# Unleashing the digital premium with Legrand

Reading any planning document or business case in the world of UK health and social care from the past few years, you would be forgiven for falling into déjà vu despondency. The challenges facing the sectors are well documented: rising and increasingly complex demand driven by demographic change and socio-economic inequalities, all within a context of ever-tighter financial constraints.

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There is growing recognition that the public sector improvements we need cannot be achieved simply by delivering services in the same way, or even by becoming more efficient. A new approach is required. The desire of dedicated services to support families and communities to live healthy independent lives is palpable.

Technology has been championed as a core enabler for the delivery of high quality, sustainable care.

## Unleashing the Digital Premium
### Report Launch Event
### 25 February 2020
### House of Lords, London

The Good Governance Institute (GGI) in partnership with Legrand are hosting an exclusive event launching our report for the housing, health and social care sectors: "Unleashing the Digital Premium".

**legrand**  **Good Governance Institute**

Our ambitions for healthy, lengthy lives for ourselves and our families can be greatly aided by technology and digital services.

**The digital premium** refers to the potential that digital technology has to deliver more cost effective, efficient and reliable services. It does this by preventing issues in the first place, by offering greater flexibility in the delivery of services, and by giving the recipients of these services more independence for longer.

In partnership with Legrand Assisted Living & Healthcare, GGI has produced Unleashing the Digital Premium a report that reveals areas where the potential exists for digital technology to improve services, and examines the challenges faced by housing, health and social care to realise this potential.

Crucially, this technology is generally already available. The report does not set out a utopian vision; it's much more of an examination of what is largely possible today. Many of the barriers standing in the way of deploying this kind of transformational technology are systemic, cultural or regulatory rather than technical or financial.

System integration across the sectors is identified as a crucial area of opportunity as well as a major challenge. The OECD predicts that health spending is set to outpace GDP growth to 2030. This indicates that the overburdened health sector won't be able to improve outcomes without cross-sectoral support and cooperation.

In their national policy priorities, the NHS and local government have both included strategic collaboration and new ways of working across traditional organisational and sector boundaries. Partners are working to join up the commissioning and delivery of health and care services across neighbourhood, place, system and region. The report explores some current examples, such as data sharing pilots in the London Ambulance and the Local Government Association and NHS Digital jointly funded Social Care Innovation Programme.

There is a fundamental dilemma at the heart of the digitisation of public services – particularly health and social care. In her introduction to the Academy of Royal Medical Colleges (AoRMC) report Artificial Intelligence in Healthcare, AoRMC Chair Professor Carrie MacEwen articulated it well: "For me, the key theme […] is the tension between the tech mantra, 'move fast and break things' and the principle enshrined in the Hippocratic Oath, 'First, do no harm.'

"This apparent dichotomy is one that must be addressed if we are all to truly benefit from AI. What, in other words, must we do to allow the science to flourish while at the same time keeping patients safe?"

Our report concludes with five prompt questions for boards, designed to guide discussions about the digital strategic direction of organisations. It is no longer sufficient for these conversations to be taking place within a single department; the possibilities cross all sectors and all functions so teams must work together, perhaps closer than ever before.

Just as important as the discussion about the potential of digital technology is the question of how you can improve your outlook, your culture and your organisational structure to fully exploit the potential that digital technology has to transform the way you run your services.

We'll be discussing these topics further at the launch of our report on 25 February, when Mahmood Adil, Medical Director of Information Services Division Scotland, will talk about the future of digital health alongside a housing specialist.

The report will be available on our website from 25 February.