

Digital tools:

innovation and its inhibitors

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Today's presentation

Some innovative digital tools:

- Agile developments
- Maverick championed
- Not procured conventionally
- Use open data

Inhibitors to innovation:

- Procurement frameworks and processes
- Specification of the solution, not the problem/opportunity
- Assumption that hackdays and competitions are 'the answer'

About us

Birmingham-based SME in 11-25 band

Roots in communications: PR, journalism and design

Employ: digital consultants, three developers, a 'social media magician', lots of writers and a video crew

Work for: government organisations large private sector, non-profits and startups

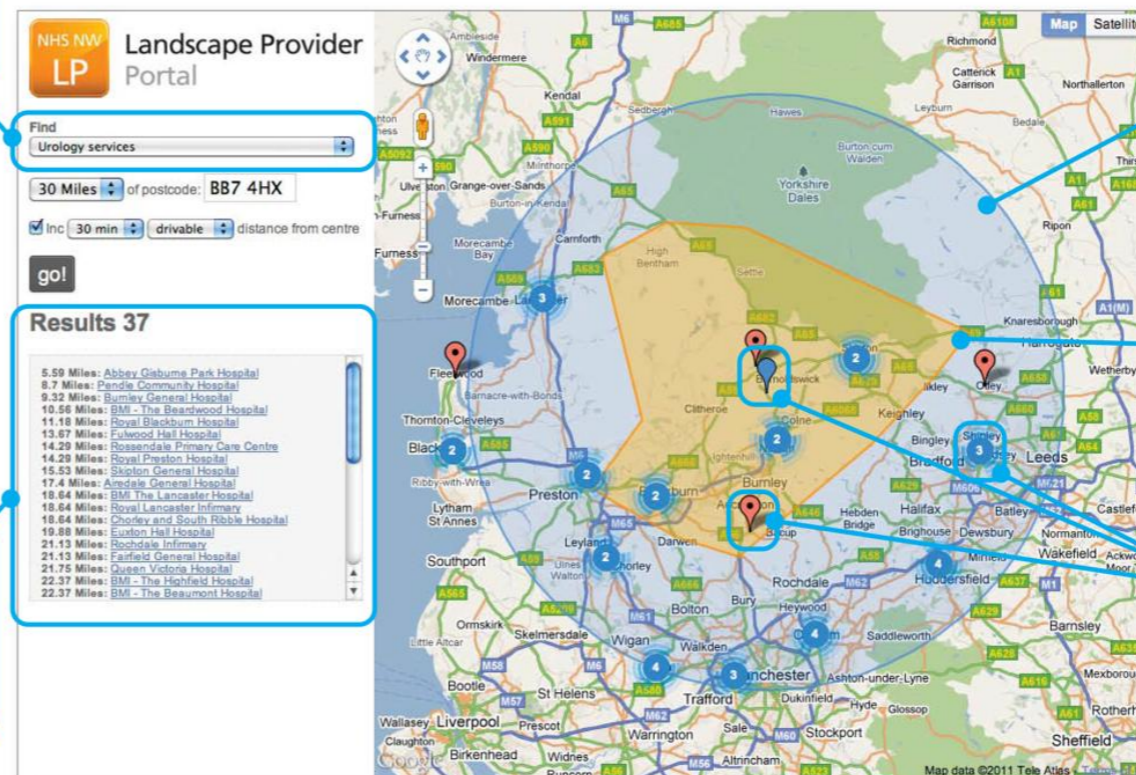


BoilerhouseTM WebTools

Provider Landscape: locating NHS services and presenting their performance data

- Commissioned by NHS NW
- Allows NHS managers to assess local service provision (Health Market Analysis)
- Enables visualisation of implications of rationalisation
- Uses NHS Choices API with Google tools to show provider locations & distances from a specified point

This drop down box contains a list of all services offered by NHS providers.



The results shown are based on the choice made in the drop down box (above) and are generated from NHS Choices data.

The blue circle represents the chosen distance from the postcode entered in this case 30 miles.

The orange shape shows how far you can drive in the chosen time (in this case 30 minutes) from the postcode entered.

