only we're offering new customers **£500 credit** when they adopt Lantum's rota tool, and existing customers £500 credit when they adopt an additional rota. The credit can be used how and when needed across other Lantum services, and there's no deadline to use by.

Do more, in less time.

Lantum's rota tool automates time-consuming processes like building rotas, managing staff and doing admin, empowering you to do more of what matters most.

- Get real-time visibility over your rota, so you can identify gaps quickly
- Make changes when and where you need with ease, and all rota users will see these
- Build a pool of trusted clinicians who can fill shifts across multiple sites
- Improve fill rates and gain access to Lantum's network of 30,000+ vetted clinicians



Find out more at **info.lantum.com/500-rota-credit**

Collaboration and Communication

accuRx

www.accurx.com

accuRx

Since accuRx started in 2016, we've consistently seen that the challenges faced by people working in healthcare so often come back to one thing: communication. Whether that's burned-out staff spending time chasing referrals and second opinions whilst jumping between different channels, or patients feeling disconnected from their care providers and having an inconsistent experience when using technology across different parts of the system, communication is a major challenge. Every day, GPs, admin staff, nurses and professionals across healthcare lose time and motivation to these inefficient and fragmented communication systems. Crucially, it's a challenge that causes unnecessary stress and strain, and hampers the delivery of patient care.

Having spent lots of time shadowing healthcare staff, doing user research and speaking to patients, we've learnt that easy communication - to patients and between healthcare professionals - is the key to delivering great care.

This is what has shaped our belief in a better-connected healthcare system, centred around patients, with communication and collaboration at its heart. accuRx exists to allow everyone involved in a patient's care to communicate with each other. But what does that involve, and why is it so important?

With the dawn of ICSs, it's becoming all the more important for patients and the various healthcare professionals involved in their care to come together and communicate easily, efficiently, and from the same information. Simple, intuitive communication solutions that deliver this will be crucial.

That's why accuRx is a platform that (1) is genuinely patient-centred, (2) places communication at the core of healthcare delivery, and (3) enables teams to collaborate around patient data, rather than just document it.

AccuRx is used to triage patients, contact other healthcare providers involved in their care, hold consultations over video, access patients' medical records, and send everything from a template SMS to medical surveys and appointment reminders. And, every conversation with or about a patient is instantly saved to their record.

For example, accuMail allows healthcare professionals to email other NHS services and staff about a patient, and has been used by over 1,000 GP practices to date to quickly coordinate care, ask for advice and send referrals. Our text messaging solution lets GPs send SMS messages to patients, who can then send a one-off text or photo reply, and has been used by GPs to message over two million patients a week. Record View is the only nationally available patient record sharing system that allows any NHS healthcare professional to request and instantly view a read-only summary of a patient's GP medical record with the patient's explicit permission.

We've also built a PIFU (Patient Initiated Follow-Up) solution for secondary care, to empower patients to take control of their health, and reduce unnecessary appointments and the administrative burden of elective recovery on hospitals.

Today, accuRx is used by 98% of GP practices and has users in more than 50% of Trusts. As well as working to deliver greater value for our GP users, we're growing adoption of our technology into hospitals, pharmacies and care home settings to achieve our vision of connecting patient-centred communication across the entire health and social care system.

Electronic Prescribing and Medicines Administration

Nervecentre

www.nervecentresoftware.com

nervecentre
NEXT GENERATION EPR

Mobile closed-loop e-prescribing and barcode medication administration

Nervecentre EPMA provides a safe and efficient closed-loop mobile solution for clinicians. Reducing medication errors and enabling clinical support, our e-prescribing solutions improves patient care.

Nervecentre's mobile EPMA tools allow hospital staff to capture and access data whenever they need to, wherever they are – empowering them with the best information to make accurate, reliable and timely decisions. The tools make e-prescribing part of a fully-integrated EPR, giving clinicians real-time visibility of data that can influence complex prescribing decisions, pathology results, vital signs, medical history, drug charts, current medications and contraindications.

The system incorporates the NHS Dictionary of Medicines and Devices (dm+d) ensuring information exchanges with prescribing systems in other care settings are standardised, and that it uses common drug codes and language. This empowers mobile prescribing and means doctors have rapid access to the national dictionary, local formularies and clinical decision support.

