

# Digital as Usual Programme Update

## Issue No 5 : July 2020

### Integrated Electronic Health and Care Record

#### Community Document Management System

Implementation of the Winvoice Pro Document Management System commenced on 29 June. Roll-out to Adult Rehabilitation Services was due to be completed by 10 July, moving Mental Health Services thereafter and concluding with Children’s Services in October 2020. Winvoice Pro will provide services which currently use EMIS Web as their clinical system the ability to create and share documents to Clinical Portal, EMIS Web and GP practices via Electronic Document Transfer (EDT).

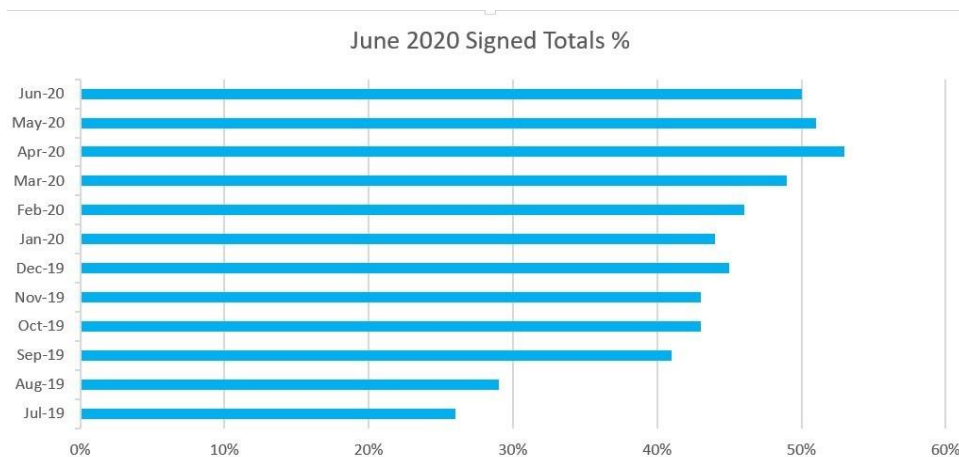
#### TrakCare – Order Communications – Mental Health Inpatient Wards

Work is underway to implement TrakCare Order Comms functionality across 65 NHSGGC Mental Health Inpatient Wards primarily to ensure a robust electronic process for regular patient COVID-19 and results sign-off, and thereafter to extend the use of TrakCare Order Comms functionality for the remainder of order requests/investigations conducted across Mental Health Inpatient Wards. The timescale for completion is September 2020.

#### TrakCare – Results Sign-off

Auto-sign off of specific solicited Radiology results eg General Radiology for Orthopaedic patients (auto report from Radiology)/Code A reports (Musculoskeletal [MSK]) was implemented during June 2020.

The results sign-off compliance was 50% total sign-off for June 2020.



#### TrakCare – Workbenches

The undernoted workbenches went live during June 2020:

- Paediatric Palliative Care
- Weight Management

## **TrakCare – Acute Phlebotomy**

Order Comms and a Phlebotomy Workbench were developed to support the introduction of Phlebotomy to Acute services across the Board. This has been a phased implementation, with full implementation due to go live during week beginning 20 July.

## **eObservations**

An eObservation Governance Group has been established with John Stuart, Chief Nurse – North Sector as Senior Stakeholder. eObservations will automate electronic recording of NEWS2 across the Board.

- Proof of Concept in Ward 51, Glasgow Royal Infirmary – completed March 2020
- Prior Information Notice (PIN) for indicative costs was published in March – 4 responses have been received
- Benefits Realisation was completed in June 2020:
  - average time saved per patient recording = 2 minutes 10 seconds
  - on average, it took 10 minutes 18 seconds per patient to locate the paper NEWS chart; with the eObservations system, no time was spent locating the chart
- Specification of Requirements – will be completed by the end of July 2020
- Hardware Requirements – will be complete by mid-August 2020
- Business Case – will be complete by the end of August 2020

## **Digital Support for Cancer Multidisciplinary Teams (MDTs)**

The MDT application started by Atos is being scoped for completion in-house with consultancy help from SwordIT and Microsoft due to complete by the end of July/early August to allow a pilot in Gynaecology to take place.

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## **Safer Use of Medicines**

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

The first HEPMA Programme Board will meet on Wednesday 29 July and the Chair will be Brian Digby. A proposal will be taken to the group on a proposed Pilot site in preparation for the extended rollout over NHSGGC Acute sites in 2021.

