

# Digital as Usual Programme Update - Issue 9 - September 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 99 projects in progress.

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## Integrated Electronic Health and Care Record

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### Clinical Portal Form Release

On 10 September 2019, the following forms were released or updated in Clinical Portal.

#### *New*

- Paediatric Pre-assessment

#### *Updates*

- Child Protection Notification of Concern
- Child Protection Support/Advice
- Surplus Tissue Authorisation
- Surplus Tissue Alternative Authorisation
- Dermatology Pre-operative Assessment
- Dermatology Post-operative Assessment

### Electronic Health & Care Record (EHCR) Implementation

A programme of work has commenced to support the transition from paper to EHCR in the Beatson West of Scotland Cancer Centre. Workshops are planned over the next month to confirm workflow and capture requirements.

A number of Clinical Portal developments are scheduled to be released over the forthcoming months as part of the continuing development of the EHCR and to support winter planning:

- **Community Pharmacy** – the roll-out of access to an agreed dataset on Clinical Portal for community pharmacy staff will be completed during October 2019
- **Anticipatory Care Plan (ACP) Summary** – a new electronic form has been developed on Clinical Portal to capture key patient information to support anticipatory care planning. Completed versions of the form will be sent electronically to the patient's GP. The target date for release of the form is 8 October 2019
- **GP Summary** – testing is progressing on the integration of a GP summary into Clinical Portal. The summary will include Medications, Encounters, Risks and Warnings (Allergies/ Adverse Reactions, Contra-indications, Smoking Status), Procedures (Immunisations, Operations) and Exam Findings. Testing on live systems will be undertaken in 5 practices during October with full roll-out commencing from end October

- **HSCP Data Sharing** – East Renfrewshire Council and Inverclyde Council data sharing in Clinical Portal is scheduled to be switched on during October 2019. Work is continuing with Glasgow City Council to provide access to their data

Further targeted communication will be issued for each of these initiatives.

### **Maternity Services System (BadgerNet) Phase 2**

- **Cardiotocography (CTG):** Preparation work for the pilot of the BadgerNet CTG functionality is well underway. The pilot will be conducted in the Princess Royal Maternity Hospital and it is anticipated that it will start in early October for a period of 12 weeks.
- **Patient Portal:** The Project Midwife is providing demonstrations at a number of different fora throughout NHSGGC. It is anticipated that patients will start to get access from the end of September.
- **Ultrasound:** Early preparation work has begun to allow ultrasound devices to send images to the BadgerNet system.
- **Document Capture:** A review of the remaining paper documents that make up the maternity paper casenote has been undertaken.

### **TrakCare Advance Programme**

NHSGGC is collaborating with its TrakCare system supplier to undertake an evaluation of the clinical and non-clinical use of TrakCare. The survey, circulated at the end of August, complements a wider piece of work that will help NHSGGC take full advantage of TrakCare functionality and, importantly, help to influence the TrakCare product development roadmap. Further details will be circulated over the next few months.

### **TrakCare Release**

Testing is currently underway to support a TrakCare release planned for the end of October 2019.

New functionality in this release will include:

- Frailty Screening Tool
- National Early Warning Score 2 (NEWS2) Recording
- Active Clinical Notes
- New Patient Banner
- BadgerNet SMR02 Interfacing

### **TrakCare Results Sign-off**

Continued improvement has been noted in the uptake of TrakCare results sign-off. As of 6 September, 32% of Laboratory and Radiology results issued in August have been signed off in TrakCare. This equates to 240,978 results and is a 6% increase from July.

Service engagement continues. In August, eHealth support was provided to the undernoted specialty teams:

- Glasgow Royal Infirmary General Surgery/Colorectal
- Glasgow Royal Infirmary Emergency Department
- Glasgow Royal Infirmary Physiotherapy
- Queen Elizabeth University Hospital Orthopaedics
- Queen Elizabeth University Hospital Pre-assessment
- Queen Elizabeth University Hospital Department of Medicine for the Elderly
- Regional Neurosurgery

- Regional Spinal/Rehabilitation Medicine
- Royal Alexandra Hospital Orthopaedics
- Royal Alexandra Hospital Diabetes and Endocrinology
- Royal Alexandra Hospital Rheumatology
- Royal Alexandra Hospital Haematology
- Royal Alexandra Hospital Gastroenterology
- Royal Alexandra Hospital General Surgery
- Inverclyde Royal Hospital General Surgery
- NHSGGC-wide Obstetrics

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## Safer Medicines

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

The procurement process is nearly complete. The next step is to finalise the Full Business Case. A detailed paper will be discussed at the eHealth Strategy Board meeting on 8 October 2019.

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

Critical work has been completed in EMIS Ascribe and EMIS Web. TrakCare alert build is underway.