Finally, the system maximises familiar technology to help clinicians meet falsified medicines directive requirements to barcode scan medicines at the point of care. Ward staff can use the built-in camera on standard mobile devices to scan GS1 barcodes at the bedside, removing the need for clunky additional hardware. This simple, convenient functionality allows hospitals to realise the benefits of closed-loop medicines administration, fuelling end-to-end traceability of medicines and strengthening patient safety across the entire patient journey. The closed-loop approach enables hospitals to generate mandatory information for NHS data sets and audits and to stimulate rich, real-time intelligence on medicines utilisation, optimisation and administration.

Case Study: successful EPMA deployment at University Hospitals of Leicester NHS Trust (UHL)

University Hospitals of Leicester NHS Trust (UHL) has taken another leap forward in their electronic patient record (EPR) journey by deploying a closed-loop mobile electronic prescribing and medicines administration (EPMA) system across their hospitals.

UHL completed this digital-to-digital Nervecentre EPMA deployment quickly and efficiently during the pandemic - with zero downtime, minimal disruption to care, and clinician buy-in throughout the process.

The EPMA programme was a collaboration between clinical and technical teams at University Hospitals of Leicester NHS Trust and the Nervecentre software development team, to build a next generation, mobile-first digital EPMA system. The roll-out plan included implementing Nervecentre's EPMA software in its entirety, in short and sharp bursts of activity. UHL first went live with a pilot deployment in three of its medical renal wards in September and October 2020. The pilot was an opportunity to prove the concept before progressing into the surgical and transplant wards. The General was the first whole hospital to go live, followed by the Royal Infirmary and Glenfield. UHL split the deployment into two stages:

1. The build phase allowed the trust and Nervecentre to work together and identify how to apply the software to the trust's processes and where those processes would need to change. The aim was to work out how to implement the EPMA system during regular hospital operating hours without disrupting care.

2. The go-live was when clinicians manually transcribed patients' medication details from the existing system into Nervecentre.

Since the completed implementation of Nervecentre EPMA, the Trust have seen an incredible amount of time and efficiency savings along with some significant patient safety advances.

Improving Patient Safety & Operational Effectiveness at UHL

1. Medicines configuration
The EPMA system has over 3000 doses sentences and protocols configured. These save prescribers time and increase safety. The flexibility of configuration is so great that it allowed the addition of haemodialysis prescription sheet within the drug chart.

2. Smart lists
Smart lists have been configured to facilitate collation of 'real time' information for action e.g. orders of medicines for processing. This has resulted in greater visibility and sped up response times by at least 70%.

3. E-observations and insulin
E-observations results can be displayed within dose sentences. This allowed UHL to display CBG and ketones alongside the insulin dose sentences. As prescribers and administrators could see this information it was decided to move all dosing of subcutaneous insulin from paper insulin charts onto Nervecentre, which reduced paperwork significantly.

Saving Time and Increased Visibility with Nervecentre EPMA at UHL

1. GP connect within arrival meds
A hyperlink to "GP connect" has been embedded into the arrival medications section, allowing staff doing drug histories and reconciliation to jump directly into the GP record of medicines and saving a lot of time that would have been spent logging into systems separately.

2. Non-administered doses for critical medicines
Flagging of critical medicines has made this category of medicines in the system more obvious. The overall ease of ordering and increased visibility of orders to pharmacists is believed to account for a reduction by 22% of non-administered doses on Nervecentre compared to the legacy system

3. Antimicrobial stewardship
A smart list of patients on antibiotics has meant the antimicrobial stewardship ward rounds on AMU are much faster than locating the patient on the legacy system, saving an estimated 80 hours a year. A forced stop date in prescriptions also helps to manage unnecessary prolonged durations.

4. TTO process stage visibility
Case notes were introduced alongside the TTO functionality within Nervecentre EPMA and enabled increased visibility of the end-to-end process of a discharge letter. This live flow is used daily at tactical command meetings to help patient flow and understand blocks in the system.

5. Smart lists – anticoagulation
Creating a smart list of all patients on an anticoagulants for treatment has allowed the anticoagulation team to see newly started patients in real-time, leading to faster review and monitoring of patients, which in turn increases patient safety.

Nervecentre are very proud of their EPMA that provides a safe and efficient closed-loop mobile solution for clinicians - reducing medication errors and enabling clinical support and improving care.

In 2021, Nervecentre were proud to receive the HTN Award for 'Excellence in Digital Co-design' for our EPMA solution. Also, we were highly commended for the award of 'Best Use of Technology in Acute Care' by Building Better Healthcare for our EPMA solution.

