



Somerset
NHS Foundation Trust

Digital, Data and Technology Strategy 2025 - 2030

Kindness, Respect, Teamwork
Everyone, Every day

April 2026

Purpose of our strategy

The strategy sets the direction and focus of the Digital, Data and Technology Service over the next five years

- It sets out our vision, goals and a shared plan to help us all work towards a common set of outcomes, underpinning our organisational mission to improve the health and wellbeing of everyone in Somerset and to provide outstanding integrated care
- It underpins our response to the NHS 10-year plan, including the use of data, AI and technology to support the three core shifts: hospital to community, analogue to digital and sickness to prevention, whilst advancing our digital maturity
- It provides a framework to guide decisions, investment, resource planning and a mechanism to track progress
- It connects our digital, data and technology colleagues to the wider organisation, demonstrating how we make a difference every day
- It lays the foundations for development our digital, data and technology workforce plan

National Context

The 10 year plan sets out three core shifts and while analogue to digital is called out as one of the shifts, digital, data and technology underpin all three.

There are a number of national initiatives within the plan, as well a five transformative technologies:

- Data
- AI (incl AVT)
- Robotics
- Wearables
- Genomics



From sickness to prevention: we'll reach patients earlier and make the healthy choice the easy choice



From analogue to digital: new technology will liberate staff from admin and allow people to manage their care easily



From hospital to community: more care will be available on people's doorsteps and in their homes

NHS App /
Single Patient
Record

Federated Data
Platform

Cloud-first

Digital Maturity /
Capabilities

National
Infrastructure /
Target Operating
Model

Cyber Security

Regional Context

Within the region, we will be working as part of the new ICB cluster, most noticeably with Dorset as part of the Healthset programme.

The new regional blueprint also sets out some of the expectations for digital, data and technology strategy and investment:

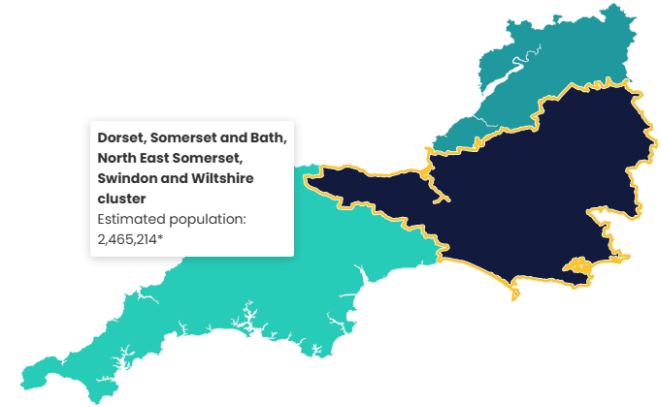
- ❑ Develop and oversee the implementation of a regional medium-term strategic plan (inc. regional digital strategy)
- ❑ Lead regional digital transformation and innovation at scale including health technologies, AI and remote monitoring.
- ❑ Autonomously direct investment (capital and digital) to support agreed medium term plans aligned with the 10 year plan.

South West region: ICB cluster geographies

- Dorset, Somerset and Bath, North East Somerset, Swindon and Wiltshire cluster
- Cornwall and the Isles of Scilly and Devon cluster
- Gloucestershire and Bristol, North Somerset and South Gloucestershire cluster



Dorset, Somerset and Bath, North East Somerset, Swindon and Wiltshire cluster
Estimated population: 2,465,214*



*Population projections (2025/26) from NHSE, 2023 ICB boundaries from Open Geography Portal

To the best of our understanding on 28 August 2025



Digital, data and technology service

Our Corporate Objective:

Deliver the vision of the trust by transforming our services through innovation, research and digital transformation

Our Vision:

Provide seamless patient care through technology enabled solutions

Our Mission:

Support the objectives of our trust by strengthening digital skills and capabilities, promoting innovation and enabling data-driven decisions

