

Information and technology for better care

Our strategy 2015-2020

Our vision

By 2020 we will have revolutionised the way technology, data and information are used to transform the delivery of England's health and social care services

Our priorities



Ensure that every citizen's data is protected

Assure the quality, safety and security of data and information flows across health and social care. Citizens will share their data with confidence knowing that it will be kept confidential and shared only with their consent and for their benefit.



Establish shared architecture and standards for the benefit of everyone

- Create a new architecture for health and care's technology and data services.
- Extend a framework of standards to encourage interoperability and develop digitally enabled services.
- Enable safe, secure and timely information sharing to carers and clinicians, and
- Make sure that citizens can see and contribute to information held about them.



Implement services to meet national and local needs

- Build and operate technology and data services that benefit citizens and health and care organisations.
- Integrate national systems to create a better information and transaction service for citizens, and
- Support third parties, safely, to develop new and innovative services.



Support organisations to get the best from technology, data and information

- Help local health and social care organisations make the most of their investments in technology.
- Encourage local innovation that delivers new forms of health and care services, and
- Encourage local, individual initiatives to work together.



Make better use of health and care information

- Make available more information, data and insight.
- Citizens will make informed choices about their own care.
- Care professionals will make better and safer decisions.
- Policy makers will better commission health and care, and
- Research organisations will receive the data they need when they need it.

Transforming our delivery

We will transform the way we engage

- Radically improve the way we engage with our partners and stakeholders, and
- Show everyone who uses our services that that we are listening and responding to their needs.

We will transform the way we work

Our staff fully engage with our values of being people focused, professional, trustworthy and innovative.

- We understand and genuinely engage with our strategy.
- We are flexible and dynamic and take on new challenges, and
- We take responsibility for, and contribute to their professional development.

People focused

Professional

Trustworthy

Innovative

Our Values