

Digital as Usual Programme Update – Issue No 4 – June 2020

General

During the COVID-19 crisis, the eHealth response has been significant and at scale in order to support clinical services during the pandemic. A number of agreed programmes of work were accelerated and delivered, whilst some projects were put on hold to create capacity to deliver critical systems and support. As a result, the eHealth Delivery Plan has been reprioritised with the primary focus to continue to support the Board's and eHealth's Recovery Plans. A copy is available on our website

From now and until March 2021, new project requests that are aligned to the recovery plans will be considered a priority.

Integrated Electronic Health and Care Record

EMIS Child and Community Mental Health (CCMH) – Shielding Alert

A shielding warning – “High Risk For Shielding” – has been applied to 29,000 EMIS Web patients on the national shielding list across the three organisations – Children, Mental Health and Adult.

EMIS Web - Upgrade

The quarterly system update is scheduled for June, which includes a number of new COVID-19 related codes.

Community – Document Management System

The WinVoice Pro Document Management System user acceptance testing is complete and signed off. Implementation planning is underway and a revised go live date is scheduled for 29 June, commencing with East Dunbartonshire Adult Rehabilitation Services.

TrakCare – Social Work Referral

Work is underway to develop a Social Work Referral workbench in TrakCare. This will remove paperwork referrals between wards in NHSGGC and Social Work Departments. It is expected to go live in July 2020.

TrakCare – Active Clinical Notes

A project has formally commenced to develop an electronic solution for Emergency Department (ED) documentation. There is new functionality in TrakCare that allows NHSGGC to do this and work has commenced with the supplier to develop an early prototype based on NHSGGC's existing documentation. Working from these high level requirements, a session has been arranged during June to get this into a development and test cycle with clinical colleagues from EDs across the Board area.

TrakCare – Results Sign-off



Good progress continues to be made with Results Sign-off in TrakCare, with 51% of results being signed off during May 2020.

Clinical Portal – Respiratory Shared Assessment

A new Respiratory Shared Assessment (9 forms) and a Gynaecology Scan Report form went live in Clinical Portal on 20 May.

Safer Use of Medicines

Hospital Electronic Prescribing and Medicines Administration (HEPMA)

The HEPMA Programme Board is to be set up, reporting to the eHealth Safer Use of Medicines (eSUM) Programme Board. An expedited programme is being developed to design and build the system quicker. A pilot is being targeted for December 2020.

The non-live HEPMA environments have now been set up. Workshops are being scheduled to capture priorities for clinical users. Orientation training is scheduled for the Programme Team. Process mapping, training strategy, integration plan and implementation plan are being refined.

Medicines Reconciliation/Immediate Discharge Letters

The final testing of enhancements is in progress.

Chemotherapy Care

A review of the project timeline and plan has been undertaken and agreed, with the original completion date of December 2020 being pushed back to February 2021.

Work has commenced on building the underlying server infrastructure required for the system upgrade. Initial discussions have taken place about interfaces with other systems such as SCI Store.

Safer Diagnostics

Laboratory Information Management System (LIMS)

The Outline Business Case has been submitted to the National eHealth Leads for consideration and comment.

Significant work has been made on the specification with a second draft produced and a series of workshops due to take place in June and July aiming for sign-off of the specification by early August 2020.

As a result of the ongoing COVID-19 response by key staff, a review of the project plan and timeline has been undertaken and the anticipated completion date has slipped from March 2021 to July 2021.

A monthly project newsletter has been created and this will be circulated to all Consortium Boards for wider dissemination to laboratory staff.

Self-care and Remote Care

Remote Consultations

Use of Attend Anywhere has increased from March 2020 per week from 1,526 to 2,935. Online demonstrations have been underway with acute services.

Need to log an Attend Anywhere request? Click below:

<http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/ITSD/Pages/AA.aspx>

Attend Anywhere guidance can be found here:

<http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/AARS/Pages/GD.aspx>

Primary Care and Contractor Services

GP Back Scanning

Procurement for the contract to complete back scanning for all GP Practices is progressing with contract award by the end of June 2020. The final phase of GP back scanning will see the remaining 49 GP practices, circa 200,000 patient paper records, back scanned to create additional space to allow general practice to redesign their premises for additional administrative and clinical activity.

Innovations

Dynamic Scot – (Chronic Obstructive Pulmonary Disease (COPD) Remote Management)

This is live in NHSGGC. The first cohort of patients has been contacted and on-boarding is ongoing. Contact for the next batch of identified patients is planned during June. Discussions for a national scale-up of the system are ongoing.

COVID-19 Assessment Application

This is now live across all Community Assessment Centres. The pilot in the Emergency Department/Specialist Assessment and Treatment Area (ED/SATA) at the Queen Elizabeth University Hospital (QEUH) is complete. A pilot for inpatient rounds is being planned as development for this iteration progresses. Further TrakCare integration is being developed.

vCreate Asynchronous Video

Neurology is now live across adult and paediatric services and is scaling up nationally, with good progress made. A pilot for use case across 10 care homes initially is currently being scoped. This will cover patient to family communication as well as linkage between care homes and health providers.

Workforce and Business Systems

National Catering Information System

This project is now complete and will be transition to support by end of June.

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.

Telephony Transformation Programme

During 2020, NHSGGC will replace all remaining aging telephone systems with state-of-the-art new telephones and systems. This coincides with BT's announcement that they are withdrawing the current telephony service used by NHSGGC by December 2020. Good progress is being made in line with the plan to remove over 50 aging telephone exchange systems (PBXs) and install over 20,000 new digital phones.

West of Scotland Breast Screening Centre was completed on 9 May.

Anaesthetic Rostering

The invitation to tender to introduce an electronic rostering system for Anaesthetics is complete and will be with National Procurement in mid-June for advertising. This is an accelerated procurement, with a completion date of August 2020.

Risk Management

The PIN has been sent out by National Procurement to gain an understanding of costs to replace Datix for multiple Boards across Scotland. The invitation to tender is complete and ready for publishing once the cost model has been received.

Occupational Health

The invitation to tender is under development with the Occupational Health Team for the replacement of the Occupational Health System "COHORT" that is coming to end of life.

Patient Administration Transformation

Administration Governance Managers (AGMs)

Given the change in priorities due to COVID-19, the AGM workplan will be reviewed at the Patient Administration Governance Group (PAGG) in June and aligned to support services.

Ward Clerk Redesign

A Standard Operating Procedure (SOP) has been drafted and core tasks agreed with Chief Nurses, which will go to the PAGG in June for final approval and thereafter will be implemented.

Technology and Infrastructure

Office 365

NHS.net migrations begin in early July, running through to September. Communications have been issued via Core Brief and emailed to NHS.net users. Extensive work is underway to remove generic accounts in the GP estate and to match Active Directory accounts to NHSMail accounts (a prerequisite for migration) and meet other prerequisites for this migration. User frequently asked questions will be issued shortly. National Directory Standards have been developed and agreed by infrastructure leads. eHealth is working with two Directorates in the Clyde Sector to gather data required to trial large scale migrations.

.Net Replacement – Care Programme Approach (CPA)

Stakeholder meetings have been scheduled to initiate the process map and implementation of EMIS Web to replace the existing database.

.Net System Replacement – Weight Management

The project is underway collating clinic templates and letter rationalisation to enable TrakCare configuration. Clinical Portal clinical form and automated letter to GP development is underway.

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.nhsggc.org.uk/digitalasusual



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