



# Knowledge Management at NHS Digital



**Information and technology**  
**for better health and care**

presented by **Caroline Storer**,  
**Knowledge Management Consultant**

# NHS Digital

- Arms Length Body of the Department of Health
- 2500 staff, 11 sites across UK, HQ in Leeds
- NHS Digital is the trading name of HSCIC
- Formed in April 2013, amalgamation of NHS Information Centre and NHS Connecting for Health

*We provide 'Information and Technology for better Health and Care'*

*We exist to improve health and care by providing national information, data and IT services for patients, clinicians, commissioners and researchers*

# Examples of things we do

- **Statistical analysis and reports data and publications**
  - Last year, 1,200 peer-reviewed research papers relied on our data.
  - Our Data Access Request Service is providing data to more than 600 different studies and projects in 100 academic and research organisations.
- **NHS Choices** — accessed by one to two million people daily
- **NHS Mail** – migration of more than a million accounts
- **Information Governance Toolkit** — statutory duty
- **Summary Care Record** - About 52 million people—or 96% of the population—are covered by this system and every seven seconds a clinician accesses a Summary Care Record to help inform a decision.
- **Electronic Prescription Service** - Every day, about 1.3 million items are prescribed
- **NHS Pathways** - which helps triage about 75% of the 20 million urgent and emergency calls to the NHS each year, has halved the average cost of an urgent call to £12, enabling twice as many calls from the public to be handled for the same cost.
- **Leading on Paperless 2020**



# Knowledge Management

# Knowledge Management

- Caroline Storer, KM Consultant
- Vicki Wright, KM Co-ordinator
- Miranda Tyers, KM Administrator
- Sofia Layton, KM Lead
- Part of Business Intelligence in Finance and Corporate Services
  
- Information Standards – Deborah Raven (Athens administrator)
- Health Digital Services – Gillian Foster, Clinical Information Specialist
- Information Analysis – Anna Last



# What do we offer?

- Retrospective Reviews/Lessons learned/ Recommendations
- Before Action Reviews – before NHS Mail 2 migration
- Knowledge Maturity
- KM Community of Practice
  - Yammer KM Group, 60 Knowledge Champions
- Randomised Coffee Trial – 65 volunteers
- Knowledge Advent Calendar
- Champions for Change Group



# Twelve Knowledge Enabled Days of Christmas

- Twelve *knowledge assets*
- Eleven *retrospective reviews*
- Ten *knowledge champions*
- Nine *knowledge cafes*
- Eight *After Action Reviews*
- Seven *lessons learned*
- Six *communities of practice*
- Five *recommendations*
- Four *knowledge harvests*
- Three *before action reviews*
- Two *peer assists*
- And a *quote* from our Chief Executive



# Organisational Objectives

Our values



## Professional

We deliver on our commitments by applying the highest levels of **expertise, conduct** and **personal responsibility**.

## People focused

We value and promote **positive relationships** with colleagues, customers and the public and are **responsive** to their needs.

## Innovative

We actively **embrace change** and bring **new ideas** to deliver excellent services for our customers and better outcomes for the public.

## Trustworthy

We act with **integrity, impartiality** and **openness** and in the best interests of the public.

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# KM Postcards

## Retrospect



A structured facilitated meeting at the end of a project (or major project stage), to capture the knowledge before the project team disbands.



## Retrospect

Appoint a facilitator and call the meeting soon after the close of the project/project stage.

Invite all the people and key stakeholders who were involved.

**1. What was the objective of the project?**  
What did or didn't we achieve? Why?

**2. What were the successes? Why? How can we or others repeat the success in the future?**

**3. What were the disappointments? Why?**  
How can we or others avoid them in the future?

**4. Marks out of 10 for the project as a whole? What would have made it a 10?**

Capture the lessons learned in the lessons learned repository for the benefit of others.

Email: [HEE.knowledgeforhealthcare@nhs.net](mailto:HEE.knowledgeforhealthcare@nhs.net)

KM Toolkit: <http://kfh.libraryservices.nhs.uk/knowledge-management/>



<http://kfh.libraryservices.nhs.uk/knowledge-management/>

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