

Dundee SmartCare Convention 2018

Primary Care Digital Programme

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What is Digital?

Digital describes electronic technology its an umbrella term for computer-based products and solutions

The Primary Care Digital Services Development Fund is part of the wider Primary Care Transformation Fund. Its purpose is to support and accelerate the use of digital service by GP practices.

NATIONAL OUTCOMES	Our children have the best start in life and are ready to succeed	We live longer, healthier lives	Our people are able to maintain their independence as they get older	Our public services are high quality, continually improving, efficient and responsive
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We start well	We live well	We age well
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PRIMARY CARE VISION Our vision is of general practice and primary care at the heart of the healthcare system. People who need care will be more informed and empowered, will access the right person at the right time and will remain at or near home wherever possible. Multidisciplinary teams will deliver care in communities and be involved in the strategic planning of our services.

HSCP OUTCOMES	People can look after own health	Live at home or homely setting	Positive Experience of Services	Services improve quality of life
Services mitigate inequalities	Carers supported to improve health	People using services safe from harm	Engaged Workforce Improving Care	Efficient Resource Use

PRIMARY CARE OUTCOMES			
We are more informed and empowered when using primary care	Our primary care services better contribute to improving population health	Our experience as patients in primary care is enhanced	
Our primary care workforce is expanded, more integrated and better co-ordinated with community and secondary care	Our primary care infrastructure – physical and digital – is improved	Primary care better addresses health inequalities	

Six quality standards
 person-centred, safe, effective, efficient, timely and equitable

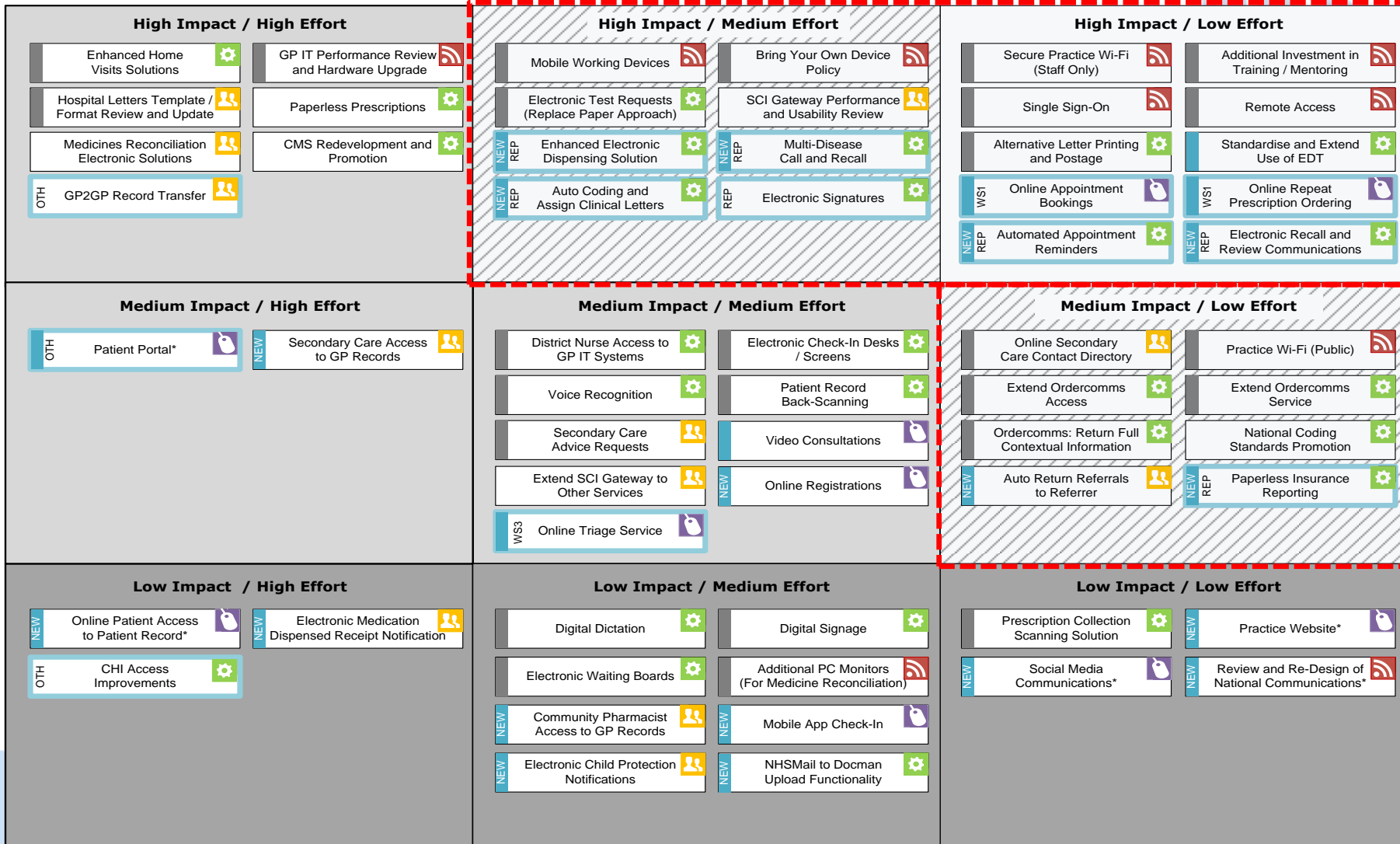
Opportunity Roadmap for Increasing General Practice Clinical and Administrative Staff Capacity