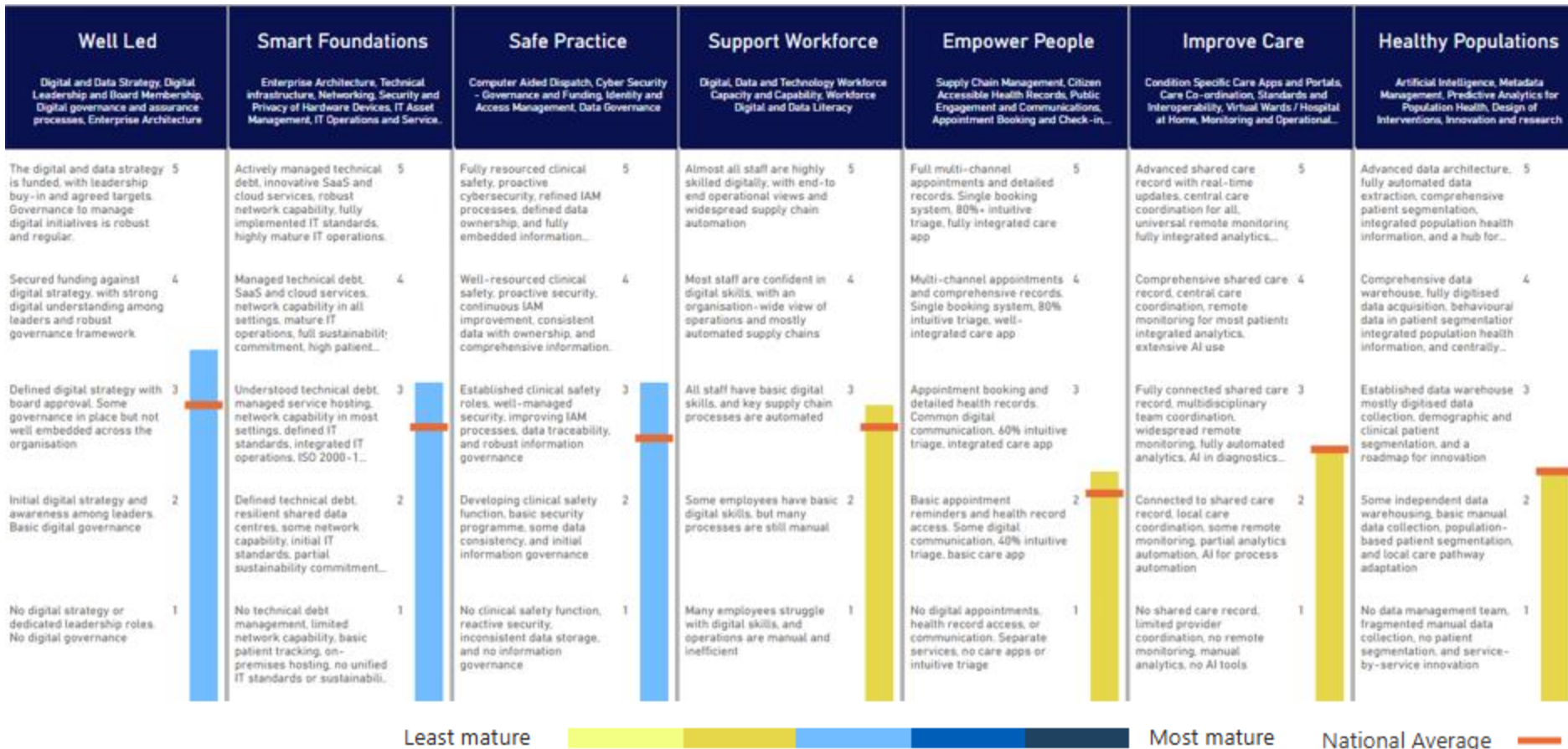
Digitally transform our services to be effective, interconnected and safe

Support colleagues in providing accessible, equitable and integrated care across Somerset

To enable this, we will ensure we are using our resources effectively, adopting automation and new ways of working across our teams and services

Where are we now

Digital Maturity Assessment (DMA) 2025



Where do we want to get to

Objectives

1. Empowering people through technology

- Enable seamless, co-ordinated, inclusive care
- Support engagement with healthcare records
- Promote ownership of health and wellbeing

2. Data for decision-making

- Access to the right information at the right time
- Use timely, accurate data and insights
- Support prevention through population health

3. Supporting colleagues

- Provide digital tools and training for high-quality care
- Ensure effective, connected care delivery

4. Partnership working

- Connect NHS, social care, and community partners
- Enable neighbourhood working with smooth transitions and holistic care

5. Staying safe and secure

- Protect patient and service user information
- Ensure trust, safety, and continuity of care

6. Horizon scanning

- Adopt innovations to improve outcomes and access
- Ensure benefits from healthcare advances

Where do we want to get to

1. Empowering people through technology



Shift to prevention and community care

Healthcare is moving from treating sickness to prevention and community-based support for better outcomes.

Digital literacy platforms

Digital literacy platforms empower people to navigate health services and make informed healthcare decisions.

Wearable and mobile health technologies

Wearable devices and mobile apps enable real-time health monitoring and personalised engagement to encourage healthy lifestyle choices.