Where providers are located close together they appear as a number. Orange pins represent an individual provider. The blue pin represents the postcode entered.

Provider Landscape: locating NHS services and presenting their performance data

- Additional data provided when locations chosen – in this case performance data
- Huge opportunities for use in patient choice of services because recognises importance of travel and transport
- Could save £££ and significantly improve choice process for adult care services – but will need CQC to provide API....

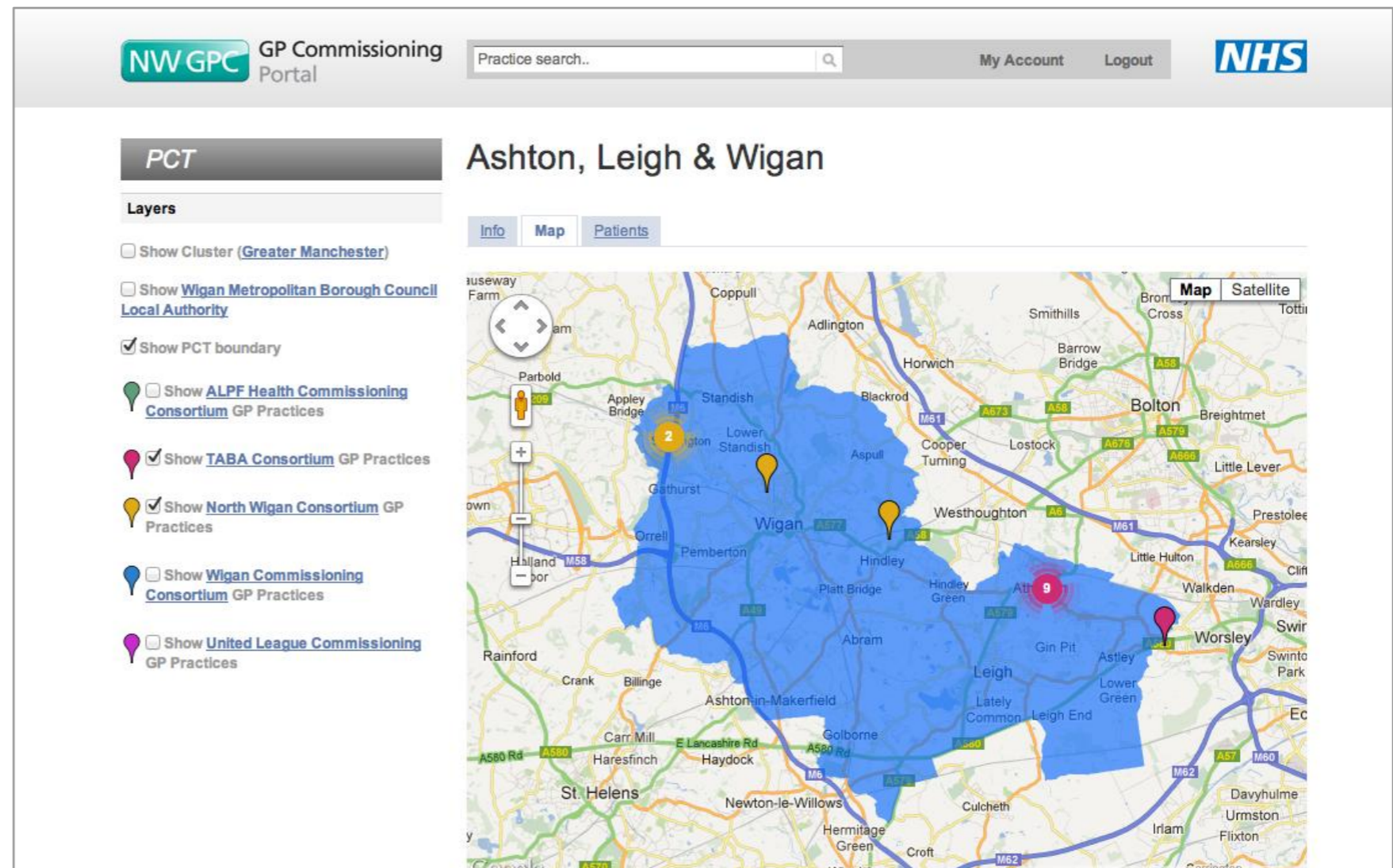
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Gisburn Park Estate, Gisburn, Clitheroe, BB7 4HX
Phone: 01200 445693
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Email: gisburn.enquiries@abbeyhospitals.co.uk
Website: <http://www.abbeyhospitals.co.uk>

