

Digital as Usual Programme Update – Issue No 3 – May 2020

Integrated Electronic Health and Care Record

EMIS CCMH - Document Management System

User acceptance testing was rescheduled to commence from 9 March onwards for the community document management system WinVoice Pro incorporating an interface from EMIS Web to WinVoice Pro to produce the documents thereafter sharing documents to Clinical Portal and GP Practices via Electronic Document Transfer (EDT). Go live is planned for Monday 1 June commencing East Dunbartonshire Adult Rehabilitation Services.

Clinical Portal – GP Summary

A GP Summary is now available within Clinical Portal pulling in patient data from EMIS and Vision GP practices across NHSGGC. 389 GP practices are now sharing a summary in Clinical Portal. The GP Summary has been accessed approx 6250 times since the go live on 7 April.

GP users can also now search across all patients on Clinical Portal not just those specific to their practice code.

Clinical Portal – Regional Portal

NHS Forth Valley Clinical Portal is now available to launch from within the NHSGGC Clinical Portal. This means a total of 9 NHS Scotland Boards are now available to launch from within the NHSGGC Clinical Portal - North of Scotland (NHS Highland, NHS Grampian, NHS Orkney, NHS Shetland), NHS Ayrshire & Arran, NHS Forth Valley, NHS Dumfries & Galloway, NHS Lanarkshire and the Golden Jubilee National Hospital. In addition, all of the above Health Board portals can also be searched directly if there is no matching patient record (CHI number) in the NHSGGC portal to enable a portal-to-portal launch.

Discussions are ongoing with the remaining Health Boards to address the final gaps in the provision of a joined up electronic health and care record across Scotland.

Clinical Portal – Role Based Access

Community Pharmacy staff can now launch the Emergency Care Summary (ECS) within Clinical Portal.

GP and GP Administrative staff have an updated role that provides access to a richer patient dataset.

New roles have been created for NHS24 and the Scottish Ambulance Service (SAS) and a project is underway to work with each of these national Health Boards to evaluate use of Clinical Portal to support specific patient care use cases.

A new Social Care Practitioner role has been created and rolled out to a number of HSCP users initially to support hospital-based access to electronic records and completion of Anticipatory Care Plans.

A project is underway to provide access to Clinical Portal to community dentists and optometrists by end June 2020.

Clinical Portal – Covid-19 Community Assessment Centre Medication Prescribing

A new medication prescribing electronic form was developed in Clinical Portal to support the work of the Community Assessment Centres.

Safer Use of Medicines

Hospital Electronic Prescribing and Medicines Administration (HEPMA)

The NHSGGC HEPMA contract has been signed. The implementation plan is under review.

The HEPMA Team is working with the supplier to set up non-live environments. System integration meetings are being scheduled. A workshop with clinical users will be run to explore priorities for HEPMA integration.

Chemotherapy Care

This project is for a major upgrade to the chemotherapy system for prescribing and scheduling Systemic Anti-Cancer Treatment for the West of Scotland Cancer Network (WoSCAN) and Royal Hospital for Children. The governance structure has been agreed and established. Board and Team meetings are underway, as is project planning. The project was suspended at the end of March due to COVID-19, however, this has re-commenced in May.

Safer Diagnostics

Order Communications – Children, Community and Mental Health (CCMH)

An options appraisal of the potential Order Comms systems for CCMH is currently out for review by EMIS CCMH stakeholders and eHealth Clinical Leads.

Order Communications – Mental Health

TrakCare Order Comms was implemented to the Mental Health Assessment Units to support the COVID-19 Pandemic at Stobhill and Leverndale Hospitals.

TrakCare – Results Sign-off

Implementation of automatic sign-off of unsolicited Radiology results originating from a non-NHSGGC acute and GP location is now live. During April, 49% of results were signed off automatically.

Radiology Reporting

Currently there is no significant backlog for radiology reporting as all non-urgent imaging has been postponed following the Board's response to the COVID-19 pandemic. Medica and 4Ways are fully operational to support outsourced reporting with DMC currently in the testing phase post successful delivery of infrastructure, connectivity and configuration build.