HEALTH TECH AWARDS

The Health Tech Awards are back for the sixth year to help share and celebrate digital teams, programmes, innovations and health tech suppliers that have made a difference throughout the year.

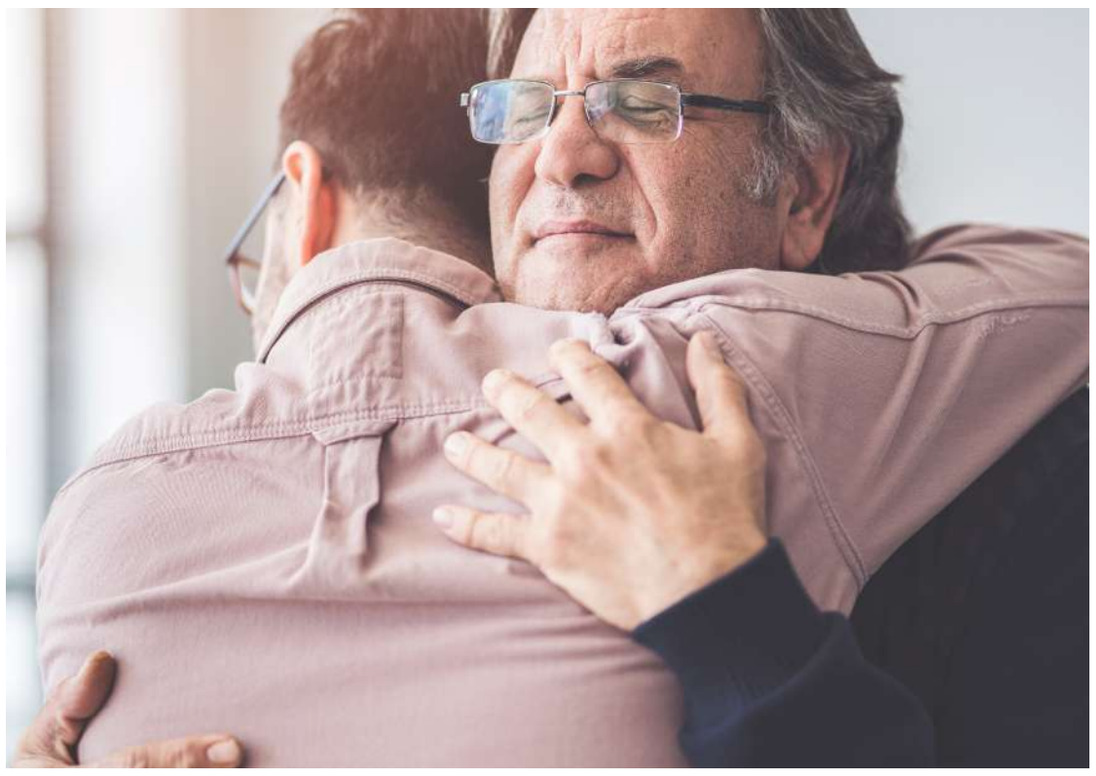
The awards provide a platform to share these innovations and solutions to help future services and systems across health and care. For more information on entering the Health Tech Awards, helping judge each category, or sponsoring the awards programme, please email **marketing@htn.co.uk**

Take a look at the category titles and descriptions to see where you and your organisation can enter this year's awards!

Best Health Tech Solution of the Year
In this category we want to hear about the solution, the problem it solves, and how it benefits stakeholders.

Best Use of Digital in Primary Care
Has your practice, PCN, CCG or Federation adopted tech in the past 12 months? Tell us about the project in this category and what you have achieved.

Major Project Go Live
Have you delivered a major project that's gone live in the past 12 months? We want to hear about the project here, what you did, what it means for stakeholders and what you achieved.



Most Promising Pilot
If your technology or project is at pilot stage, we want to hear about what you aim to achieve, what problem you are aiming to address and what has been the progress to date.

Best Use of AI and Automation Tools
Is your organisation or solution using AI? We want to hear about your work in this category and how AI is being used and what it means.

Best Use of Data
How are you utilising data and information to make improved decisions and processes? We want to hear about your projects, where the use of data is driving insight and positive change.

Excellence in Engagement and Communications
Have you delivered an excellent engagement or communications programme to effectively drive change? Tell us about your work in this category.

Digital Mental Health Solution of the Year
If you have delivered a mental health solution this year, let us know about your work in this category.

Excellence in Video Consultation Software
This category focuses on video consultation software – we want to hear about the solution here.

