

Digital as Usual Monthly Update - Issue 7 - July 2019

General Overview

This update covers current eHealth Strategic and Operational Programmes of work. There are currently 93 projects in progress and 58 at pre-project scoping stage.

Integrated Electronic Health and Care Record

Clinical Portal Patient Notes

The number of Patient Notes being completed in Clinical Portal is increasing and, since January 2019, the numbers completed are:

- Out-patient Note - 150,517
- In-patient Note - 94,336
- Multi-Disciplinary Team Note - 13,567
- Remote Consultation Note - 8,789

Further information and user guides on the use of Clinical Portal Patient Notes can be found on [eHealth StaffNet page](#).

Over the coming months we will be making changes to improve the user experience of Patient Notes.

Clinical Portal Pre-operative Assessment Form

The uptake of the Pre-operative Assessment Form has been encouraging. Since go-live in February 2019, a total of 21,202 have been completed.

This form is completed by nursing teams in their clinical assessment for fitness for general anaesthetic. The forms are then used for Anaesthetic review and risk management.

Social Care Data Displaying in Clinical Portal

Patient information from Social Work systems in West Dunbartonshire, East Dunbartonshire and Renfrewshire is now available in the Clinical Portal for health users with appropriate access.

Work is progressing to integrate social care data in the three remaining Councils. East Renfrewshire and Inverclyde will go live by the end of July. Glasgow is scheduled for integration in October 2019.

Health and Social Care Partnership (HSCP) Access to Clinical Portal

HSCP staff with appropriate access have been accessing restricted health data on Clinical Portal and, since January 2019, the number of users logging on is:

- East Dunbartonshire Council - 2,208
- East Renfrewshire Council - 1,974
- Glasgow City Council - 9,366
- Inverclyde Council - 891
- Renfrewshire Council - 4,898
- West Dunbartonshire Council - 2,170

EMIS Web Roll-out to Mental Health and Learning Disabilities In-patient Services

This implementation is now complete.

The six month continuous roll-out programme involved all in-patient staff at Gartnavel Royal, Leverndale, Dykebar, Stobhill, Royal Alexandra, Inverclyde Royal, Vale of Leven and Dumbarton Joint Hospitals, Rowanbank, Netherton and Blythswood. Staff are now able to record all progress notes electronically, providing up-to-date information about patients at the point of care.

TrakCare Clinician-to-Clinician Referrals

Internal Referral functionality in TrakCare enables clinicians to electronically refer to their colleagues from out-patient clinics, with the referrals landing straight onto the Vetting List for the referred to specialty. Referral being created and received is on the same day therefore improving the time taken. Since January 2019, a total of 4,601 internal referrals have been made.

For additional information and support to implement in your area, contact shameem.akhtar@ggc.scot.nhs.uk.

TrakCare Results Sign-off

From 2 September 2019, the Diagnostics Directorate will no longer send paper reports for Imaging and Laboratory requests to any Acute-based service across all sectors.

If you are a practitioner currently relying on paper results to trigger actions, you need to plan now to use a paper-free approach from September onwards. If further assistance is required to help your service manage results in TrakCare, we have set up a special email address - results.management@ggc.scot.nhs.uk.

An engagement process is well underway with the undernoted services completed to date:

- Glasgow Royal Infirmary Emergency Department
- Gartnavel General Hospital Ophthalmology
- Queen Elizabeth University Hospital Orthopaedics
- Queen Elizabeth University Hospital Gastroenterology
- Royal Alexander Hospital Medical Assessment Unit
- Royal Alexander Hospital Orthopaedics
- Inverclyde Royal Hospital Orthopaedics
- Queen Elizabeth University Hospital Endocrine and Diabetes
- Royal Hospital for Children Paediatric Renal

Next stage of engagement is planned during July and August 2019 as follows:

- Beatson West of Scotland Cancer Centre/Haematology
- Clyde Dermatology
- Clyde Respiratory
- Glasgow Royal Infirmary Colorectal Surgery

In addition, dates will be confirmed in response to specific user requests for demonstration/support. Additional information can be found on [eHealth StaffNet page](#).

Safer Medicines

Enhanced Drug Treatment Service

Work is underway to configure NHSGGC systems to support the new Enhanced Drug Treatment Service that is scheduled to begin operation in September. This includes EMIS Ascribe, EMIS Web, EMIS Pre-install for Clinicians (PCS) and TrakCare.

Falsified Medicines Directive (Directive 2011/62/EU)

Work is ongoing between NHSGGC, the supplier and regulatory bodies MHRA (Medicines and Healthcare Products Regulatory Agency) and UK NMVS (National Medicines Verification Systems) to ensure that all required governance and registrations requirements are addressed. Server infrastructure has been installed and the scanners with software will be implemented in August.

Hospital Electronic Prescribing and Medicines Administration (HEPMA)

Technical proof of concept sessions have taken place during July with each of the suppliers proposed systems. The purpose is to assess prospective suppliers' ability to integrate HEPMA with key NHSGGC systems including Clinical Portal and TrakCare. Full business case is due to be completed by end of July 2019 for review.

Medicines Reconciliation and Immediate Discharge Letter (IDL)

A series of enhancements and improvements are currently being tested. Work has also begun to identify the next group of priority improvements for Medicines Reconciliation/IDL.

Safer Diagnostics

Secure Clinical Image Transfer Service

Several critical changes to the application have been delivered by the supplier and are undergoing user acceptance testing. Anticipated go live of the application is the end of August.

