Response to NHS Chief Executive’s Open Call for Evidence and Ideas

Respondent ID: 238

Organisation name: SSD

Type of response: Online
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<th><strong>Respondent ID:</strong></th>
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**Please choose the description below that best fits your organisation’s main role:**

- NHS other

**What can the NHS and NHS Commissioning Board learn from national and international best practice to accelerate the pace and scale of adoption of innovations throughout the NHS?**

You could look to trading funds such as the Met Office. This trading fund for example is visibly seen by its customers to be leading the way with regards to the adoption of emerging web technology, social networks while internally I know it is adopting technology such as Service Oriented Architecture (SOA) applications to be able to adapt to the demands of its commercial customers.

I work in a technology office for the NHS I it is similar to a technology office within a commercial SSD department from about 10 years ago. There is too much risk associated with adopting new technology. We are still using core infrastructure services from vendors such as Microsoft which reached their end of life formally a number of years ago.

Basically unless a directive from the top down is order to make the business and technical leads look to new technologies in the same way the Met Office has been able to then it is unlikely it will ever be prioritised. From my perspective I can see that there is a cost, risk and also a significant payoff (keeping relevant) associated to this suggested approach which management are not willing to take without support.

**What specific actions do you think national NHS bodies, such as the NHS National Commissioning Board, need to take to encourage and stimulate the successful and rapid adoption and spread of innovations throughout the NHS?**
When a commercial company loses its way it hires a new CEO who issues directives. I believe that from the top a respected technologist with a viable commercial background needs to be hired and then needs to build a team of people who are true technologists who are capable of inspiring confidence in technology lead solutions.

I think hiring interns from academia and encouraging research in academia to identify problems facing the NHS should be encouraged. I have been an intern and worked for half of what I am currently paid and probably gave some of the best contributions I will ever make due to my age and enthusiasm. Again companies such as HP have been doing this for years.

I think adopting a standards based approach is the only way to go, but what about coming up with real tangible NHS standards for computing, for example SOA and Web Services are supported by the WS-I, who provide a basic profile for the application of this composite standards based technology. A NHS systems basic profile framework, delivered in the same way the WS-I has delivered its basic profile would support its partners.

**Do you have any further comments about accelerating the adoption and spread of innovation in healthcare?**

I work in a professional high performing team who are keen to maintain a solid reputation for delivery of quality systems. This change represents risk and perhaps what is being discussed is the need for a technology focused R&D team which does not sit in SSD.

**We would like to be able to follow up interesting comments and case studies. Can we contact you for this purpose?**

Yes

**Do you want to be kept in touch with the next steps in this process?**

Yes

**Do you want to be included in a wider community of interest?**

Yes

**What specific actions do you think local NHS bodies, such as providers and Clinical Commissioning Groups, need to take to encourage and stimulate the successful and rapid adoption and spread of innovations throughout the NHS?**

Not sure. They seem fairly competitive and probably don't want a national lead solution.