Number of completed EQ-5D forms			
Groin	Hips	Knees	Veins
51	43	114	18

Average QALY gain per procedure			
Groin	Hips	Knees	Veins
0.101	0.435	0.32	0.079

GP Commissioning Tool: primary care asset & performance management

- Developed to support GP commissioning
- Provides easily updated 'single version of the truth' in a highly dynamic situation
- Maps with location points and boundary information provide useful additional facilities



GP Commissioning Tool: primary care asset & performance management

- Provides a really easily updatable directory function
- This compares with NHS Choices which is hard for providers to use and therefore always out of date

The screenshot shows the NW GPC GP Commissioning Portal interface. At the top, there is a search bar labeled 'Practice search..' and navigation links for 'My Account' and 'Logout'. The NHS logo is in the top right corner. The main content area is titled 'Ashton, Leigh & Wigan' and includes a map of the area, a 'PCT' label, and tabs for 'Info', 'Map', and 'Patients'. The 'Info' tab is active, displaying the following details:

Basic info	
Number of pathfinders:	5
Number of Practices:	62
Population size:	373,740

Contact details	
Phone:	01942 482711
Fax:	Not specified
Email:	public.enquiries@alwpct.nhs.uk
Website:	http://www.alwpct.nhs.uk/
Location:	Bryan House, 61-69 Standishgate, Wigan, Lancashire, WN1 1AH

Regional
North West SHA

Cluster
Greater Manchester

Local Authority
Wigan Metropolitan Borough Council

Pathfinders
ALPF Health Commissioning Consortium
TABA Consortium
North Wigan Consortium
Wigan Commissioning Consortium
United League Commissioning

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GP Commissioning Tool: primary care asset & performance management

- Can provide access performance data 'all in one place'
- Secure access to data available based on Facebook-like user profile

NW GPC GP Commissioning Portal

Practice search... [My Account](#) [Logout](#) **NHS**

PCT

Bolton

[Info](#) [Map](#) [Patients](#) [Prescribing](#)

NIC

Year	Q1	Q2	Q3	Q4
2010/2011	£13,739,844	£14,310,022		
2009/2010	£13,193,216	£13,596,129	£14,083,717	£13,477,780
2008/2009	£12,902,938	£13,359,785	£13,841,751	£13,160,505

NIC per ASTRO-PU

Regional ranking (Highest = 1, Lowest = 24)

Year	Q1			Q2			Q3			Q4		
	£	Year Change	Rank	£	Year Change	Rank	£	Year Change	Rank	£	Year Change	Rank
2010/2011	£9.05	4.0%	7	£9.43	5.0%	6						
2009/2010	£8.69		9	£8.96		9	£9.28		9	£8.88		7

Regional NIC per ASTRO-PU

Year	Q1			Q2			Q3			Q4		
	Avg	High	Low	Avg	High	Low	Avg	High	Low	Avg	High	Low
2010/2011	£8.41	£10.18	£6.72	£8.66	£10.58	£6.92						
2009/2010	£8.12	£9.82	£6.53	£8.38	£9.94	£6.79	£8.70	£10.30	£7.04	£8.16	£9.81	£6.57