Patient portals for engagement

Patient portals provide access to health records and facilitate communication with care teams, enhancing patient empowerment.

Where do we want to get to

2. Data for decision-making



Real-time data and analytics

Real-time data and advanced analytics enable timely and informed clinical and operational decisions.

Healthset

Unified electronic health record enables seamless sharing of information across services and care settings, improving care co-ordination, safety and efficiency.

AI technology

AI enhanced diagnostics and forecasting through passive data capture and rapid data interrogation.

Predictive analytics and decision support

Predictive analytics helps anticipate patient and service user needs, optimise resources and improve healthcare outcomes efficiently.

Digital transformation in healthcare

Digital tools and data-driven decisions foster a responsive, efficient healthcare system focused on prevention and timely care.

Where do we want to get to

3. Supporting colleagues



Digital systems transition

Moving from analogue to digital systems reduces administrative burdens and enhances team connectivity.

Automation and collaboration tools

Robotic Process Automation (RPA), Ambient Voice Technology (AVT), Chatbots and Virtual Assistants streamline tasks, allowing focus on patient and service user care and support.

Healthset

Unified electronic health record enables quick, consistent access to up-to-date information in one place, reducing logins, duplication and saving time.

Smart scheduling

AI-driven smart scheduling balances workloads, reduces stress and enhances operational efficiency.

Digital and data literacy and support

Digital and data literacy programmes empower colleagues to use tools confidently and foster continuous learning.

Where do we want to get to

4. Partnership Working



Shift to community care

The 10-year plan encourages moving from hospital-centered care to community-focused healthcare models for better accessibility.

Digital transformation in healthcare

Digital platforms enable data sharing and transparency, supporting cross-organisational collaboration in health and care services.

Enhanced decision-making

Shared data platforms improve joint decision-making and resource allocation for co-ordinated care and support.

Improved patient outcomes

Collaborative approaches strengthen healthcare ecosystems, fostering trust and enhancing patient and service user outcomes.

Where do we want to get to

5. Staying safe and secure



Importance of cybersecurity

Robust cyber security measures are essential as healthcare systems shift from analogue to digital.

Clinical safety frameworks

Data governance and clinical safety frameworks ensure patient and service user data integrity and confidentiality.

Building trust and compliance

Safety measures protect against threats while fostering user and stakeholder confidence in digital healthcare.

Sustainability

Embedding net zero principles is essential for delivering sustainable, high-quality care, identifying carbon reduction opportunities through the transformation of care.

Where do we want to get to

6. Horizon scanning



Horizon scanning concept

Horizon scanning monitors emerging healthcare trends and technologies to identify future challenges and opportunities early.

Proactive strategy development

Anticipating changes enables healthcare organisations to develop proactive strategies and enhance adaptability.

Supporting resilience and innovation

Staying informed about innovations helps healthcare systems remain resilient and aligned with societal expectations.

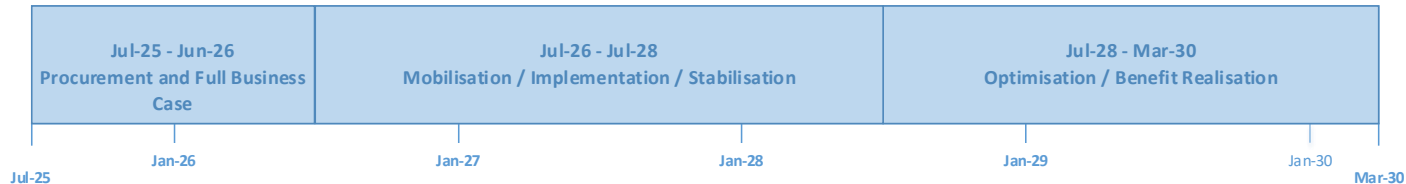
How will we get there - Healthset

Healthset - our unified electronic health record programme - is a key enabler for our digital, data and technology strategy and supports our organisational mission to deliver outstanding integrated care, to improve the health and wellbeing of everyone in Somerset.

Healthset supports the strategy:

- **Empowering people through technology:** support patient engagement in their care.
- **Transforming and harmonising new models of care:** patient pathways that cross the boundaries of acute, community and mental health care, offering standardisation of best practice care and parity of physical and mental health needs.
- **Data for decision-making:** single source of data to support direct care, operational reporting, population health, preventative action, learning and research.
- **Supporting colleagues:** increase digital skills to facilitate the adoption of new digital tools, while increasing staff satisfaction and efficiency.
- **Staying safe and secure:** digitisation that meets national standards and ensures we can respond to changing needs, reducing reliance on legacy systems.
- **Sustainability:** management of capacity and demand across services and settings and streamlined processes to improve financial sustainability. Transition away from paper processes and communication to reduce impact on the environment.

