

# Digital as Usual Monthly Update - Issue 8 - August 2019

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## General Overview

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This update covers current eHealth Strategic and Operational Programmes of work. There are currently 87 projects in progress, with 50 at pre-project scoping stage.

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## Integrated Electronic Care and Health Record

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### CHI (Community Health Index) and Child Health Screening Systems

Following a pause to the overarching Programme, the projects to replace the core national CHI system and Child Health systems have been recommended. This will see a significant development, configuration and testing phase of works for both systems over the next 18 months, with an anticipated migration in mid-2021.

### Clinical Portal - Social Care Data Sharing

Work continues to integrate social care data into Clinical Portal:

- **East Renfrewshire Council** - plan to switch on functionality in Clinical Portal, week commencing 28 August
- **Inverclyde Council** - plan to switch on functionality in Clinical Portal in late August, dependent on testing sign-off
- **Glasgow City Council** - plan to switch on functionality in Clinical Portal in early winter 2019

507 Social Work staff in Glasgow City Council now have access to a restricted data set in Clinical Portal.

### Clinical Portal to Portal

Clinicians continue to realise the clinical benefits of having access to the Clinical Portals across the West and North of Scotland. Since January 2019, 204,800 staff logged on to West of Scotland and North of Scotland Clinical Portal; and 171,415 staff from other Boards logged on to NHSGGC Clinical Portal.

### Community Pharmacists' Access to Clinical Portal

Following the completion of development and testing of the Pharmacy RBAC (Role-based Access Control), the introduction of Clinical Portal to independent Pharmacists will commence in August. This will further aid Pharmacists to treat minor ailments, independently prescribe in a safer manner and work collaboratively with Acute, Primary Care and Partnership services.

### EMIS Web Children, Community and Mental Health (CCMH)

On 5 August, functionality in EMIS Web was switched on to provide the ability to share a patient's EMIS Care Record across Children's Services, Adults Services and Mental Health Services. This enhances the visibility of a patient's care record across organisational boundaries in the NHSGGC community.

## Maternity Services System (BadgerNet) - Phase 2

Preparation work is underway to begin an operational pilot of the BadgerNet CTG (Cardiotocography) functionality. This will see CTGs being captured electronically within the BadgerNet system.

The BadgerNet Patient Portal pilot has concluded and go live date is being agreed with the Service. This will allow women to access specific elements of their maternity record via their Smartphone.

## TrakCare - Alphabetical Sort of TrakCare Menu Items

Alphabetical sort of TrakCare menu items went live on 7 August. Most RBACs have a new menu called "Pt Search" (this menu has grouped together the menu items that can be used to search for a patient and/or an episode of care, as required). This appears first; second menu item is "Results Unsigned" and third is "New Request". Thereafter, the menu items appear in an alphabetical sort. Some menu item names have been changed to reflect current terminology and allow items to be grouped together, for example:

- Medical Records renamed Health Records
- Outpatient Worklist renamed Clinics
- Others Workbench renamed Workbench Others
- Cardiology Workbench renamed Workbench Cardiology

## TrakCare – Results Sign-off

Three videos are available to view:

- [Scott Davidson](#), Deputy Medical Director talks about the importance of managing results effectively
- The [Paediatric Rheumatology Team](#) talk about using TrakCare to manage out-patient results
- [Karen Meadley](#), Consultant Gynaecologist talks about using TrakCare to manage in-patient results

## TrakCare - Workbench Development

**Vascular Laboratory Referrals** - referrals for this service went live on 7 August. Referrals to the Vascular Laboratory based at the West Glasgow Ambulatory Care Hospital can be made through TrakCare.

**Hospital Palliative Care Referrals** - On 13 August, the Palliative Care Referral was updated to improve the information the Hospital Palliative Care Team receives for patients. A new bespoke questionnaire has been added to their existing workbench to capture more detailed information about the reason for referral and the patient's condition.

**Cystic Fibrosis Paediatric Clinical Nurse Specialist Referrals** - referrals for this service went live on 29 July, allowing clinicians to make electronic referrals for inpatients in the Royal Hospital for Children and the Cystic Fibrosis Paediatric Clinical Nurse Specialists to collect referrals following patient stays in acute care.

**Endourology Stone Multi-Disciplinary Team (MDT) Referrals** - referrals for this service went live on 5 August. Referrals to the Endourology Stone MDT will now only be accepted via the electronic referral/order item on TrakCare. Referrals will be managed from the workbench, including vetting and processing for the weekly MDT meeting.

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## Safer Use of Medicines

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### **HEPMA (Hospital Electronic Prescribing and Medicines Administration)**

Technical proof of concept sessions have been completed with each prospective supplier. We are engaging with other NHS Boards to learn from their HEPMA experience. The procurement process is continuing to progress.

### **EDTS (Enhanced Drug Treatment Service)**

Configuration work is progressing well across EMIS Web, EMIS PCS (Primary Care System), Ascribe and automated drug cabinet.

### **Medicines Reconciliation/Immediate Discharge Letter (IDL)**

Testing the next batch of enhancements is nearly complete. We are targeting the live release of these enhancements in the next few weeks. Prioritisation of future enhancements has begun.

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## Safer Diagnostics

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### **Secure Clinical Image Transfer Service**

On 19 August, Secure Clinical Image Transfer Service went live in Medical Illustration Team and a date is to be agreed to roll out across NHSGGC

### **LIMS (Laboratory Information Management System) (Telepath) Replacement**

A national programme board has now been established, jointly chaired by Mike Gray, Laboratory Service Manager and William Edwards, Director of eHealth. Initial work will be to develop a business case and specification for the procurement of a Scottish Laboratory Information Management System that will replace the existing Telepath system.