Digital Pathway and Workflow Optimisation
In this category, tell us about your work to redesign pathways by adopting digital tools.

Best Solution for Clinicians
If your tech or project is supporting clinicians, tell us about your work here.

Efficiency Savings of the Year
In this category we want to hear about the efficiencies generated for your organisation and healthcare professionals. The judges will be looking for evidence-based examples.

Best Digital Solution Supporting Waiting List Management
If you have delivered a solution to support waiting list management, tell us how here.

Partnership of the Year
Is your partnership delivering great results? In this category we want to hear about your partnership and what it means to health and care.

New Innovation of the Year
Have you introduced a new innovation or approach? Tell us about your work in this category.

Digitising Patient Services
If you have worked on a programme to digitise patient services, tell us about your work here – what you did, delivered and achieved.

Excellence in Project Management
This category focuses on digital delivery – how has your team project managed and implemented tech.

Best Solution Improvement
In this category we want to hear how a solution has been improved or if a new module has been introduced to a solution. What improvements have been made.

Global Tech Solution of the Year
This category is open to any solution across the globe. Here we want to know what problem the solution solves for the healthcare system in a particular country, what has been achieved and the associated benefits.

Overall Winner
Every entry into the awards will enter into this category and the feedback from the judges will determine the overall winner of the Health Tech Awards 2022.

The awards are supported by a fantastic group of judges from a wide range of professions and settings. After the judges examine the entries, the HTN team will write a feature article for each category, to help share the projects and people behind them. We believe this acts as a great resource for anyone in the industry to learn more about each project, or entry, in the awards.

Finalists will receive a logo to use as they choose, and the awards features are included in our print edition.

Through an engaging digital awards evening, we share the entries, and announce the winners and highly commended, who each receive a trophy.

SEND IN YOUR AWARD ENTRY TO US BEFORE MIDNIGHT ON
23RD JUNE

FINALISTS ANNOUNCED AND FEATURES PUBLISHED ON THE HTN WEBSITE ON
13TH SEPTEMBER

ATTEND OUR VIRTUAL AWARDS CEREMONY TO CELEBRATE ON
13TH OCTOBER

Imprivata

www.imprivata.co.uk

Delivering ICS Digital Transformation, Identity Strategy and System Efficiency

The 2022 Queen's Speech delivered to Parliament by Prince Charles on May 10th included the intent to implement the Government's Integration White Paper to ensure patients receive better, more joined-up care. The aim is to build on the Health and Care Act 2022 to bring the NHS and local government closer together to make integrated health and social care a reality for everyone throughout England. The 42 ICS (Integrated Care Systems) established across England will be fundamental to delivering on this promise.

The ICSs will enable multi agency partnerships that span the NHS, local government, voluntary, community and social enterprise (VCSE) organisations, and other partners. The make-up of the 42 ICSs is not prescriptive, but varies depending on the different needs of the areas they serve. One thing is certain, fast and secure access to relevant information across agencies will be fundamental to ensure meaningful communication, effective decision making and enthusiastic adoption of this new way of working. A more strategic approach to identity and access management will be required to really deliver on the promise of integrated care.

A strategic approach to the digital transformation needed across ICSs

To truly provide personalised care for patients with joined up services, a holistic approach is needed which will connect organisations, systems and data in secure ways. However, there are numerous challenges to deliver truly integrated care. Many relate to the availability and integration of digital technologies and the skills needed by health and social care professionals and the general public, so that they have the confidence to make the most of what integrated systems can provide.

In tandem with the requirement for more access, connectivity and collaboration, there is a need to increase confidence that joined up services will be secure and that patient data will remain confidential. Cyber security threats continue to mount year by year. In 2019 41% of all security breaches occurred in the healthcare industry. Mass mobilisation of healthcare because of the pandemic, hybrid working practices and the public increasingly accessing their own information via apps, means cyber security will continue to grow as an issue unless it is afforded real focus and treated as a strategic imperative.

With many different organisations using disparate systems across an ICS, bringing those systems together into a cohesive framework that enables frontline staff to deliver enhanced care without disruption, needs careful planning. The use of non-integrated, point solutions in the past has brought security and efficiency issues. As telehealth and remote care become more important components in healthcare provision, a unified platform to manage digital identity is paramount to enable fast, controlled access to patient information to empower clinicians, while protecting sensitive data.

