DIGITAL HEALTH IN THE NHS – HOW TO OPEN THE DOOR
Aimie Chapple, Accenture Health UKI and UKI Chief Innovation

So as we think about the challenges, and the opportunities, it’s actually both an amazing challenge to get everything to be safe and secure but then at scale it’s the only way we’re going to deliver.

So one of the things that’s going to be most important is that we see what digital interactions work and then build on them. Just like when banking, when we first started digital banking. The first thing you could do was see your balance and you knew it was safe. The second thing you could was start to have some interaction with your bank. And now you can’t imagine even going to a branch or having a banking experience. Well I doubt you’ll never have to go to the doctor or you’ll never have to go to a hospital, what I imagine is the kind of interactions we’re going to have with our healthcare providers and coaches and wellness experts is going to have a profound difference than the ecosystem in which we imagine it today.

So the patients are ready. And they’re clinicians, they’re getting ready too. There’s a whole cohort of clinicians who are engaged and interested in not only using digital solutions but actually co-creating and creating those solutions in order to better service their patients, their patient needs in the community around them.

We know that it’s an important way to deliver valuable and economical care within our country. And my guess is this is only the beginning of what we need to do. So there are some vast and very challenging programmes ahead. But what I’m really pleased about is that as each time we look at the increments of progress, and if you look around us today in this wonderful venue, we’re seeing that progress in action, in ways of working, in solutions.

So I’m really excited about where the NHS is on their digital journey. They have embraced this as part of the 2020 vision, and I think we’re well on the road to a digital NHS.

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