

## Health and Social Services Department

### Corporate Administration

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Connétable S Pallett  
Chairman, Digital Skills Scrutiny Sub-  
Panel  
Scrutiny Office, States Greffe  
Morier House

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Our ref: AEP/LAW

Dear Connétable Pallett,

### Digital Skills Review

Please accept my apologies for the delay in responding to your invitation to contribute to your Digital Skills Review. I have set out below information which I hope is helpful to your review.

My Department is engaged with Digital Jersey and has met at officer level on a number of occasions to identify and discuss areas of interest. You will know that the Department has considered 'e-health' as a component part of the proposals outlined in P82/2012, setting out a redesign of health and social care across the island.

The Department is also a pro-active participant in the 'E-Government' project, being a key element of the States Reform programme.

'E-health' and 'E-Government' are broad terms, so I thought it helpful to set out the type of initiatives that we are progressing and / or considering. I hope that this is informative for your review.

For a number of years the Department has sought to implement technological solutions to improve services and make accessing them easier for islanders. Examples of these initiatives include:

- Text reminders for appointments
- Publication of patient information on the internet
- On-line payment of invoices
- E-learning for staff
- Electronic ordering and delivery of test results within the hospital
- Provision of patient information through the Jersey Online Directory

In terms of future 'E-Government' initiatives, the Department is involved in a number of projects that can be categorised as 'e-government'. These projects are all likely to require skills similar to those required to use most popular web sites, such as the BBC and Amazon. Examples of initiatives currently being considered:

- On line booking for screening appointments
- Registration of births
- Communication and interoperability between existing primary and secondary care systems

The Digital Jersey Business Case makes specific mention of 'e-health'. P82/2012 which set out the strategy for the redesign of health and social care also identified 'e-health' solutions as playing an important role in the design of services as we move forward. 'E-health' will also be an important element of the design of hospital services, particularly as we plan for the development of the new hospital facilities. Examples of 'e-health' initiatives that we are considering are:

- E-prescribing
- Remote monitoring of patient conditions, using mobile devices
- Video conferencing to facilitate on-island out-patient appointments with UK specialists and Multi-Disciplinary Team meetings with UK specialists
- Roll out of the Electronic patient Record for all health specialties
- Use of mobile devices and applications to support care at home

You will appreciate from the above that the Department has an ambitious programme of work over the coming years, no doubt incorporating the implementation of many of these 'e-government' and 'e-health' initiatives. As Digital Jersey have recognised, developments in this area are going to increase and we will need to be in a position to take advantage of them wherever possible.

Whether to support the development of these solutions, the implementation operation and maintenance of them or to use them as a patient or client, digital skills will be vitally important. I am, therefore, very supportive of the drive to improve digital skills among our own staff and the public of the island.

Yours sincerely

**Deputy Anne Pryke**  
**Minister for Health and Social Services**