Digital Pathology

Digital Pathology has been implemented within NHSGGC. This is supported by 51 digital pathology workstations with the planned addition of a further 30 workstations for trainees. Next phase includes the upgrade of the Philips Intellisite Pathology Solution (PIPS) system to version 4.1 and the installation of additional storage to support workflow.

Laboratory Information Management System (LIMS)

A series of virtual workshops have been held over the past 2 months to gather information that will be used to inform the Outline Business Case. It is anticipated that the Outline Business Case will be complete by end June and submitted for sign off.

Significant work has been completed towards the creation of a system specification for a new LIMS. This has been done in conjunction with representatives from all laboratory disciplines across all Consortium Boards. Work has also started on a system map that will detail all interfaces currently in place between all the Consortium Boards' existing LIMS platforms, third party systems and Analysers.

Due to the ongoing COVID-19 pandemic scheduled supplier days were cancelled. However, all suppliers who were scheduled to attend have provided presentations that will be made available to the Consortium Boards.

Self-care and Remote Care

Patient Centred Virtual Visiting

476 iPads have been deployed for patient centred visiting using Skype/Facetime/ Zoom/vCreate.

Remote Consultations

In March a total of 3861 Attend Anywhere/Near Me consultations were conducted, totalling 558 hours. This rose to a total of 7,903 consultations, totalling 1,796 hours in April - an increase of 4,045 consultations and 1238 hours in a month.

Primary Care and Contractor Services

GP Back-scanning

Digitisation of GP paper records is progressing. By the end of March, 425,000 patients' paper records from 109 GP practices were scanned. The additional space that this has created will enable general practices to redesign premises for additional administrative and clinical activity.

Innovations

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

The iCAIRD programme is now at the end of its first year. The Safe Haven Artificial Intelligence Planform (SHAIP) is integrated with the local Picture Archiving and Communication System (PACS) and approval is awaited to integrate SHAIP with the National PACS archive. Work is also ongoing to integrate SHAIP with clinical systems – TrakCare, Clinical Portal, SCI Store etc. There are exemplar use cases in Stroke and Chronic Obstructive Pulmonary Disease (COPD).

Fracture Small Business Research Initiative (SBRI) is now included in the iCAIRD programme and phase 2 will start in May in NHS Grampian.

Chronic Obstructive Pulmonary Disease – Dynamic Scot

Previous COPD Dynamic project has been re-purposed in response to the COVID-19 situation. Original Dynamic project now has enough data to progress to an evaluation post August 2020 as planned.

Dynamic Scot development has been implemented in response to COVID-19 as an adaptation of the original platform to provide information and remote management to COPD patients initially across NHSGGC but with scalability nationally. This service has now gone live and the first batch of high risk patients have been contacted and are in the process of being onboarded. The number of patients contacted is due to double shortly and funding is currently being identified to scale this up to around 50,000 patients across multiple Board areas.

National Trauma Application

Much of the design for this App has been re-purposed for the new COVID-19 Assessment application. As such, this project has been on hold with a re-focussing meeting due to take place in May. Agreement is to extend project to June 2021 due to the COVID-19 crisis.

Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs) – Gynaecological Cancer

My Clinical Outcomes, the supplier involved in this Cancer Innovation Challenge project has offered use of its platform, at no cost, for the duration of the COVID-19 crisis. The West of Scotland Cancer Network is working with cancer specialists across the region who wish to make use of My Clinical Outcomes to reduce the number of face-to-face visits required by cancer patients during this time.

Approval to proceed with this pilot has been given by the Innovation Governance Group, revised information and security governance documentation has recently been approved and the pilot is ready to be expanded.

Dermatology Virtual Appointments

Since COVID-19 caused a reduction in the number of face-to-face Dermatology appointments possible. This virtual appointments service has been enhanced to enable more appointments to be conducted online. Enhancement has made the service available for use by additional Dermatology clinicians as well as adding a second question set for use in new appointments.