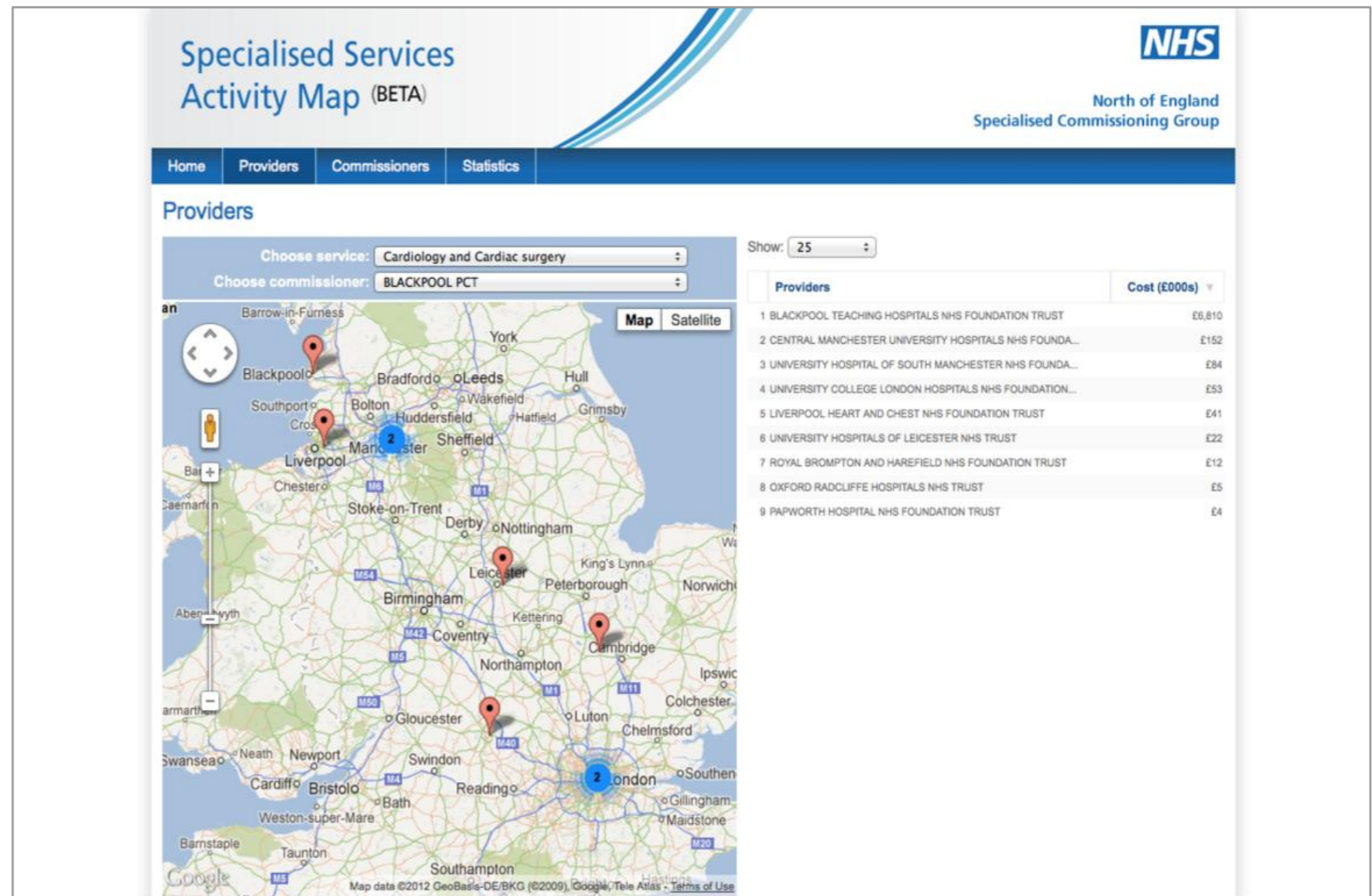
GP Commissioning Tool: primary care asset & performance management

- Incorporates other useful free tools

The screenshot displays the NW GPC GP Commissioning Portal interface. At the top, there is a search bar labeled 'Practice search..' and navigation links for 'My Account' and 'Logout'. The NHS logo is visible in the top right corner. The main content area is titled 'The Harwood Medical Centre' and includes an 'Info' tab and a 'Streetview' tab. Below the title, the address 'Harwood Medical Centre, Hough Fold Way, Bolton, BL23HQ' is listed. On the left, a map shows the location with a blue pin. On the right, a street view image shows the building at '195 Hough Fold Way, Bolton, England'. The street view includes a compass and zoom controls. The building is a single-story brick structure with a sign that reads 'Hough Fold Way' and 'RESERVED' on the pavement.