Connected devices such as mobile and medical devices can open up opportunities for new workflows, allow access to patient data much closer to the point of care, and allow healthcare providers to move towards a paper free environment. As access to data extends beyond the traditional desktop/thin-client to connected devices, and out into the community, the need for security is paramount.

The strategic answer is to make digital identity the new control plane through which all access to clinical and patient data systems is managed. Many healthcare organisations already use identity and access management tools, yet few integrate them into a holistic digital identity strategy because in the past this has been hard to do. Now proven tools have become available and a strategic approach to digital transformation is within reach.

Strategic management of digital IDs for people and devices

Healthcare organisations typically use a wide variety of devices including shared and individual workstations from which clinicians access applications and patient information; shared mobile devices with apps that are purpose-built for healthcare workflows; and a growing range of medical devices. The user base in a healthcare organisation is also fluid, with visiting clinicians, registrars, locums, agency staff, and other part-time workers changing the composition of the clinical staff almost daily. The ICS concept provides the opportunity for more collaboration across processes and workflows which may span across multiple organisations.

Digital identity – for employees and devices – provides the enabler for new digitally enhanced workflows.These digital workflows require strong, effective management of permissions, governance and patient privacy while providing the right data at the right time to the right person. There needs to be a balanced approach to ensure cybersecurity policies and controls are implemented in such a way that does not act as a barrier for clinicians, while ensuring that only authorised users can access systems, confidential data remains protected, and an all-encompassing audit trail is created.

Navigating through increasingly complex, disparate IT environments requires a clear, easy to manage yet robust approach to Identity Access Management (IAM). To help healthcare providers assess how they approach this challenge, Imprivata has designed a Digital Identity Framework encompassing governance, administration, identity management, authorisation, authentication and access. It helps organisations manage digital identity and develop a strategic roadmap to identify and address critical security and efficiency areas of concern.

The success of taking a strategic approach to Digital Identity Management can be seen at Bolton NHS Foundation Trust. Early in 2020, Bolton instigated a project to introduce Imprivata Identity Governance, to improve the processes for managing access to systems and data for staff joiners, movers and leavers. Now it takes line managers just minutes instead of weeks to onboard a new employee, grant temporary access or process a leaver, without the need for any IT helpdesk involvement or technical knowledge.

Providing a better user experience for all ICS users with systems proven to be fit for purpose

Whilst logging into systems is a necessity in modern healthcare settings, a fact that clinicians readily accept, the repeated need to login and retype credentials to use these systems frequently becomes a source of frustration. This leads to disengaged users who, at worst, circumvent security to remove this barrier. There must be clinician engagement if healthcare organisations are to leverage technology to its full potential with systems that are truly fit for purpose.

The ICS concept requires multi-agency collaborations that go beyond the NHS to include local government, VCSE organisations and other partners. This brings different users into healthcare processes and expands the need for ease of access to systems, engagement with processes and the skills training to make this happen. To truly exploit the benefits from an integrated care approach, the Digital Identity Management strategy needs to span organisations to enable effective collaboration through shared data and integrated workflows. Just as for clinicians, frustrations with cumbersome systems access and security weak spots must be identified and reduced.

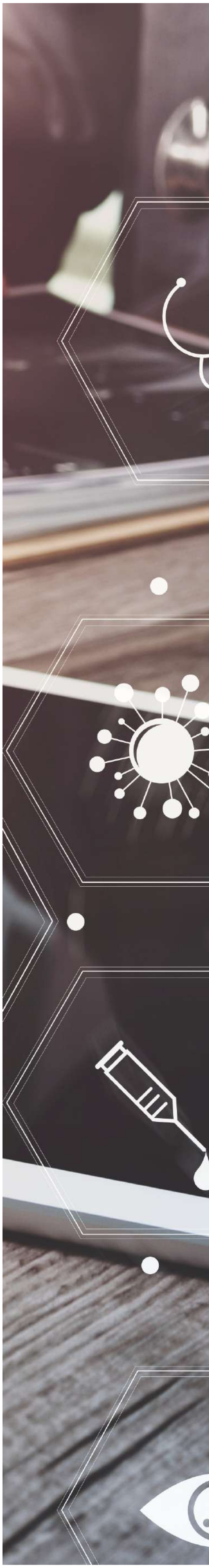
Fast and simple access to systems, devices and data is essential across expanded workflows. Digital IDs which identify users enable them to easily log in and out of systems and devices as they address different patients, move around facilities or work remotely. Digital ID provides the relevant access and capabilities based on the organisation, person and job role. They are simple to administer as staff are onboarded, change roles and leave.

