

A strategy about the use of data in health and social care services



What is this report about?



Data is facts, figures and information.

A **strategy** is a big plan.



Health is about the services that help people keep well, like medical treatments.



Social care is services that support people with daily living so they can be as independent as possible.



The Scottish Government, local government, NHS Scotland, and social care services know how data can be part of giving better services to people in Scotland.

For the first time we have made a Data Strategy for Health and Social Care to:

- use the data we have in better ways
- make it easier to get the data we have
- work to get the data that is missing
- find better ways to collect, share and analyse data in a safe and secure way





There is more information in the main Data Strategy at gov.scot

The Data Strategy is part of the 'Care in the Digital Age' [Delivery Plan](#).



We have made this strategy by asking many people and services what they think.

The strategy will develop and change as we learn from people, organisations and our shared experiences.

Our vision - what we want to see happen

Wellbeing means feeling comfortable, healthy and happy.



We want to improve the care and **wellbeing** of people in Scotland by using data well when we design and give services.

We will do this in 3 ways:

- giving people clear and easy access to their own health and social care data
- giving health and social care staff the ability and confidence to gather, use, and share data safely and securely
- making sure data is used to develop new ways of working, new treatments and to make care better



If data is used in better ways, what will this mean for you?



If you use health and social care services you and your carers will be able to get and look after your data.

This will mean you get better support, a better experience, and better results.



If you work in health and social care you will be able to get the right information at the right time, helping you to give the right care and support.



A **researcher** is someone who looks closely at facts, figures and information.

If you are a researcher in health and social care you can get health and wellbeing data that supports the development of new treatments and new ways of working.



This first Data Strategy does not give all the answers for everyone.

We will learn and change our work as we go.

The standards for our work – the level of quality people should expect from us



We will be open and honest and make sure the public trust and support our work.

We will use data to:

- help us understand **inequalities** – people not being treated fairly or being given the same choices and chances
- know where to best give support services



We will work with NHS Education for Scotland, the Local Government Digital Office, the Scottish Social Services Council and others to do more to develop digital and data skills and use them where they can make the most difference.



Our staff must know how to use data well.

Data must be part of work to make things fairer for people in Scotland, and support how our **economy** grows.

Our **economy** is how the country produces and uses goods, services and money.

What we need to change

We have 8 main areas to work on.



- **using data in an ethical way**

We want to work in an open, honest and ethical way that protects human rights and make sure the public trust the way we keep data safe and secure.

Ethical standards are the rules about what is right and wrong.



- **access to data**

We want to make sure people can get the right data at the right time.



- **having a talented workforce**

We want to attract, develop, support, and keep a workforce who have skills in using data

- **keeping information safe and secure**

We will have better ways to check we are keeping data safe and secure.

We must tell the public more about how we do this so they trust our ways of working.





- **technology**

We will have the machines, equipment and information to support us to collect, store and use data in better ways.



- **information standards and making sure systems can work together**

Different data systems must have the same standards so they can share information.



- **using data to understand information**

Make sure all health and social care services use data in the same way to work together and make services better.

- **supporting research and new ways of working**

Make sure researchers have safe access to health and social care data to develop:

- better ways of working
- better treatments and support services
- new medicines
- better care services



Making experiences better



The Data Strategy wants to make experiences better for everyone who uses or could use data to make health and wellbeing better in Scotland.

Here are a few examples:

I use, or may need to use, health and social care services and support and this means I will:



- have clear access to my own health and care information and be able to manage it
- have access to public health and care information
- not have to repeat my story to each new person involved in my care
- be able to choose to share my data with family, friends and people who support me, so they can quickly understand my health and wellbeing needs and this will make my support better
- be confident that my data is up-to-date, and it is used in a safe and secure way
- understand how my data is used by researchers to make Scottish health and social care services better

I am an unpaid carer and this means if I have permission I will:



- get individual care information so I can give people the best support
- be able to keep track of appointments with health and social care professionals, who was involved, and what the next steps will be



- be able to get easy to use and up-to-date information about services in my area that give **respite** care and support for me

Respite is short breaks for carers.

I am a member of health and social care staff, and this means I will:



- have secure and easy access to the right data about people I support, even if they have been or are being supported somewhere else
- spend less time looking for and recording information that has already been recorded



This gives me more time to spend with the people I support.



- be able to easily communicate with staff and unpaid carers giving support services

I understand the full story and can have the right conversations with them.



- have up-to-date and complete data to:
 - support care services
 - have easier moves between services and support providers
 - plan and manage future services



- have the skills to use the right technology to gather, safely use, plan, and share data
- have confidence about when and how I should get information
- have confidence that I can make the right decisions at the right time based on better access to the right information

I am a researcher and this means I will:



- know what data is available and how to get it
- have quicker access to data that is complete, up to date and better represents the people of Scotland



- have confidence that I am using this data in a safe and secure way

I can use the data to make care, support, and treatments better for people.



- be able to quickly and easily get the data using one system

- have guidance that is easy to follow and explains what I need to do to get data



You can see more detailed examples of how the improved use of data can have a positive impact at the Digital Health and Care Innovation Centre website at:

<https://www.dhi-scotland.com/>

How we will do the work in the Strategy



Each section in the main Strategy document at: [gov.scot](https://www.gov.scot) sets out:

- what work we will do
- how long the work will take
- and who is in charge of each piece of work



You can also check the Digital Health and Care Delivery Plan at [gov.scot](https://www.gov.scot) which will be updated in May 2023.



You can get more information and share your views:

- online at the Digital Health and Care website <https://www.digihealthcare.scot/>



- on Twitter [@DigiCare4Scot](https://twitter.com/DigiCare4Scot)



- by email at: HSCDatastrategy@gov.scot



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