

Internet-era healthcare

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Hello

Government
Digital
Service



Cabinet Office

NHS



Department
of Health



- 1. Better health**
- 2. Better healthcare**
- 3. Lower cost**

Failed NHS computer fiasco costs taxpayers ANOTHER £2bn - even though the £12bn modernisation project has been scrapped

- Government in contract dispute with U.S. technology providers

By CHARLES WALFORD FOR THE DAILY MAIL

UPDATED: 13:23, 8 December 2011

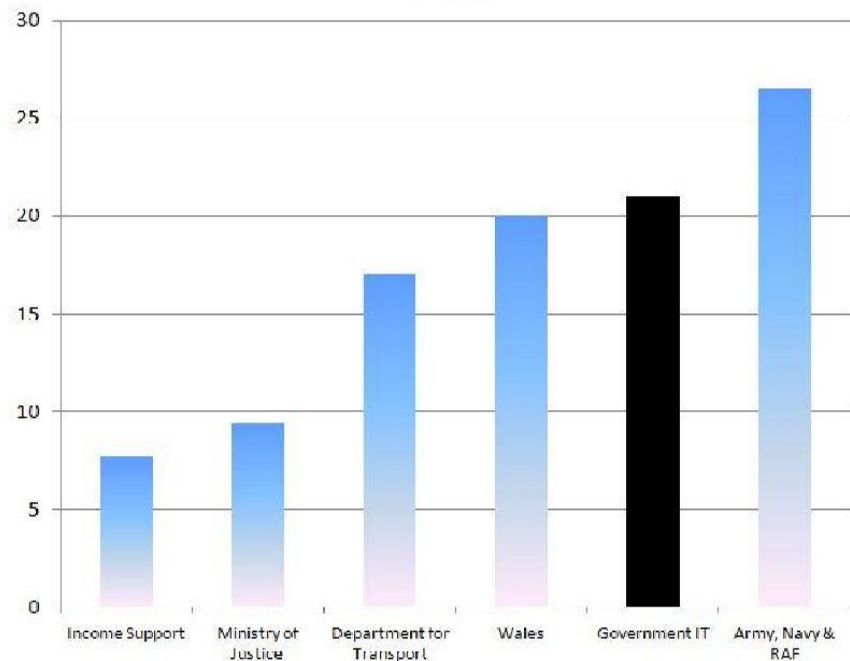


 **28**

View comments

Government Spending

(£bn p.a.)



Source: Guardian 2009 quoting Governmental reports, Institute for Fiscal Studies, Public Expenditure Statistical Analyses.
"Wales" means all devolved spending - health and Social Services, Local Government, Enterprise, Environment, Rural Affairs and Culture plus the Welsh Office.
"Army, Navy and RAF" means all operational spending

Lesson #1

The Internet is
eating everything

While we've been busy
getting the **NHS** to go
'paperless'...



UBER

amazon.com[®]





Tom Loosemore

@tomskitomski



Following

Digital: Applying the culture, practices, processes & technologies of the Internet-era to respond to people's raised expectations.

RETWEETS

57

LIKES

79



11:00 AM - 10 May 2016







Application to register a non-GB driving licence

Please read the important notes over the page before filling in this form.

D9

Please use CAPITAL LETTERS and fill in this form in black ink. Please put ☒ against all that apply:

This form only applies to European Union/European Economic Area (EU/EEA) licence holders. Licence holders from Great Britain (GB) should use form 'Application for a driving licence' (D1) to apply for a photocard driving licence.

Do you have a licence to drive:

- * buses – with 9 or more passenger seats or
- * lorries – weighing more than 3.5 tonnes?
- * are you a holder of a Northern Ireland (NI) driving licence? See note A.
- * was your licence issued by a European country? See note D.
- * are you currently resident in the United Kingdom (UK)?
- * do you wish to sit a test in the UK?

If you can answer Yes to one or more of these questions – please read on.

