



**Herefordshire and
Worcestershire**
Clinical Commissioning Group

The Coach House
John Comyn Drive
Worcester
Worcestershire
WR3 7NS

01905 681999
hw.enquiries@nhs.net

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Jo Ringshall - Chair
Healthwatch Worcestershire
Civic Centre
Queen Elizabeth Drive
Pershore
WR10 1PT

Dear Jo

Re: Healthwatch Report – Digital Access to Healthcare – System Response

Thank you for Healthwatch Worcestershire's Digital Access to Healthcare report. I am pleased to be able to provide a response to the recommendations outlined in the report by way of an action plan.

Healthwatch's report is important to us and provides our health and care system with valuable insight that includes:

- A local response to patient views on digital access and experience, to balance against a number of national surveys on this subject matter, which will ensure that we can tailor responses to the needs of our ICS population
- A post-pandemic response to our population views and experience of digital access and services upon which to understand our gaps and areas upon which to focus and build to improve services

As an ICS we have an active Digital Inclusion programme in place which involves Local Authorities, provider Trusts and voluntary and community sector organisations. Healthwatch's recommendations and our action plan will be incorporated into our Digital Inclusion programme and will be managed within that governance structure. The response provided also indicates how each action is aligned to the wider ICS Digital Inclusion work plan. Moving forward we are committed to further engaging Healthwatch and wider range of voluntary and sector bodies in this work, and the ICB/S partners recognize that they have more to do to engage with these partners.

This report has been shared within the ICS across several digital and clinical groups. We plan to take both the report and action plan to a number of additional groups across the ICS in the coming months to build awareness of Digital Inclusion, the associated programme and action plan.

In developing this response we have engaged with Local Authorities, Trusts and Primary Care as well as colleagues across the CCG in order to inform, shape and agree the action plan. The action plan has also been reviewed by our ICS Digital Inclusion Forum.

The action plan owners indicate a Senior Responsible Owner (SRO) within NHS Herefordshire and Worcestershire ICB. Currently, the senior management structure of the Integrated Care Board is undergoing a restructure, and as such it is not possible to confirm individual names until the outcome of the restructure is confirmed.

The ICS Digital Inclusion Forum, with members from Local Authorities, Trusts and voluntary and community sector partners will support the delivery and progress of the Digital Inclusion Programme and will report progress to the ICS Health Inequalities and Prevention Collaborative. In addition, we will share the Healthwatch report and our action plan with our wider ICS Digital Inclusion Advisory Group, which comprises a wider group of voluntary and community sector organizations and stakeholders

The ICS Health Inequalities and Prevention Collaborative, chaired by Simon Trickett, the ICB Chief Executive Designate, will be accountable for the Digital Inclusion programme delivery. The Healthwatch report and our action plan will be circulated to the ICS Health Inequalities and Prevention Collaborative meeting on 5th April 2022 for information. The action plan will then be reviewed at the May 2022 meeting and every 6 months thereafter.


The ICS Digital Inclusion programme will link up with work alongside other ICS health inequalities initiatives including Core20Plus5 and PCN work around population health management, to ensure alignment across programmes, reduce duplication and work together towards common aims where it is sensible to do so.

Once again thank you for the opportunity to respond to the report. We look forward to continuing to work with Healthwatch in shaping and informing the wider ICS response to what is a significant issue that we need to address as partners. If you have any queries or would like to discuss the contents of the action plan in any way, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mike Emery', with a large, sweeping flourish underneath.

Mike Emery
Director of Digital Strategy & Infrastructure
Herefordshire & Worcestershire CCG



CC
Ruth Leimich
Selina-Nicola Taylor
Tom Grove
Alicia Dunsby