Phillipa Winter, Chief Informatics Officer, Bolton NHS Foundation Trust found that using Imprivata solutions for identity governance meant, "The barriers which have traditionally made it difficult and slow for users to gain timely access to systems have been removed enabling care providers to be more productive, confident that they are complying with data regulations."

Research conducted by Imprivata with our customers, shows that providing such access to multiple systems using single sign on technology can save clinicians up to 45 minutes per shift, time that can then be spent caring for patients. This is a significant quick win for clinicians which is a key step in fostering strong user adoption. Similar time savings and user acceptance can be expect ed for other types of users across an ICS structure.

Another Imprivata user, Liam Abbott, Head of IT Infrastructure and Cyber Security Lead at Royal United Hospital Bath NHS Trust noted that, "To maximise efficiency, it was important that we chose a supplier that could deliver effectively across several organisations. By doing this, we were able to combine our buying power and push for a cost-effective solution that was also easier to roll out."

Richard Corbridge, CIO, Leeds Teaching Hospitals NHS Trust, noted the speed with which Imprivata solutions could be deployed, "In 12 months, we have been able to deliver a single sign-on solution across the entire trust. Over 4,500 staff are now using single sign-on every day and the trust has plans in place to get to its full staff capacity of 18,000 by the end of the year. For those delivering care this has been a leap in both clinical safety and efficiency that, in their words, they 'dreamed of'."



Solving the conundrum of data consumption vs. data overload

User involvement and buy-in is crucial to a successful roll out of any system. Research by KLAS indicates that about a third of healthcare providers cite EHR or IT issues as contributing to employee burnout. As burnout becomes a very real issue within the health service, clinicians are increasingly concerned about their ability to access and process data.

Providing fast access to the right data at the right time, with just the tap of a badge, reduces frustration and supports clinicians in delivering the best possible care, thanks to timely access to information. This same simple way to access appropriate data also has the power to inform all organisations within an ICS on how to deliver better, more integrated care across communities at large and within specific demographics.

NHS Digital has confirmed that Imprivata Virtual Smartcard can now be used for authentication to NHS systems. It provides fast, secure No Click Access® to NHS Spine-enabled applications without the need for physical cards. The solution will improve security by eliminating smartcard workarounds and will support compliance with NHS information governance standards. Nick Roper, Consultant Physician, Clinical Lead, Responsive Care at North Tees and Hartlepool NHS Foundation Trust stated, "Imprivata speeds up the use of PCs saving valuable clinical time. It also reduces Information Governance risk as cards are not left in machines."

Imprivata virtual smartcard removes the need to remember login details, saving time throughout the day and enabling movement from location to location, patient to patient, accessing clinical information on whichever device or computer is to hand, while providing an audit-trail and compliance with the NHS Data Security Protection Toolkit, and EU/UK General Data Protection Regulation (GDPR).

Investment in connecting frontline experience from patients and healthcare staff to strategy and outcome is critical regardless of where an organisation within an ICS is in their digital transformation journey from using paper to being fully digital across all points of care and interaction. Ultimately, digital transformation that aligns strategy to patient outcomes will enable the development of 'learning health systems' capable of reducing error and promoting patient safety and quality of care.

Summary

As the NHS in England moves towards statutory recognition of the ICSs, digital transformation will ensure the new systems work for clinicians and other users within the ICS, as well improving outcomes for patients. The technology is already available to deliver patient information instantly and securely at the point of care, whether in a busy hospital, emergency department, in a GPs surgery, care facility or out in the community.

The Imprivata Digital Identity Framework for healthcare provides a structured approach to help healthcare organisations holistically manage and secure their users' digital identities. In today's complex, high-risk, and regulated healthcare environments this is imperative to a successful ICS strategy. This extends across the full lifecycle in a way that reduces security risks, eases the burden of complying with regulatory requirements, improves workflow efficiencies for users and IT alike, and helps to deliver on the new opportunities and unique challenges inherent in the creation of ICSs. Quickly evaluate the maturity of your current digital identity strategy with Imprivata's digital identity maturity assessment tool and get custom insights to improve your security posture.