Specialised services commissioning tool

- Provides new insights for commissioning – shows things not immediately obvious from spreadsheets
- eg makes spending with ‘outlier’ providers easy to see



Specialised services commissioning tool

- For each provider and commissioner, users can drill down into further information
- Data aggregated at regional level



eWIN workforce benchmarking for NHS

- Started with brief 'we do this on spreadsheets: there must be a better way'
- Now used by 4 regional authorities and 100s of PCTs and trusts
- Innovation is in quality of presentation and linking of hard performance data with best practice tools
- Plus its on www and securely accessible from anywhere via username and password

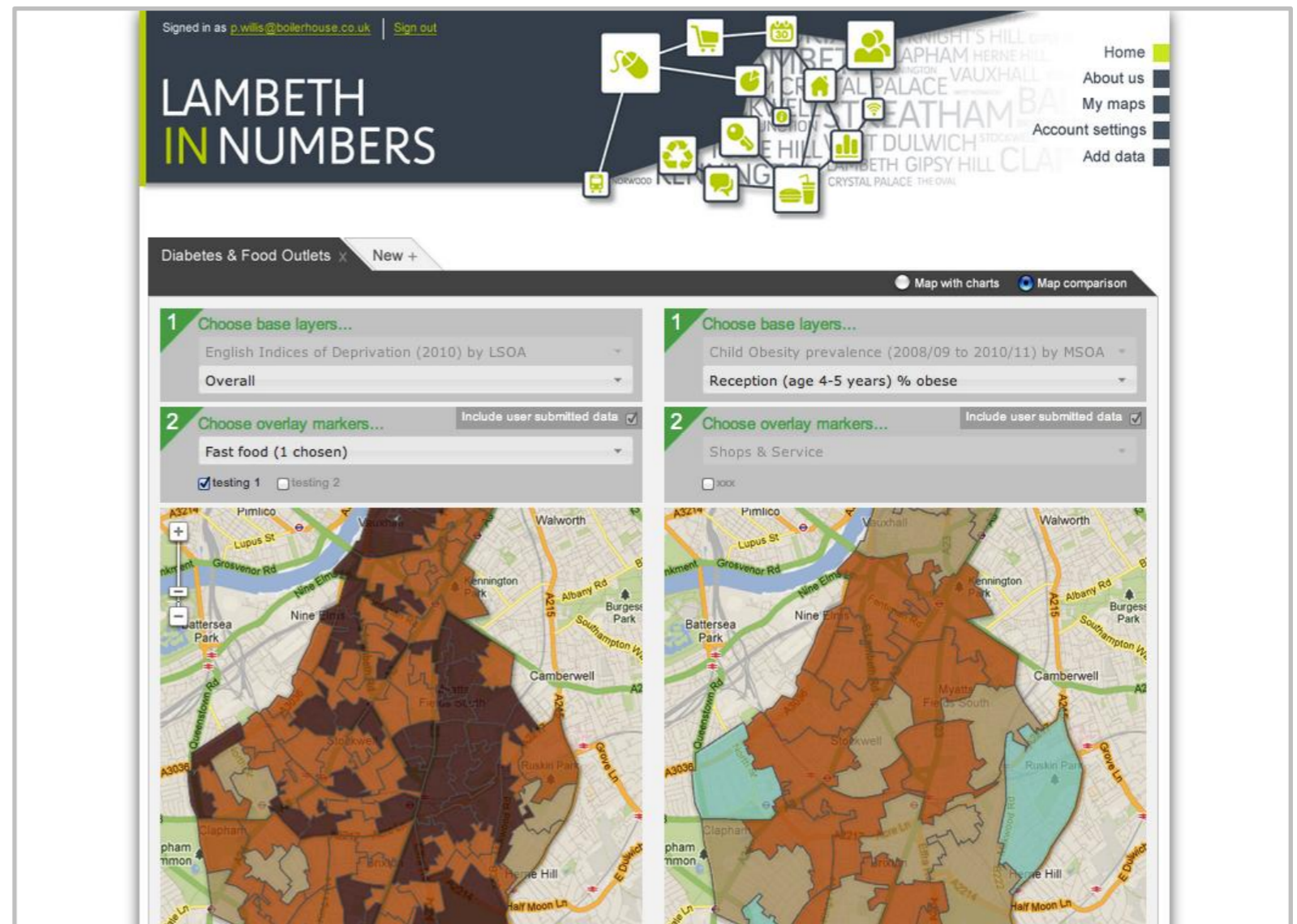
The screenshot shows the eWIN Workforce Information Network Portal website. The header includes the eWIN logo, the text 'Workforce Information Network Portal', 'the hub experts in workforce modernisation', 'Business Plan' with a link to the 2012-2015 business plan, and the NHS North West logo. A navigation menu contains links for Home, About, Benchmarking Service, Forums, Knowledge Exchange, Links, News, Events, and Contact, along with a search bar. The main content area is titled 'Benchmarking Service' and contains a descriptive paragraph about the service. Below this are sections for 'Tools & Resources' (including QIPP, Priority Areas, and Costing Tool), 'Useful Links' (Electronic Staff Record, NHS Information Centre, NHS Productivity), and 'Related Documents' (WOVEN report, Y&H LETB briefings). A three-step process is outlined: 1. Your Summary (with a notepad icon), 2. Benchmark Your Data (with a bar chart icon), and 3. Calculate Potential Savings (with a calculator icon). Each step includes a brief description of its function. The footer contains copyright information for 2012 NHS North West and links to NHS Direct Online, Copyright, Privacy & Cookies, News feed, and Events feed.