1 What are you applying for? (See note B)

First application to register your licence ☐

To replace my licence as it has been:

lost ☐ stolen ☐ defaced ☐ destroyed ☐

Add the following provisional entitlement to drive:
(See note I for vehicle category descriptions)

- * Motorcycles – category A ☐
- * Car – category B ☐
- * Car with trailer – category B + E ☐
- * Road rollers, tracked vehicles – category g, h ☐
- * Large vehicles – category C ☐
- * Medium-sized vehicles – category C1 ☐
- * Large vehicles with trailers – category C + E ☐
- * Medium-sized vehicles with trailers – category C1 + E ☐
- * Buses – category D ☐
- * Minibuses – category D1 ☐
- * Buses with trailers – category D + E ☐
- * Minibuses with trailers – category D1 + E ☐

When applying for provisional bus/lorry entitlement you also need to submit a Medical Examination Report (D4).

2 Convictions (See note F)

Your conduct

Applying for lorry entitlement

Give details of findings of guilt, fixed penalties and cautions relating to drivers' hours or records, roadworthiness or loading vehicles.

Applying for minibus or bus entitlement

Tell us about any findings of guilt, fixed penalties and cautions for offences not relating to driving.

Please also tell us about any driving offences committed by you.

Date of offence	Court	Offence	Sentence or fine

3 Your details

The phone/mobile numbers and email address fields are optional. If provided, they may be used to contact you about your application. We will not use these details for any other purpose.

Title: Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other (for example, Dr)

Surname:

First names:

Date of birth: DD MM YYYY

Full current address

House No.

Postcode:

Previous address:

Country you were born in:

What date did you come to live in the UK? DD MM YYYY

If possible, please provide a daytime phone number and/or email address where we can contact you if there is a problem with your application.

Full phone/mobile number (optional):

Email address (optional):

Please enclose your current EU/EEA licence. It will be returned to you.

Country of issue:

Licence number:

4 Your signature

You must fill in this section.

Important notes

A Northern Ireland licence holders only

As a result of a change in legislation, from April 2009 Northern Ireland licence holders no longer have to register to take advantage of the fixed penalty system.

B Registering your licence

The law requires all those who live in GB who drive buses – from 9 passenger seats – and vehicles weighing more than 3.5 tonnes – to be registered with the Driver and Vehicle Licensing Agency (DVLA).

You are required by law to do this within 12 months of you taking up residence.

Drivers who exchange their licence in GB are automatically registered.

If your licence is lost or stolen and you are unable to get a duplicate from the country it was issued, you can apply for a GB licence from DVLA.

Note: As a result of a change in legislation, from April 2009, European Union (EU) or European Economic Area (EEA) licence holders are no longer required to register their licence to accept a fixed penalty.

How to register

Please fill in this form and send it, together with all parts of your national driving licence, to DVLA, Swansea, SA99 1BH. If you are an EU/EEA licence holder you will be issued with a letter of registration document.

C Driving licence rules in GB

As the holder of a licence issued by another EU member state or one issued in Iceland, Liechtenstein or Norway (see note D), provided your licence remains valid, you can drive in GB until age 70 or for three years after becoming resident whichever is the longer period. Expired licences are acceptable to exchange for a GB licence.

The rules for holding a GB driving licence are almost certainly different from those in the country in which your licence was issued. The rules in GB for medical, driving conduct, road safety and driving licence renewal are those which you must observe if you live here.

Bus/Lorry drivers

When you are 45 years old and over, you will have to renew your licence at least every five years – 65 year olds have to renew annually – subject to passing a medical examination by your doctor. Once your EU/EEA licence expires or you reach the above age limits you must apply to DVLA for a GB licence.

Note: If you pass a driving test in GB you will be issued with a licence valid for a maximum of five years. Drivers under 45 must fill in the medical questions on the D2 application form or the renewal reminder form. Drivers over 45 will also need to supply a D4 medical examination report at each renewal and fill in the medical questions.

D Relevant countries

E Medical conditions

If you have ever had or presently suffer from any of the following conditions you must tell us immediately. You can do this by writing to the Drivers Medical Group, DVLA, Swansea, SA99 1TU with the nature of your condition. We will be able to process your application more quickly if you complete and include the relevant questionnaire which you can download from www.gov.uk/driving-medical-conditions Alternatively you can tell us by phone by ringing 0300 790 6806.