Likely Clinical and/or Admin Time Saving Benefit

High

Medium

Low



High

Medium

Low

Implementation Effort / Indicative Cost

Opportunity Key

Board Level Opportunity (Implement Board Specific Solution)	Board Level Opportunity (Implement Existing National Solution)	XXX Existing National Project Ongoing	* Potential link to the Patient Portal Project (ongoing national project)
New National Opportunity	Board Level Opportunity (New National Solution Required)	WS1 - Workstream 1 Project WS3 - Workstream 3 Project REP - Highly likely to be delivered by the Re-Provision Project OTH - Other National Project	

Themes

- Automation
- Interface
- Online Services
- Technology Enablers

Suggested Priorities

Priority Grouping 1: Foundation	Priority Grouping 2: Transitional
Priority Grouping 3: Advanced	Priority Grouping 4: Low Capacity Saving

SUMMARY WORKSTREAM 2 DECISIONS	BOARD AREA	SUMMARY WORKSTREAM 2 DECISIONS	BOARD AREA
MOBILE WORKING		PRACTICE PROCESSES	
Mobile Working – Remote Access	Tayside, GGC, Fife, Orkney	Clinical Coding	Tayside
Devices (Mobile & Static incl Monitors)	Tayside, GGC, Fife, Orkney Forth Valley	Order Comms	D&G
Vision Anywhere	Lanarkshire	Cyberlabs	Fife
PATIENT ACCESS/INTERACTION		Electronic Test Results	D&G
Text Reminder	GGC , Tayside		
Telephone Triage/Appointment Systems	Lanarkshire	Docman	Fife
Video Consultation	GGC	Digital Dictation	GGC
Video Conferencing	Lanarkshire	Increase Single Sign On	D&G
Outcome Manager	Lanarkshire	IT TRAINING & SUPPORT	
Practice Website	GGC	IT skills training for Practices	Western Isles
Self check in boards	Lanarkshire, GGC		
Electronic notice boards	Lanarkshire, GGC	SUPPORTING H&SC INTEGRATION	
Prescription Collection	GGC	Health & Social Care Portal	Shetland
INFRASTRUCTURE		TO BE CONFIRMED	NHS Highland, NHS Grampian
Windows 7 Upgrade	Borders	Host Servers at Board	Lothian
Network Upgrades – additional connection points	Forth Valley	Connectivity	A&A
Practice wifi	Fife, Orkney, GGC, Forth Valley	Public wifi	Tayside & Orkney

Tayside Primary Care Digital Services Initiatives



- Clinical Coding
- Patient Reminder
- Mobile Working
- Wi-Fi
- Patient Online Services

Clinical Coding

- **Scope - 14 Practices**
- **Project Status – Planning**

- Intellisense is an advanced Clinical Content Recognition system that automatically detects patient and filing details, significantly improving summarising and the speed and data quality of filing into the patient's clinical record.

- **Problem trying to solve**
Time spent on administration of records

- **Benefits**
Reduction of admin time, Greater summarising accuracy.

Patient Text Reminder

- **Scope - 25 Practices**
- **Project Status – Execution**
- The project will implement Patient Text Reminders to specific practices that have identified Text Reminders as their preferred PC Digital Funding Initiative.
- **Problem trying to solve**
Reduce number of missed appointments
- **Benefits**
Real-time communication with Patients, Reduction of DNA rates. Increase in appointment attendance. Reduction of admin time dealing with Telephone calls .

Mobile Working

- **Scope - 25 Practices**
- **Project Status – Planning**
- Practices will be issued with unlimited licenses for the Vision Anywhere product. This will enable clinicians within each practice to use the app on either their own device or a practice purchased device. An early adopter practice has been identified.
- **Problem trying to solve**
No remote access to patient information
- **Benefits**
Access to information at the point of care, reduction in reliance on practitioner recall

WiFi

- **Scope - All Practices**
- **Project Status – Planning**
- Due to changes in technology, and with an emphasis on mobile working, it is essential that we provide the infrastructure required to support this.
- **Project Scope includes:-**
 - Mobile tynet for NHST practitioners with their own device i.e. laptop
 - Eduroam – for trainees/students
 - GP Wifi which will allow public access to wifi in waiting rooms but also allow the use of mobile devices in the practice i.e. for use with Vision anywhere.
- **2 Phases Equipment procured and Practices split into phases based on requirements for building surveys in premises >2000. Phase 1 practices cabling in progress. Phase 2 practices will require surveys to be undertaken**

Patient Online Services

- **Scope - All Practices**
- **Project Status – Execution**
- Patient Online Services allow patients to book and cancel practice appointments online and to request their repeat medication over the internet.
- **Problem trying to solve**
Reduce number of missed appointments
- **Benefits**
reduction in DNAs by making it easier for patients to cancel or change appointments. In addition patients can order their repeat prescriptions online and view the progress of the repeat prescription requests along with a summary of all their requests from the past 3 months which may reduce 'over requesting'.

Patient Online Services

- We have 90% of Tayside practices with access to Patient On-Line services. 51 Vision Practices and 3 EMIS. 3 Practices have delayed and 3 practices have declined implementation at this time.
- We have approval to undertake a Test of Change for Patient Portal in one of our practices and project is in initiation.

Questions