Self-care and Remote Care

Blood Pressure Monitoring

Following a number of successful bids to the national Technology Enabled Care (TEC) Fund, Partnerships are moving forward to implement remote Blood Pressure (BP) Monitoring. Registered patients will be sent text reminders to take readings with electronic BP meters and text results back. These results can be viewed by specialist nurses and GPs without the need for patients to attend clinics if stable. Integration with electronic document transfer (EDT) will also be developed and implemented.

Remote Consultations – Acute

Work continues around service engagement and the installation of equipment for Video Consultations using the Attend Anywhere system.

The Regional Fertility Counselling Service (Women and Children's Directorate) at Glasgow Royal Infirmary has been equipped to carry out remote video consultation for clients across the West of Scotland, with staff undergoing training during July 2019. Clients will be offered the service as an opt-in option from August 2019. Since January 2019, 138 video consultations have been conducted.

Services that are live are:

Respiratory	Physio North, Cystic Fibrosis, Sleep Service North and South
Neurology	Headache; Motor Neurone Disease; Epilepsy Learning Disability; Head and Neck
Oncology	Outreach A&B; Urology Outreach; Beatson AHP
Orthopaedics	QUEH with Argyll and Bute
Medicine	Rehabilitation

Remote Consultations – Partnerships

Proposals to provide remote video consultation across the Partnership Podiatry Service, Specialist Children's Services, the Perinatal Psychiatry Service and a selection of GP practices in East Renfrewshire have been approved. Work begins on these projects during July 2019.

Primary Care and Contractor Services

Digitising GP Paper Records (Back Scanning)

A significant project is underway to digitise the paper GP records with NHSGGC practices which will be incorporated with the GP Electronic Health Record. Twelve practices per month are being targeted, with approximately 50,000 records scanned monthly.

In addition to complementing the Electronic Health Record and aiding the patient record transfer process, the space saving will allow the practices to re-design and enable additional clinical workspace to be utilised.

GP IT Re-provisioning

Planning works have commenced around the replacement of NHSGGC's 237 general practices' EMIS and Vision systems.

Over the coming months, local requirements will be developed by a range of stakeholders in anticipation of a further round of local tendering, evaluation and scoring. The first practice migrations are expected to commence in summer 2020.

SCI Gateway Clinical Dialogue

NHSGGC Emergency Departments and Neurosurgery will go live on 22 July with Electronic Clinical Dialogue. This will alert Neurosurgery clinicians Emergency Department queries and allow structured communications between services, with the dialogue available on Portal as part of the patient Electronic Health Record. The system will be rolled out to other Board Emergency Departments in the coming months.

Innovations

Dermatology Digital Virtual Appointments

This pilot is now live. This is a new application that offers the means for Dermatology clinicians to conduct offline asynchronous clinics with their patients. Instead of attending in person, patients answer a set of questions and submit some pictures of their condition taken on their mobile telephone. This is seeded by automatic appointment notifications from TrakCare, where the appointments are booked using the normal TrakCare booking process. It does not make bookings in TrakCare. Further work is underway to develop and test how appointments would be booked via the app into TrakCare.

Patient Related Outcomes (PROMS)

NHSGGC were successful in bidding for funds to implement PROMS within the Ovarian Cancer Service. This will result in integration from the My Clinical Outcomes application with SCI Store so information can be viewed via Clinical Portal. Kick off meeting has taken place and work has commenced to configure the My Clinical Outcomes app to cater for the specific needs of the service.

By implementing the application the service is expected to have better visibility of outcomes as reported by patients.

COPD App

The COPD app is on schedule to move into pilot with a small number of patients towards the end of August. This will allow the service to collect data from the Non-Invasive Ventilation (NIV) equipment and Fitbit devices worn by patients. Next steps include integration with our electronic patient record and to start developing artificial intelligence/data analytics to allow the service to target patients who are most at risk of readmission.

Workforce and Business Systems

Dashboards to Support Property, Procurement and Facilities Management Directorate Operational Management

Work will restart in July 2019 with Business Intelligence to develop an environment that will enable Facilities to use MicroStrategy to provide operational management information for a range of services.

Datix Replacement

Development continues on the Invitation to Tender (ITT) to replace the current Risk Management system. A business case will be developed.

Decontamination

Following the recent appointment of the Head of the Decontamination Unit, work is underway to agree an approach and timetable for replacing the existing systems in use in the three Decontamination and eight Endoscopy Units. A Project Board is in place to take forward the procurement and business case.

National Catering System

Following a national procurement the contract is due to be signed. A Project Board will be set up locally to take forward the implementation. Start dates have still to be agreed with national team and supplier. Data cleansing will start 22 July 2019 in advance of the contract being signed to ensure the migration process is as clean as possible.

National eRostering

NHS Scotland is seeking to procure a new national eRostering solution and replace the existing disparate arrangements in place across the various NHS Boards. It requires the system to be capable of interfacing with other relevant NHS Scotland business systems to allow automated import and export of data to and from these. The procurement process is currently underway and roll out. Early "pathfinders" is scheduled for November 2019.

Technology and Infrastructure

Office 365

Work continues with the National Programme Team to develop the approach to implementation and the ongoing running of the new Office platform.

The National Team are meeting with a variety of clinical groups to ascertain their requirements and any opportunities for improvement that the new Office product can deliver.

Contact

For more information on anything in this update – or anything else about eHealth – please contact the eHealth Programme Management Office at pmo@ggc.scot.nhs.uk.