

When Seconds Count: How Technology is Transforming Urgent and Emergency Care



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Rt. Hon Matt Hancock MP,
Secretary for Health & Social Care
(NHS Expo, 2018)



”Technology to make the NHS best in the world”

” The power of genomics plus AI to use the NHS’s data to save lives is literally greater than anywhere else on the planet.”

”Adopt. Iterate. Improve.”

”change is 10% technology, 90% change in culture”

” £20 billion funding pledge with focus of adoption of digital technologies

The NHS in numbers...

More than 15,000 organisations

1.2million staff

1.4million patients every
24hrs

340m GP Consultations

24m A&E visits

6m Emergency Admissions

The next 6-12 months



Successes to date..

**>48m visits to NHS.UK
(formerly pt choices)**

**90% of 111 to OOH
Booking compatibility**

**111 Online now
available across 97% of
England**

**>13m NHS Pathways
assessments last year**

Future...

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- A large, stylized graphic of a hand with a glowing brain inside it, set against a dark blue background with circular patterns and light effects. The hand is positioned with the index finger pointing upwards. The brain is a white, detailed model of a human brain, glowing with a soft light. The background features several concentric circles and lines, some of which are highlighted with a bright blue glow. There are also some abstract shapes, like a cube, floating around the hand and brain.
- ✓ Personalisation of channels
 - ✓ Omnichannel
 - ✓ Determination of Intent
 - ✓ Voice and Speech Recognition
 - ✓ Non-NHS platform syndication
 - ✓ Greater knowledge on capacity
 - ✓ Booking capability across
 - ✓ the system
 - ✓ Better use of data to support decisions
 - ✓ Outcomes data & continuous improvement

