



Digital & Transformation Successes 2024 - 2025

In 2024/25, the Digital and Transformation team supported Wakefield GP practices with **embedding digital innovations**. The team provide **greater efficiency, improved patient access, and frontline adoption of tools** like the NHS App

Optimising Medication Ordering for Care Homes

- Successfully delivered **Proxy Access** for prescription ordering with Friarwood GP Surgery and Willow Park Care Home.
- Training and support on using SystemOnline.

12 more care homes are being onboarded

Key Benefits:

- Improved efficiency, reduced errors, enhanced quality of care, and created audit trails within the GP system.
- Patient Privacy: New measures such as resident consent, Data Sharing Agreements, and Information Governance (IG) training



Addressing Digital Inclusion

- Launched the **Digital Champions** project
- Recruited champions through PCN, GP Practice, and community networks, including poster and social messaging campaigns.

10 local libraries provided accessible locations for NHS App sessions.

- Delivered face-to-face training for volunteers and patients.
- Introducing DBS checks for volunteers enabling independent session delivery and faster program scaling.
- Working with harder-to-reach groups like refugees and carers.



Streamlining Practice Workflows and Digital Services



Redesigned and enhanced the SystemOne Care Navigation recording template



Introduced a Mandatory Training Tracker (with automatic email reminders) and a Sickness Pay Calculator. Currently being used by Castleford Medical Practice & Health Care First.



Tailored assistance with NHS App "Train the Trainer" programs, patient volunteer groups, and promotional resources.



SharePoint: Training, optimisation, and guidance.



PATCHS: Bespoke staff training, optimisation support, and patient education.



Automation/Process Improvement: Including Power Automate, SystemOne auto-filing and patient registrations.

For more information or to explore your PCN or practice digital requirements, contact: digitalsupport.wakefield@nhs.net