### **Medicines Reconciliation/Immediate Discharge Letters**

Enhancements are to be released into the live system on 28 September. A workshop to prioritise the next package of enhancements is scheduled for 10 October.

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## Safer Diagnostics

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

The Project Team has been appointed and is working to develop a specification for a new LIMS. Communication is being issued to all Health Boards who are participating to nominate representatives to the various discipline-specific subgroups.

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

The system went live as planned on 19 August. The Medical Illustration Department is working with the system on a daily basis to ensure that processes and workflows operate as intended prior to deploying to early adopters within clinical services.

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## Self-care and Remote Care

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### **Remote Video Consultation**

During August, 3 new Facilitators who have been employed on a short term basis to support services during the set up and go live of Attend Anywhere.

In the last month:

- Following the upgrade of over 120 PCs, 10.5% of Respiratory and 10.4% of Rheumatology remote consultations and advice referrals across NHSGGC were conducted via video call.
- the Podiatry Service has begun its adoption of video consultation with a focus on self-referrals. In conjunction with the Referral Management Centre, new self-referrals for Renfrewshire will be offered the option of a video consultation. Set up is underway, with a proposed date of 22 October for seeing the first patients by video

- Tollcross Medical Practice is preparing to carry out its first video consultations with staff and patients at Baillieston Care Home from 7 October. This new service will allow care home staff to telephone the surgery as required and book a video slot. It is anticipated that this may reduce GP travel and save time for both GPs and the nursing home. The service will be evaluated by GPs at the practice and results shared in the coming months
- East Renfrewshire Health and Social Care Partnership have moved ahead with the installation of video equipment in Clarkston and Mearns Medical Centres, and the set-up of user accounts for video consultation
- the Perinatal Mental Health Service is underway with preparations to offer video consultation from Leverndale Hospital
- Specialist Children's Services are proceeding with set up for video consultation in Child and Adolescent Mental Health Services (CAMHS), including Forensic CAMHS

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## Primary Care and Contractor Services

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### Digitising GP Paper Records (Back Scanning)

The Health and Social Care Delivery Plan and the new GP Contract encourage the development of extended Multi-disciplinary Teams working together centred around GP practices. Digitising files supports better ways of working, releasing space for additional clinical services and supporting changes, including bringing services together in one location. Currently, 66 practices have completed or are in the midst of back scanning, with some 350,000 files scanned since April.

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## Innovations

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### Chronic Obstructive Pulmonary Disease (COPD) Dynamic

Patient onboarding has begun for the pilot of the COPD Dynamic remote monitoring service. Initially, this will enable technology for patients to provide responses to a set of clinical questions and access online resources as well as provide readings from ventilators used in the home.

The clinical application will aggregate and display the data generated by the patient to allow the clinical team to remotely monitor and prioritise care for patients who need it most.

### Dermatology Virtual Appointment Application

This application allows patients to have off line appointments by allowing them to submit images and content to clinicians at scheduled times. Currently in pilot phase, due to run to the end of the year when evaluation will be assessed. The systems is fully integrated with internal Electronic Health and Care Record, including TrakCare appointments.

### Patient-reported Outcome Measures (PROMs) and Patient-reported Experience Measures (PREMs) Application for Ovarian Cancer Patients

A new project has commenced providing an application to record outcomes and experiences for patients to drive future improvements in the patient pathway. The next phase will include integration with the Clinical Portal.

### West of Scotland Innovations Team

Plans are underway to provide a regional point of access for all innovation projects across the West of Scotland. A branded website will be created and close collaboration with the National Procurement Service will provide a forum for proposed innovation to be submitted, reviewed and progressed.

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## Patient Administration Governance Group

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The Patient Administration Governance Group has been established as part of the Patient Administration Transformation Programme. The Group will be chaired by the Lead Director for the Programme and will oversee the structures, process and monitoring arrangements for delivering patient-facing administration services aligned to the Board's organisational objectives.

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## Technology and Infrastructure

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### Telephony Transformation Programme

A roll-out plan to complete the migration from analogue to Internet Protocol (IP) technology within the next 18 months has been completed.

### Windows 10/Office 365

Plans are progressing to commence the transformation of the PC estate by providing new equipment and also migrating staff to new Office 365. This includes standard software such as Word, Excel and Outlook as well as new functionality to improve collaboration and sharing of information, together with video conferencing and messaging capabilities.

eHealth staff are working with colleagues from Inverclyde Royal Hospital to prepare them for implementation of Windows 10 and Office 365 simultaneously. This involves evaluating any dependencies on old versions of software, and also working with staff to identify files which will be migrated to the new system. It is hoped the first migrations can take place in October. Alongside this, work has been undertaken to investigate the use of O365 to support clinical MDT meetings. A prototype of the system has been designed and will be piloted in a number of cancer MDT groups over the coming months.

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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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