eWIN workforce benchmarking for NHS

- cutting the cost of performance reporting and data presentation
- easy access through any web browser: data is password protected
- attractive presentation makes data useful, usable, and readily shared

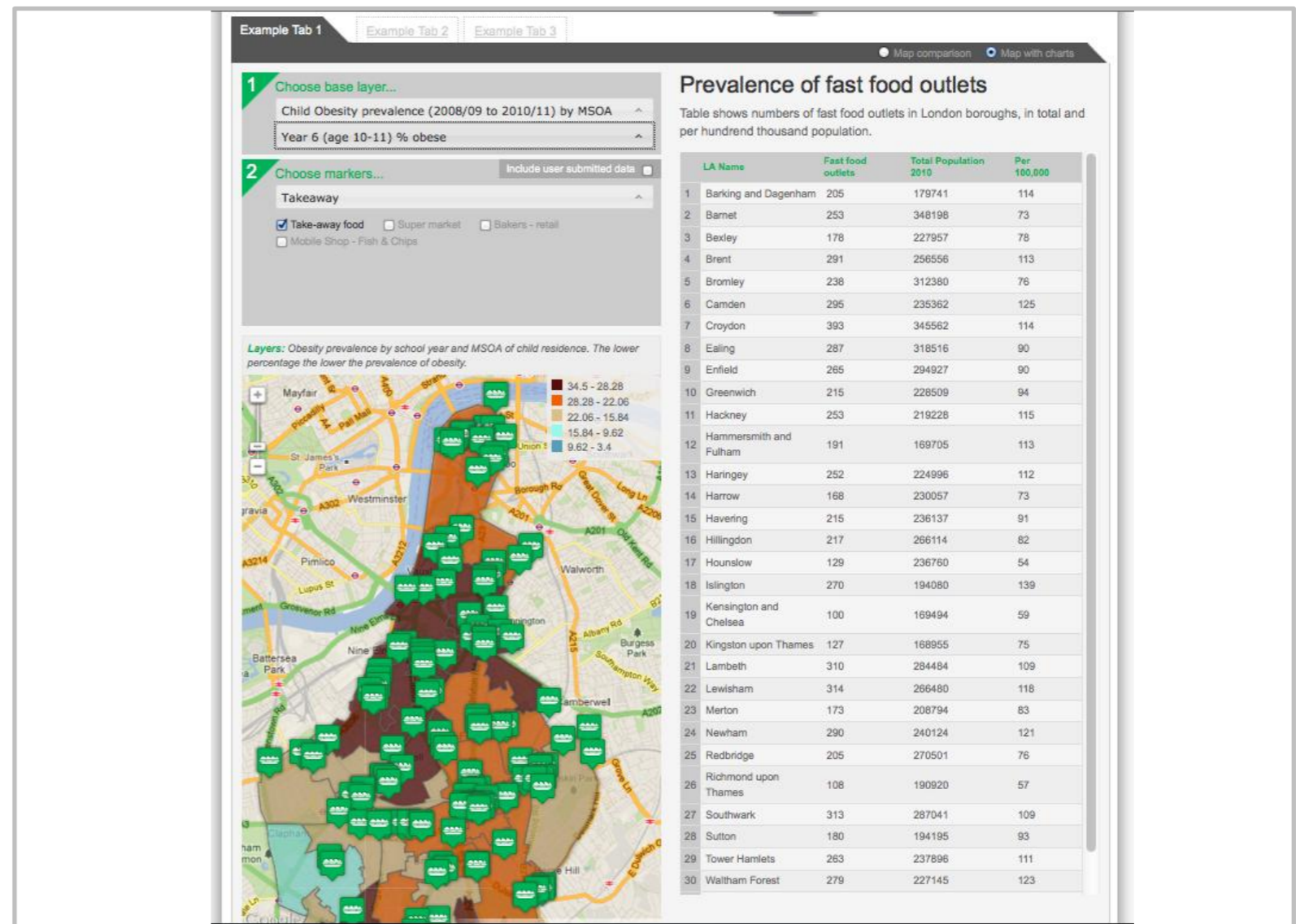
Local Open Data Demonstrator

- Project funded by DCLG to show potential of open data to inform decision-making
- Lambeth see citizen access to data as fundamental their 'co-operative council' aspirations
- Uses open data from Department for Communities, LB Lambeth, National Obesity Observatory, and others
- Innovations are simple and not always technical: eg here maps are placed side by side to enable comparison by eye



Local Open Data Demonstrator

- Data needs to be presented in compelling ways enabling exploration in order to engage non-experts
- Location of facilities can be overlaid onto chosen base layer
- Here we show takeaway outlets overlaid onto base layer showing obesity data for age 10-11
- Lambeth's score for fast food outlets per 100,000 population is shown in table (109) along with other London Boroughs



Local Open Data Demonstrator

- 'Add' my data function is a 'crowd-sourcing' tool
- Could be used to engage local residents and collect otherwise expensive-to-gather data