Early Detection of Heart Failure

This project is for earlier detection of heart failure – before hospitalisation – using digital innovations and enhancing access to urban and rural community echocardiography. Funding has been achieved for the Artificial Intelligence (AI) heart failure risk identification with the British Heart Foundation. A plan is underway to provide the implementation of part of the project on a simulation platform.

Sleep Apnoea and Continuous Positive Airway Pressure (CPAP) Management Innovation Project

An innovation partnership collaboration to design, develop, implement, iterate and evaluate a digital service for the remote management of patients on CPAP therapy in NHSGGC. This will shortly be progressing with a COVID-19 focus to facilitate remote treatment for patients and reduce hospital contact.

Robotic Process Automation – TrakCare Results Sign-off

The coding automation is complete and the pilot was taken to the live environment successfully. The next steps and use cases are currently being developed for this technology. Mini competition for partner to identify opportunities and implement Robotic Technology is underway.

National COVID-19 Clinical Assessment Application/Tool

NHSGGC has worked with partners such as National Education for Scotland, NHS Grampian and others to develop an application which can be used to document the assessment of patients with suspected COVID-19. The application is being used in Community Assessment Centres, with pilots due to commence in Emergency Department/ Specialist Assessment and Treatment Area (ED/SATA) and Daily Ward Rounds in coming weeks. The assessment is based on an SBAR (Situation – Background – Assessment – Recommendation) approach and provides a standard, structured approach to assessments which are then displayed in the NHSGGC Clinical Portal.

vCreate Asynchronous Video Consultation – Neurology

In response to COVID-19, funding was put in place to take forward an implementation for asynchronous video consultation between patients and consultants to provide timely intervention and reduce patient hospital visits.

This is now live across both paediatric and adult neurology services in NHSGGC and is currently being scaled up for a national deployment. Other use cases being considered.

Clinical Informatics

Clinical Decision Support

NHSGGC has been commissioned by the Scottish Government to support the rapid build and support of applications in the Right Decision Service (RDS).

- The NHS Lothian Adult Medical Emergency (AME) app has been transferred to a new platform
- NHSGGC has been supporting NHS Lanarkshire in building a COVID-19 toolkit
- We have begun construction of a NHSGGC Emergency Care app
- NHSGGC COVID-19 app has been drafted and will be published to the app stores shortly
- A small Inverclyde Royal Hospital Ambulatory collection is being translated onto the Clinical Knowledge Publisher (CKP)
- We are working with clinical leads to improve the Delirium collection on both the CKP and intranet
- MyPsych has created a COVID-19 toolkit; this has been password protected just for use in NHSGGC. The other MyPsych toolkits are now a national resource
- Both Obs & Gyn and Paediatrics are also now hosting COVID-19 content; Paediatrics app has reported a record number of hits for the past 3 months across specific guidelines

Content on the Right Decision Service has been catalogued to create a searchable resource. All guidelines related to COVID-19 are being collated into Quest and RDS.

A (temporary) national knowledge service has been created to ensure equity of access to the evidence base across NHS Scotland. www.covid19ks.zendesk.com

Workforce and Business Systems

National Catering Information System

This project was completed in April with Retail services, the Cook Freeze Production Unit and Service Patient Meals are now live. A couple of small installations will be made once staff can be freed. Transition to support will be completed through May 2020.

Decontamination

The tender documentation, Prior Information Notice (PIN) and business case are complete. The Invitation to Tender (ITT) is with National Procurement for advertising in the European Journal.

Replacement Datix System

The tender documentation and Prior Information Notice (PIN) are complete. The PIN document is with National Procurement to advertise; responses will take 4–6 weeks.

Telephony Transformation Programme

During 2020, NHSGGC will replace all its remaining aging telephone systems with state-of-the-art new telephones and systems. This coincides with British Telecom's announcement that they are withdrawing the current telephony service used by NHSGGC by December 2020. The programme has commenced. This will remove over 50 aging PBXs and put over 20,000 new digital telephones on desks.