Healthset milestones:



How will we get there (2025-26)

1. Empowering people

- Expand existing patient engagement portals and NHS App integration.

2. Data for decision-making

- Deploy consolidated data portal for easier access to dashboards and reporting (data analytics, data science, workforce, performance, governance).
- Consolidate solutions to bring core patient and service user data together (ePMA, Order Comms, Document Management, Speech Technologies).
- Procure a unified electronic health record (Healthset).

3. Supporting colleagues

- Scale the use of AVT in clinical settings and Copilot in non-clinical settings.
- Expand use of RPA in operational processes and administrative tasks (including clinical coding and data quality processes).
- Consolidate digital front-doors for digital, data and people services.

4. Partnership working

- Embed use of the shared care record (SIDeR).
- Engage in ICS data discovery and population health platforms.

5. Staying safe and secure

- Conduct third-party cyber security audit and maintain baseline protections.
- Refresh clinical safety and governance processes.

6. Horizon scanning

- Develop AI policy and governance processes.
- Identify priority areas for future technology adoption and 10 year plan shifts.

How will we get there (2026-27)

1. Empowering people

- Introduce wearables and remote monitoring for chronic health conditions.
- Engage patients and service users in future healthcare models and technologies.

2. Data for decision-making

- Automate data and enhance access to real-time dashboards and reporting.
- Integrate predictive analytics into dashboards.
- Enhance depth of clinical coding and use of AI.

3. Supporting colleagues

- Expand use of RPA in operational processes and administrative tasks.
- Introduce chatbots and virtual assistants for routine queries across digital and people services.
- Develop a digital and data capabilities framework for all colleagues.

4. Partnership working

- Develop population health data platform.
- Begin planning for neighbourhood healthcare models.
- Enable greater integration with diagnostic networks.

5. Staying safe and secure

- Maintain cyber security, clinical safety and data protection standards.
- Explore use of national infrastructure.

6. Horizon scanning

- Pilot AI-driven diagnostics in selected specialties.
- Evaluate impact of early innovations on access and outcomes (RPA, AVT, AI etc).

How will we get there (2027-28)

1. Empowering people

- Scale remote monitoring for high-risk populations.
- Support wider digital literacy and engagement with patients and service users.

2. Data for decision-making

- Embed real-time data-driven decision making across care settings.
- Link clinical, operational and workforce data for system-wide optimisation.

3. Supporting colleagues

- Deliver digital and data literacy support offer to colleagues.
- Deploy smart scheduling and rostering tools.

4. Partnership working

- Scale neighbourhood working models with integrated care teams.

5. Staying safe and secure

- Maintain cyber security, clinical safety and data protection standards.
- Adopt cloud-based technologies.

6. Horizon scanning

- Formalise innovation adoption pathways.
- Begin horizon scanning for genomics, robotics, and advanced therapeutics.

How will we get there (2028-30)

1. Empowering people

- Launch integrated patient portal with electronic health record.
- Enhance health and wellbeing engagement.
- Adoption / integration with potential Single Patient Record

2. Data for decision-making

- Launch new electronic health record (Healthset) and embed / optimise new ways of working.
- Embed decision support into workflows.
- Integrate AI into forecasting demand and resource needs.

3. Supporting colleagues

- Enable voice-driven system navigation.
- Automate routine documentation via AVT.
- Deploy predictive modelling of future workforce needs.

4. Partnership working

- Explore greater integration with primary and social care.
- Enable seamless transitions across all care boundaries, including pan-ICS.

5. Staying safe and secure

- Implement adaptive security models and threat detection.
- Adopt AI in clinical safety processes and incident detection.
- Engage patients in co-governance of their data.

6. Horizon scanning

- Adopt emerging technologies with proven return on investment.
- Position Somerset as a testbed for national innovation pilots.

Monitoring & evaluation

Monitoring and measuring results are essential when implementing a strategy to evaluate the success of delivery and ensure the intended outcomes have been achieved.

Tracking progress, assessing performance and determining if deliverables have produced the intended results are all part of the methodical processes to assist SFT in determining areas for improvement as well as assessing whether intended aims and objectives are being met.

Monitoring and evaluation will include:

- Outcome reporting against the success measures (KPIs)
- National Digital Maturity Assessment (DMA)
- Healthcare Information and Management Systems Society (HIMSS)
- Annual review of deliverables and team objectives



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