



Digital Clinical Excellence ('DiCE') Forum

Terms of Reference

Last updated: 31 May 2024

DiCE was established in March 2019 to provide a collective voice and support to the growing community of digital healthcare providers.

Purpose

To create a networking forum for digital healthcare providers which supports clinical care improvement and safety in digital healthcare. DiCE endeavours to develop excellence and consistency in the standards of digital care.

Core Aims

To:

- Develop and maintain robust standards to ensure the quality, safety and best practices in digital healthcare provision.
- Effectively disseminate relevant information to improve the understanding of the digital healthcare sector per se, including among NHS colleagues and patients.
- Establish a unified and collaborative voice within the sector to engage with policymakers and regulators, influencing policies that positively impact digital healthcare.
- Systematically gather evidence showcasing enhanced patient care through digital solutions, facilitating benchmarking comparisons with current standards to drive continuous improvement.
- Ensure a clinically led approach to maintain standards of care at the forefront of the network, incorporating the latest advancements in healthcare practices.
- Collaborate to identify priorities that support the development and widespread adoption of digital healthcare, contributing to strategic problem-solving as national implementation expands.
- Actively support the technical development and practical implementation of digital healthcare solutions on a national scale, ensuring alignment with evolving healthcare needs.
- Spearhead digital innovation to meet and anticipate patients' future needs and preferences, positioning the forum as a driving force for positive change in healthcare delivery.
- Serve as a centralised repository for addressing technical challenges related to the design, development, and dissemination of digital care, fostering collaboration and knowledge exchange.
- Conduct horizon scanning activities to establish digital healthcare standards and identify potential 'blind spots' for the sector and member organisations, ensuring comprehensive coverage and foresight.
- Facilitate the exchange of expert opinions and knowledge among DiCE participants and associated organisations, recognising individual expertise while promoting collaborative learning and problem-solving. (Note: Opinions are individual and not necessarily representative of or attributable to their respective organisations).

Forum Participants

- Apothecare
- Asda
- Boots Online Clinics
- Cloud Pharmact
- Doctor Care Anywhere
- Dr Morton's
- Embla Health
- eMed
- Health Hero Solutions
- Hexpress Healthcare
- Index Medical Ltd (Dr Fox)
- Innox
- Lloyds Pharmacy Online Doctor
- Manual
- MENSCEM
- Oxford Online Pharmacy
- Numan
- Pharmacy2U Ltd
- Pharmacy Online
- Phlo
- Privatedoc
- SH24
- Simple Online Healthcare
- Spectrum Wellness
- Teladoc Health UK
- Total Health
- The GP Service
- The Independent Pharmacy (ABSM Healthcare Ltd)
- Thriva
- Treated
- Zava (Health Bridge Ltd and Dr Ed)

Organisations attending as guests

- Care Quality Commission
- Department of Health and Social Care
- General Medical Council
- General Pharmaceutical Council
- Medicines and Healthcare products Regulatory Agency
- NHS England
- NHSX
- Healthcare Quality Improvement Partnership
- Health Improvement Scotland

Network participation

- An annual fee is payable to contribute to the running costs of the network. This allows for access to all network activities.
- Annual membership fees to not exceed £900 + VAT if applicable (regardless of organisation turnover) without full network agreement.
- Participants must be registered with their corresponding regulatory body.
- All organisations must promote best practice in digital health.

- Participants must be from an organisation that offer digital, online and/or remote services.
- It is open to any interested party or organisation with specific expertise in services or products within the digital care sector, but led by the clinical team.
- Each member organisation may bring **up to** two representatives to plenary meetings. For online forum events and webinars, then any organisation can have up to 6 members of their clinical teams involved.
- Associated organisations may be invited to attend any meeting if it is to offer expert advice.
- External advisors may be identified who will not usually attend meetings but receive meeting notes, and by the nature of their roles in digital primary care, may advise DiCE on technical issues.
- There is no planned regular patient or public involvement within DiCE due to the technical expertise and industrial participation of the group, but invitations to participate may be made if and when necessary.

Tenure

DiCE activities will be developed annually with a year start from 1 September every year. Active participation is valid for 12 months from 1 September to 31 August upon payment of participatory fee.

DiCE Programme

- The annual programme of events to be organised and chaired centrally by the DiCE administrative team.
- **Plenary meetings**
 - Up to 2 face to face half day meetings annually at a venue tbc where possible
 - Agenda generated by participating organisations, associated organisations and DiCE administration team.
 - Sub-groups may work on specific actions between meetings and feedback as agenda items at subsequent meetings.
 - Participants are to act as the link with parent organisation.

Confidentiality and information sharing

DiCE will adhere to all data protection, freedom of information and information security policies.

Information handled and circulated by DiCE will include confidential information. Policies for the circulation of confidential material and circulation lists will follow GDPR legislation, with consent able to be withdrawn at any time by any DiCE member organisation or representative.

Competition Law

DiCE will not facilitate any discussions or activity which could be interpreted as anti-competitive conduct. It will only function to fulfil its purpose described in the core aims above and will always act in a way that is consistent with competition law.