- * Diabetes controlled by **insulin**
- * Diabetes controlled by **tablets**
- * Epilepsy
- * **Any conditions affecting either eye**
Not including colour blindness or short or long sight
- * **Any condition** affecting your visual field or acuity (Apart from wearing glasses or corrective lenses)
- * **Total** loss of sight in one eye
- * **Any form** of stroke including TIA
- * Fits or blackouts
- * **Any type** of brain surgery, severe head injury involving **in-patient** treatment, or brain tumour
- * Angina, other heart condition or heart operation
- * An implanted cardiac pacemaker
- * An implanted cardiac defibrillator (ICD)
- * **Repeated** attacks of sudden disabling giddiness
- * **Any other chronic** neurological condition including Multiple Sclerosis, Motor Neurone and Huntington's Disease
- * **A serious** problem with memory or periods of confusion
- * Persistent alcohol misuse or dependence
- * Persistent drug misuse or dependence
- * **Serious** psychiatric illness or mental ill health
- * Parkinson's disease
- * Narcolepsy
- * Obstructive Sleep apnoea syndrome
- * **Any persisting** limb problem which needs driving to be restricted to certain types of vehicle or those with adapted controls
- * **Severe** learning disability

You must tell us immediately about a relevant condition or a condition getting worse, you could have to pay a fine of up to £1000 if you do not.

See important note below

Obstructive Sleep Apnoea Syndrome (OSAS) is a condition that often goes undiagnosed. We suggest that you go to www.sleep-apnoea-trust.org/driving-and-sleep-apnoea for further details about how to recognise symptoms.

F Your conduct – Large goods and passenger carrying vehicles

In all cases of questionable conduct the Traffic Commissioner for the area in which you live will decide whether to grant your entitlement to drive large goods or passenger carrying vehicles.

Driving conduct

You must tell us if you have any convictions for breaking the rules about:

- * drivers' hours

Digital transformation will happen. But it might be done **to the NHS**, rather than **by the NHS**.

DIGITAL PATIENT News

apps | GP Now | Jeremy Hunt | NHS Choices | NHS Digital | NHS.uk | patient port | Push Doctor

Laura Stevens

10 October 2016



'Is the NHS going to be Ubered?' - DH digital head



+ Jobs

Information Governance
North West / competitive

Fast tracks CHC nurse As
East Midlands / competitive

Lesson #2

**Bad service design is
not a viable policy option**

**“What if we
increase demand?”**



Sign up for SystemOnline

Fill in the fields below to sign up for SystemOnline.

Account ID	<input type="text"/>
Account linkage passphrase	<input type="text"/>
Organisation code	<input type="text"/>
Surname	<input type="text"/>
Date of birth	<input type="text"/>

[Help](#)



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“I haven’t got a username or password...”

“I don’t know [my] ID...”

“If I login, I might see no appointments, but if I ring, I might be able to arrange it.”