References

- Queen's Speech briefing notes: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1074113/Lobby_Pack_10_May_2022.pdf
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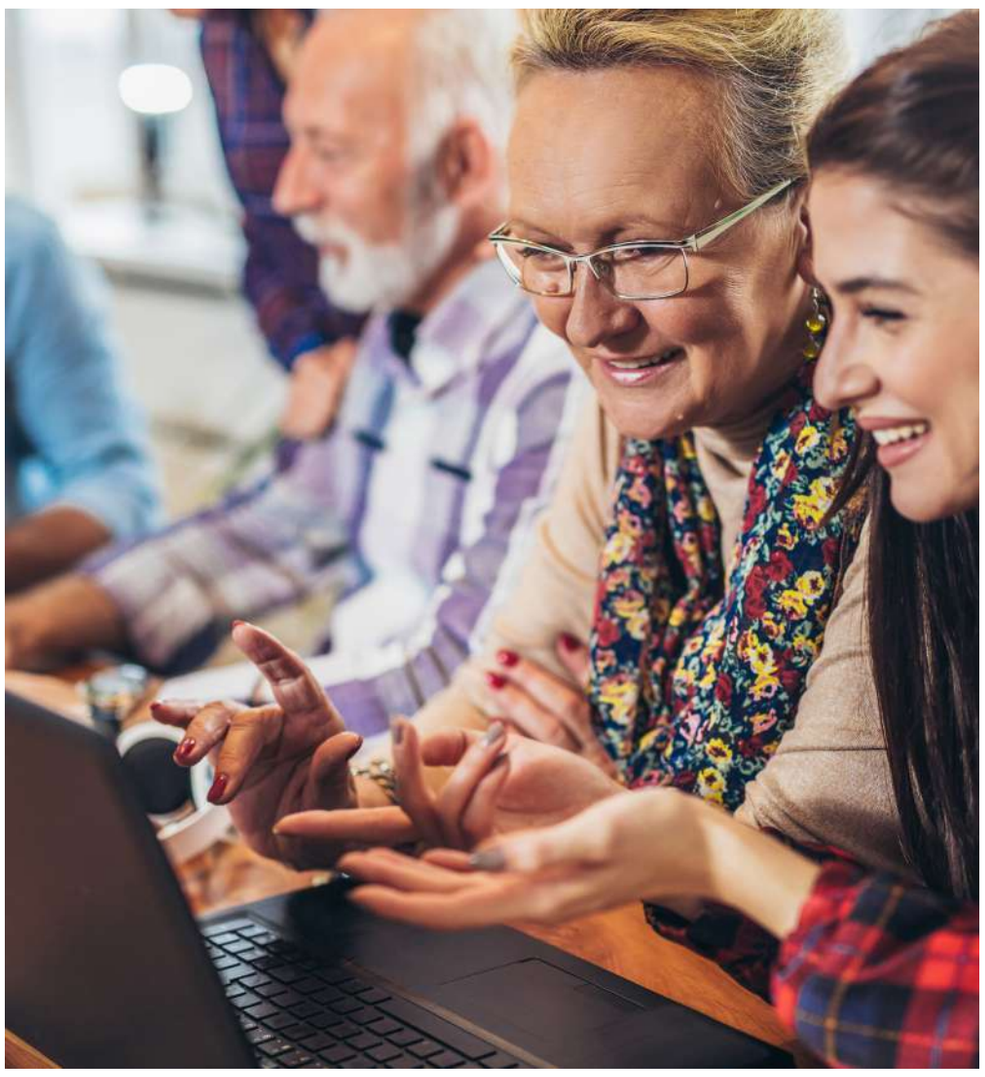

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20th June

HTN Focus: Electronic Patient Records

2

21st June

HTN Focus: Strategy, Transformation and Change

3

18th - 20th July

HTN Festival

4

3rd August

HTN Focus: Digital Primary Care

5

19th - 22nd September

HTN Now: Health Topics for the Now

6

11th October

HTN Focus: Digital Social Care/Digital Mental Health

7

8th - 9th November

HTN Now: Health Topics for the Now

8

5th December

HTN Focus: Citizen Transformation; changing the model; virtual wards; patient access; remote monitoring