- Projects like this show the potential of today's technology to make data and data manipulation accessible to managers, decision-makers, citizens – unmediated by experts

Signed in as [Vicky Sargent](#) | [Administration](#) | [Logout](#)

LAMBETH IN NUMBERS BETA

- Home
- Map comparisons
- Add my data
- Forums
- Account Settings

Title

Marker type:

- Restaurant/cafe/snack bar
- Restaurant/cafe/snack bar
- Public House - Catering
- Take-away food
- Grocers & Small Supermarkets
- Bar/cafe bar/ bar-restaurant
- Food Manufacturers
- Market Stalls
- Delicatessen
- Catering Company
- Super market

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What supported these innovations?

	Provider Landscape	GP commissioning tool	Lambeth Open Data	Specialised services	eWin
Agile development	●	●	●	●	●
Maverick championed	●	●		●	
Unconventional procurement	●	●		●	
Use of open data	●	●	●	●	

Inhibitors to innovation

- Closed **procurement frameworks** kill off experimental projects
- New developments like **G-Cloud** should help, BUT poor usability of ‘SME-friendly’ frameworks will deter SMEs
- Procurement rules can inhibit development of **hackday outputs**
- **Specify the solution, not the problem/opportunity: this may be forced by procurement rules**
- **Competitions can be as onerous and inhibiting as procurements**