Patients 108, 105 and 97

Lesson #3

Healthcare is a **web**,
and you can't control it

53m+ population

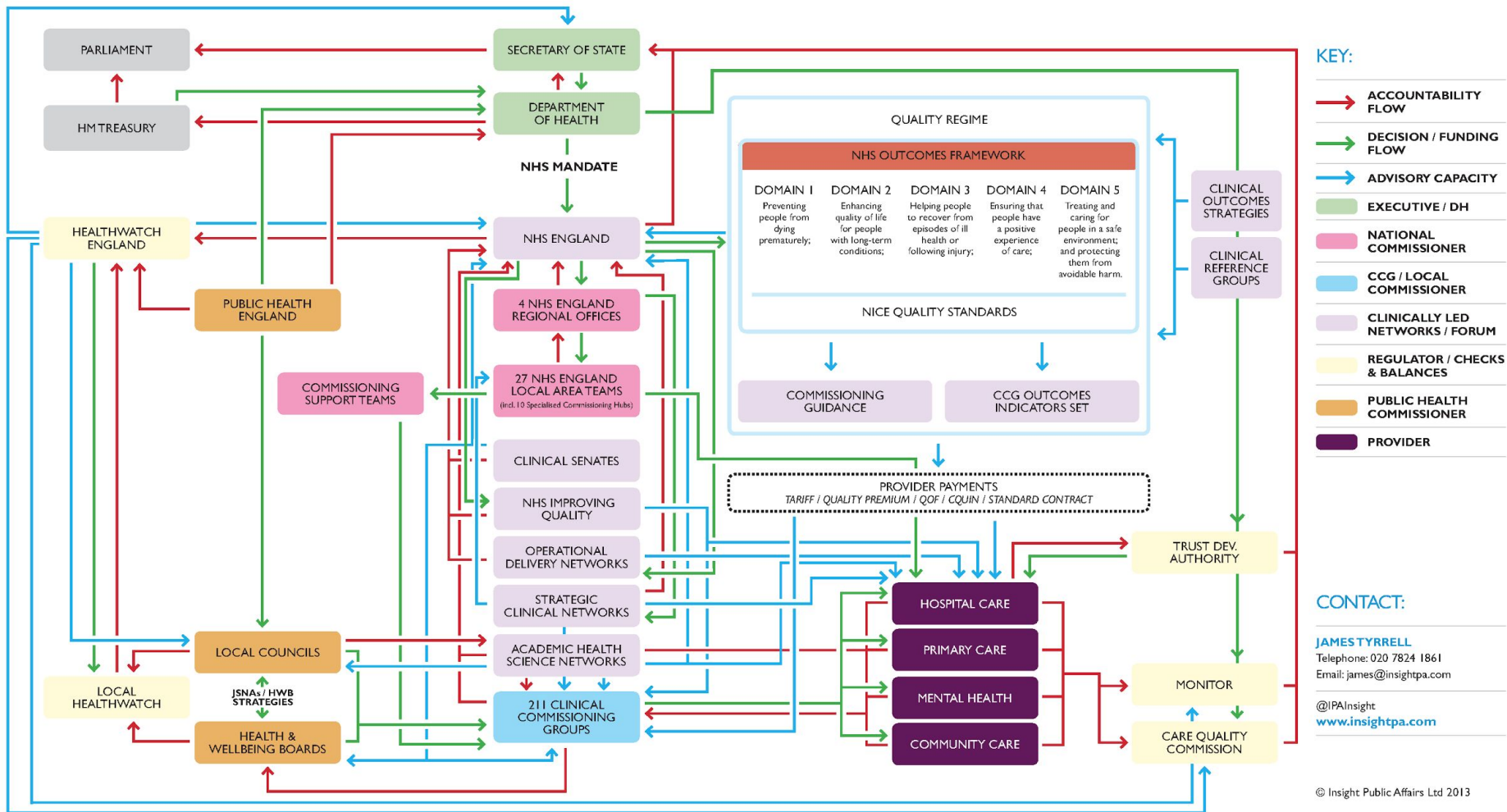
1.4m staff

6.5m carers

9,000 organisations

£113bn

3,000 websites





Formal
Rules-based
Command-and-control
Closed
Siloed
Stable
Replicable

Self-managing
Living entities
Bottom-up
Open
Connected
Evolutionary purpose
Unpredictable



Lesson #4

We're here to make things
better, not just digital



TECHNO- UTOPIANISM

“You can see the computer age everywhere but in the productivity statistics”

Robert Solow, 1987



You have been referred by your GP to see one of our [REDACTED] Consultants and have been given an appointment in an Outpatient Clinic

on [REDACTED] March, 2016 at [REDACTED]

This is not an actual appointment, please do not attend at this time and date The reason this appointment has been made in the system is so that your GP can electronically send your medical information, relating to this referral, to us at [REDACTED]. This information will ensure that we get you the right appointment with the right consultant first time.

We apologise for any inconvenience this may cause you and we will contact you with an alternative appointment date once our Gastroenterology Consultants have reviewed your referral. **Please do not attend on the date given above, if you have any queries in the meantime please contact the number overleaf.**

We have the following contact details for you: [REDACTED] Please let us know if these are incorrect.

Thank you.

**This is an adaptive change,
not a technical one**

	How	Who
Technical change	Apply current know-how	Managers and experts
Adaptive change	Learn new ways	The people with the problem: front line staff

- 1. Redesign services**
- 2. Reimagine work**
- 3. Re-configure the workforce**
- 4. Re-configure organisations/buildings**
- 5. Adopt new business models**

It's happening.

**Let's make sure it happens
in the right way.**

Thanks!

Dan Sheldon
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