Recent Sites Completed

Parkview Resource Centre
Decontamination – Cowlairs
Castlemilk Health Centre
Springburn Health Centre
Breast Screening

Migration Date

3 March 2020
10 March 2020
17 March 2020
19 March 2020
9 May 2020

Work has started to move the 4000 extensions on the GRI site to the new network.

Patient Administration Transformation

Administration Governance Managers (AGMs) started in their new posts on 2 March. A full training programme is now underway. The AGM workplan is under development in line with

the programme workplan deliverables. The technology workshop held on 24 February was a great success and, as a result, further dates are being arranged to allow wider participation. The programme has been on hold due to COVID-19 but will recommence from June 2020.

Technology and Infrastructure

Remote Access

Since March 2020, over 5,000 remote access accounts have been created to enable staff to work from home.

Windows 10/Device Equipment

To date, over 13,000 devices have been upgraded to Windows 10. The programme continues to work across both XGGC and XGMP domains.

Office 365

Migrations have been completed for staff within the Older People Service and Surgical Service within Inverclyde Royal Hospital. The Older People's Service within the Royal Alexandra Hospital will be migrated in mid-March, which will allow staff based across both sites to take advantage of the collaboration and communications functionality that Office 365 brings.

Planning is underway to prepare for the retirement of NHS Mail and the migration to Office 365. Work has commenced and will be completed by September 2020.

.Net Platform Replacement

All .Net applications have successfully been migrated to the new SQL and Windows pre-production environment. All applications are now being managed using the Azure DevOps (Development and Operations) CI/CD (Continuous Integration/Continuous Delivery) tools, with source code being managed in Git. The programme and migration to production will re-start by the end of May and complete by the end of June.

.Net System Replacement – Weight Management

Following completion of an options appraisal, a project has formally commenced to replace the legacy Weight Management .Net application with a hybrid of TrakCare and Clinical Portal.

.Net System Replacement – Glasgow Integrated System for the Management of Osteoporosis (GISMO)

A stakeholder meeting has taken place to agree the replacement options. Modelling a single service for a central appointment booking has started, with help from Health Records. A pilot at the Queen Elizabeth University Hospital for HL7 results is underway, with GP Healthcare and interface resources. An investigation into the use of Active Clinical

Notes is needed to secure clinical functionality in TrakCare is to take place once COVID-19 work has completed. Currently on-hold.

.Net System Replacement – General Surgery

A stakeholder meeting with General Surgery Vascular service concluded that a new form in TrakCare is required and a query has been sent to the supplier about Active Clinical Note support for images. Work is currently on hold but will re-commence when the current COVID-19 work is completed.

.Net Replacement – Acute Pain

A stakeholder meeting has taken place to discuss a solution.

.Net Replacement Palpitation & .Net Replacement Therapy Outcomes Measures System (TOMs)

Stakeholder meetings are to be agreed. Solution modelling will take place after COVID-19 work has been completed, currently on hold.

.Net Replacement – Community Nursing Information System (CNIS)

User Acceptance Testing (UAT) will take place after COVID-19 work has been completed. Currently on hold.

Informatics

New Business Intelligence Platform

A workshop in early March made progress, with Extract, Transform and Load (ETL) job logging and architecture decisions being made. The retirement of all Business Objects servers was agreed. Data optimisation is to be discussed with DBA using SWORD IT assistance.

Tests for the live drip-feed of TrakCare data has been successful and it has been agreed to move to live to test it with large volume transactions. This work is currently on-hold to recommence after the COVID-19 work is completed.

New Text Campaign

A new query for Urology Inpatients has been written to support a NetCall text message campaign to reduce non-attendance rates in the Urology Service

HealthShare Workshop

HealthShare Workshop took place in March and will have follow-up actions after the current COVID-19 work is completed towards the end of May.

Contact

If you would like more information about anything in this update, or would like to comment, please contact the eHealth Programme Management Office on pmo@ggc.scot.nhs.uk.

Website: www.nhsqgc.org.uk/digitalasusual



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