HTN EVENTS

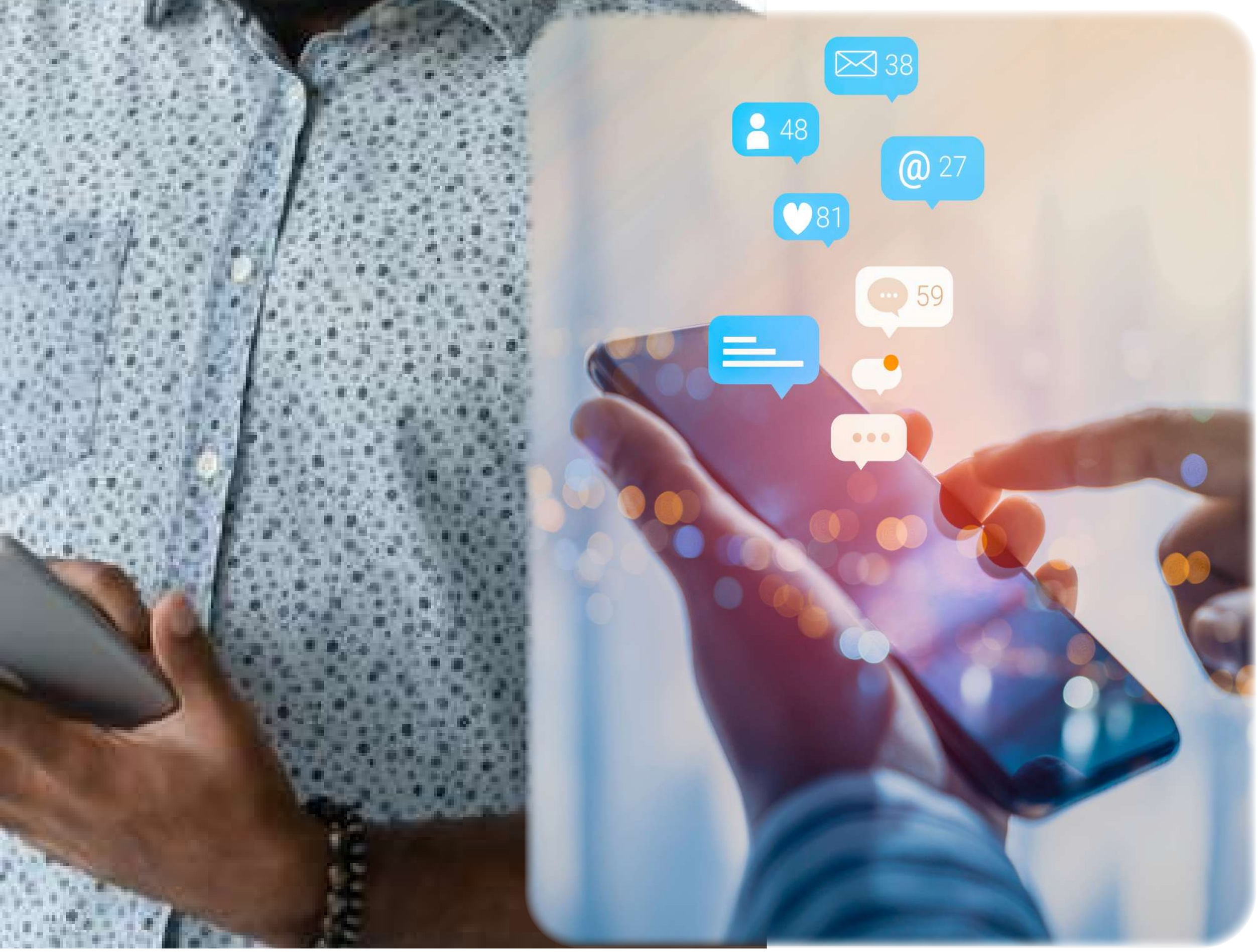
At HTN we provide a unique, expert perspective on health tech from across industry and health care to an exceptional quality. We do this through lots of relationships and a fresh approach to events and media.

The HTN Now tour runs throughout the year, where we bring together the health tech community virtually to share, discuss and collaborate on a variety of topics focused around health technology for the now.

Our HTN Focus events typically run over the course of one day, where we drill down into the detail of one topic throughout a series of live sessions.

In July we'll be running the first event HTN Festival, which will be three days filled with exclusive online content that lives on way after the event is over.

For more information on hosting a live session with us and being apart of any of the events listed, please contact **emma@htn.co.uk**



imprivata®

Delivering ICS digital transformation, identity strategy, and system efficiency

Increased clinician productivity

Virtual smartcard

Effortless access to devices and applications

Secure patient data

Compliance and information governance

Identity and access management platform for the NHS

"Imprivata has transformed our culture from being reactive to proactive around data privacy and governance."

— Russell Cowell, Head of Information Governance, Liverpool Women's Trust

How mature is your digital identity strategy?

TAKE THE ASSESSMENT > https://bit.ly/3sJzvDc

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