Well here we are and here I am …

I am an individual

I am a car driver

I am a home owner
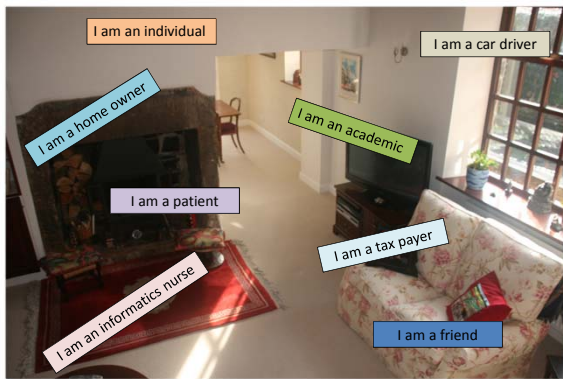
I am an academic

I am a patient

I am a tax payer

I am an informatics nurse

I am a friend

Basically I usually manage to survive wherever I am …

So how do I 'interoperate' with the world around me?

At a foundational level I am what I have learnt over my life and use that knowledge in whatever setting I find myself in.

I get to understand the structure of my new environment where I can operate independently whilst being part of the bigger whole.

Where language is not a problem 😊 I find I can have conversations and be understood and understand responses from others.

Where language is a problem …

A short healthcare algorithmic story…

- Needed a repeat prescription, process flow requires these to be ordered either by telephone, online or personal visit (General Practice), I ordered online
- Informed that medication would be ready for collection from the local Pharmacy in three days time …
- Marvellous, set to memory, collect medication on Saturday
- Saturday, arrived at Pharmacy – no medication !
- Walked to General Practice – no prescription written, no doctor available
- Process requires a 'review' of the medication, I do not have to be present
- Was a little upset at lack of sequencing of the process
- Telephoned on Monday, medication has been reviewed and will be available on Thursday
- Diary full for Thursday – no late night, had to defer a meeting
- Medication collected
- Note on prescription stated as telephone was used that I should contact the Practice to find out how to use the online system

My online grocery request and delivery does not operate in this way …

A short healthcare diagnostic story…

- A friend went to have a regular check up at their local optician in England, this he did every year and is known to the optician carrying out the tests.
- My friend has had a minor eye condition for many years and is under the care of a specialist doctor at the major eye hospital in London.
- During the check up, the optician noted something irregular.
- The optician showed my friend the image and pointed out the irregularity, suggesting that my friend should see the eye specialist within the next couple of months.
- My friend asked if the optician could send a copy of the image to the eye specialist to save having to undergo further tests.
- Sadly the optician was unable to do this as the eye hospital would not receive images from outside their 'firewall'.
- The optician suggested that my friend took a photograph of the image on his cell phone and used that to show the eye specialist.

My flight and my US visa waiver (ESTA) are seamlessly linked …

The dilemma …

If we believe that the patient is at the centre of all we do (NHS Five Year Forward View, 2014), then why do seemingly plausible processes not work for me or my friend?

How can we 'use' technology to better understand individuals, their lives and their health aspirations?

How can we 'balance' the demand / delivery of care with tight financial controls that require measurements?

How can we 'manage' the patient's voice in such a complex infrastructure ?

How can we interoperate within health and social care in the same we do in our every day lives?

Now, let us work together to develop some of these thoughts further