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## Self-care and Remote Care

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### **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. Parallel works are underway to standardise the protocols in use across all Partnerships. Registered patients are sent text reminders to take readings with electronic BP meters and text results back to the Florence monitoring system.

### **Remote Consultations - Acute**

Work continues around service engagement and the installation of equipment for video consultations using the Attend Anywhere system. Additional resources have been aligned to the project to audit rooms, install kit, train staff and floor walk.

The Regional Fertility Counselling Service at Glasgow Royal Infirmary have booked their first patients. Future clients are now being offered video consultation as an opt-in.

Remote consultations (incorporating telephone, video, virtual and written) are now live in the following services:

- Clinical Oncology
- Diabetes
- Gastroenterology
- General Medicine
- General Surgery
- Haematology
- Infectious Diseases
- Medical Oncology
- Neurology
- Neurosurgery
- Ophthalmology
- Oral and Maxillofacial Surgery
- Pain Management
- Plastic Surgery
- Rehabilitation Medicine
- Rheumatology
- Trauma and Orthopaedic Surgery
- Urology

In addition, since January 2019, 87 video consultations have been conducted between NHSGGC and Argyll & Bute, 103 between NHSGGC and NHS Highland, and 171 within NHSGGC.

Services appointing to video consultations are:

- Respiratory (Respiratory Physiotherapy North, Cystic Fibrosis, Sleep Service North and Sleep Service South)
- Neurology (Headache, Motor Neurone Disease, Epilepsy Learning Disability)
- West of Scotland Head and Neck
- Oncology (Outreach Argyll & Bute, Urology Outreach and Beatson Allied Health Professionals)
- Orthopaedics (Queen Elizabeth University Hospital with Argyll & Bute)
- Medicine (Rehabilitation Medicine)
- Women and Children (Regional Fertility Counselling Service – first patient booked for 7 August)

### **Remote Consultations - Partnerships**

Work continues to provide remote video consultation across the Partnership Podiatry Service, Specialist Children's Services and the Perinatal Psychiatry Service.

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## **Primary Care and Contractor Services**

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### **Digitising GP Paper Records (Back Scanning)**

The final practice awareness sessions are scheduled through August as part of the programme of digitising the paper GP records with NHSGGC practices to incorporate into the GP Electronic Health Record. This year will see approximately 95 practices being digitised, with the remaining practices anticipated to be back scanned in 2020.

## GP IT Re-provisioning

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

A group of over 30 GPs, Practice Managers, Nurses, Pharmacists, Allied Health Professionals, Partnership staff and eHealth staff are working to develop clinical scenarios and develop detailed local requirements to be used in local tendering stages in early 2020. Update sessions are being arranged alongside GP Forum and Cluster Leads meetings.

The first practice migrations are expected to commence in summer 2020.

## SCI Gateway Clinical Dialogue

NHSGGC Emergency Departments and Neurosurgery went live with Electronic Clinical Dialogue on 29 July, allowing structured clinical communications between clinicians.

| Accident and Emergency Department   | No of Patient Emergency Dialogue Referrals                  |
|-------------------------------------|---|
| Queen Elizabeth University Hospital | 7   |
| Glasgow Royal Infirmary             | 8<br>(including 2 for the same patient – further follow-up) |
| Royal Alexandra Hospital            | 1   |
| Inverclyde Royal Hospital           | 1   |
| <b>Total</b>                        | <b>17</b>   |

Following a transition period, this will be made available to other Boards' Emergency Departments and other NHSGGC specialties.

## Innovations

### Industrial Centre for Artificial Intelligence Research in Digital Diagnostics (iCAIRD)

As we come to the second quarter reporting to the funding body (Innovate UK), all milestones have been met and the overall project status is green. The focus over the last month has been on the provision of anonymised data which will be used by the exemplars to begin training the algorithms which will be an output of the iCAIRD programme.

### Robotic Process Automation (RPA)

NHSGGC is investigating how "robots" could be employed to help complete several repetitive administrative tasks which are used to help develop reports. There is also investigative work underway to evaluate how robots could be employed to make the results sign off process more efficient and simple for clinical and administrative colleagues. This work is in its early stages and updates will be provided as the projects develop.

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## Workforce and Business Systems

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### Datix Replacement

Development continues on the Invitation to Tender to replace the current Risk Management System and a Business Case will be developed. NHS Lanarkshire, NHS Dumfries & Galloway and NHS Borders have expressed an interest in working with NHSGGC to develop a National Framework.

### National Catering System

NHSGGC has now signed the National Catering Information System contract. A project plan will be agreed, clarifying the roll-out plan.

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## Technology and Infrastructure

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### Device Replacement

Work is underway to upgrade PCs to the latest Microsoft Operating System to security support ever increasing electronic workflows and enable delivery of Office 365. eHealth has invested in almost 15,000 new or component upgrades for PCs. Proactive Support staff have started rolling out the new devices to areas of greatest need, with the remainder of devices being deployed by end of March 2020. Other areas will receive new equipment by the end of March 2020. While the initial investment will enable upgrade or replacement of less than half of NHSGGC's total estate, there is financial commitment and Board support to continue the programme to conclusion.

With the significant challenges involved with migrating Windows 7 to Windows 10, particularly around application support, NHSGGC is working with technical partners and other Territorial Boards to manage the transition with minimal service disruption.

### Telephony Transformation Programme

Stobhill campus is the current focus of the telephony transformation programme. All buildings, with the exclusion of the Ambulatory Care Hospital, will be migrated from analogue to Voice Over Internet Protocol (VOIP) technology over the next six weeks. A roll-out plan to complete the migration from analogue to VOIP technology within the next 18 months is currently being formulated.

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## Contact

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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](mailto:pmo@ggc.scot.nhs.uk).

Website: <https://www.nhsggc.org.uk/about-us/digital-as-usual/>



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