Project Brief

This document communicates the key aspects of a project - it is used to register the project with the IM&T Solution Design Group. This document helps the steering group to understand the priority of the project, potential risks in the context of the current projects and infrastructure as well as the resources that may be required to deliver and operate the required solution.

There is a guidance document attached, called Project Brief Process that outlines the process. Support in completing these documents is available from the IT Project Management Office (PMO) by emailing:

Pls-tr.ictprojectsteamnewrequests@nhs.net

The Project Management Office (PMO) will endeavour to respond to all new requests within five working days.

Project Title	Telecare in Audiology via existing hearing aids and software
Requester name	Adam Beckman
Date of request	11th October 2019
Care Group	Surgery; *****
Service Line	ENT & Audiology; *****
	Not known. Do we need security and data protection considered here and if so should it be in once of the below sections? – Risk section

Outline of requirement / need *(background / why is it necessary?*

To improve access, outcomes and efficiency we have the option to use cloud-based support for our patients. We currently have a backlog of nearly ***** patients, and this project is part of the work to reduce this and reduce further build-up. It also provides care closer to home, utilising digital systems and services to reduce travel, patient time and staff time. Patients hearing aids are linked to their smartphones. Via this link, they will be able to provide feedback from their smartphones, via a cloud-based system. We will then be able to reprogramme their hearing aids to meet their needs using our existing hearing aid software - this data will be sent back via the cloud-based system to their smartphones, and they can then upload this reprogramming into their hearing aids.

Describe what risk this proposal addresses.

Datix 6536 – difficulty recruiting audiologists; Datix 6524 paediatric audiology backlog. This project will reduce the need for face-to-face follow-up appointments for patients. Personal data is involved. The hearing aid software we currently use will link to a cloud-based system hosted by the supplier. This system is in trial elsewhere within the NHS, and the supplier will provide all technical data needed to demonstrate compliance with NHS IG requirements, needed by our ICT team for the firewalls.

What areas will be affected? (*who are stakeholders / users and how will they be affected?*)

This is specifically for patients using hearing aids. There are no interdependencies.

What is the scope of the project?

The software is already in place. It requires our IG team to approve the suppliers security and related arrangements. It requires our IT team to ensure that Trust firewalls don't block the access.

Other systems *(systems that will be affected or replaced by this new project?)*

The supplier cloud-based system will link via their hearing aid software to Auditbase. No other system will be involved.

What will be the benefits of the project *(describe the benefits and / or cost savings)*

Reduced visits to the hospital by patients. We fit approximately 3,000 people per year, and if only 10% use their smartphones and this cloud-based support then this would reduce visits by 300. It would enable patients to record issues and data as they happen and feed that back to us at the time, rather than relying on their memory during appointments. It will improve access particularly for those in more remote or rural areas and with limited mobility.

What is the expected scale of the project?

Numbers of staff that will use the system?	Audioloy staff with UHP – approx. 20
Describe any identified potential issues?	Training of staff – supplier will do. Managing consent – supplier has forms prepared and the system is designed to capture this information. .
Can you provide guidance on estimated capital cost?	Zero
Can you provide guidance on ongoing costs such as software maintenance and support?	Zero
When is the system required by? Are there compelling events or issues with delays?	01/02/2020

Are there any risks or obstacles to success identified?

Delays in our IT team and our IG team approving this.

List the proposed solution Minimum IT Specification

This system is inbuilt within our hearing aid supplier software.