Training on the HEPMA application has been arranged during the months of July and August. Several workshops have already taken place with positive feedback on electronic prescribing and administration of drugs.

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

Work is well underway testing the enhancements and we have moved the enhancements into the next test environment for testing before moved into the Live environment.

### **Chemotherapy Care**

All underlying server structure has been built and delivered. Initial migration testing has commenced as has initial interface development.

An exemplary project board meeting has been called for the 16th of July to discuss three papers - Data migration, Interfacing to other systems and Infrastructure. Dependant on discussions there may be a change to the project plan, however target go live date of 21 February 2021 remains in place

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## **Safer Diagnostics**

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

The Outline Business Case has been completed and is progressing through governance groups for final approval.

A series of workshops with the Clinical and Technical User Group have been scheduled to further the development of the fourth draft of the specification.

The project team has been in contact with NHS Wales, who are also in the process of procuring a new LIMS.

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## **Self-care and Remote Care**

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### **Near Me/Attend Anywhere**

The uptake of remote video consultation has continued apace. Key services undergoing set up during July include Health Visiting across NHSGGC, Adult Acute Dietetic Services and the National Pain Management Programme. Approximately 24,000 consultations have taken place between May and June, involving 2,600 members of staff and 1,100 service areas. Towards the end of June, a series of 12 online training sessions were offered via Microsoft Teams. These were well received and were attended by a total of 665 members of staff.

### **Technology Enabled Care (TEC) – in Healthcare**

The National TEC Team has procured software which allows rapid development of pathways which patients can access through their own devices to aid remote monitoring and assessment. There is agreement to pilot within the NHSGGC Heart Failure Service. Teams are being upskilled in the system and there is ongoing liaison with the National Team around system integrations.

### **Netcall Patient Hub**

The Patient Netcall Hub has been installed and was due to be tested in mid-June. This is initially going live to replace the COVID-19 SMS patient and staff notifications, and later with TrakCare letters and appointments.

### **COPD**

Engagement has started to develop a new administration application for the COPD service which targets high risk patients to participate in self-care and self-monitoring. This is due to complete in August/September.

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## Primary Care and Contractor Services

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### GP Back Scanning

Procurement has concluded and the contract has been signed with the supplier. The final year of GP back scanning is now progressing to scan circa 200,000 patient records within the remaining 48 GP practices to create additional space to allow general practice to redesign their premises for additional administrative and clinical activity.

### GP Re-provisioning

GP system suppliers continue to work on new applications. There is ongoing engagement through National Services Scotland (NSS) to confirm revised timescales due to slippage over the last months due to the supplier's focus on COVID-19 related work.

### HSCP Testing

HSCP sites continue to utilise the ICE Order Comms solution for Non elderly Care & Nursing Homes and for those sites with any positive Covid results within 14 days. Results are being sent automatically to sites via Micro Strategy. Other sites are utilising the National Portal to generate sample kits.

As an interim solution in advance of equipment being deployed to Mental Health wards, Barr St are commencing to raise Covid tests for NHS staff via Trak Care on a weekly basis.

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## Innovations

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

Re-purposed from the COPD Dynamic project in response to COVID-19, this application is now live as a remote information and management tool for patients with COPD. It is anticipated that 1,500 patients will be invited from a high risk cohort, with further scale up in NHSGGC anticipated for up to 20,000 patients.

The system is now fully integrated with Clinical Portal and TrakCare integration currently being tested. Further scale up to a national system is currently under discussion.

### COVID-19 Assessment Application

This is a dedicated App capturing structured data available nationally for patients suspected of COVID-19 diagnosis. It is live across all NHSGGC Community Assessment Centres and the pilot is complete in the Queen Elizabeth University Hospital Emergency Department/Specialist Assessment and Treatment Area (ED/SATA).

The App is integrated with Clinical Portal and GP Docman. Enhanced launch from TrakCare is to be released to live shortly.

### **vCreate Asynchronous Video**

There are multiple adaptations of the application in response to COVID-19 using asynchronous video to facilitate communication. It is live across Intensive Care Units (ICU) nationally and Inpatient wards across NHSGGC to support patient and staff communication with families. The App is also live in Neurology, Adult and Paediatric in NHSGGC and being scaled nationally to support patient-to-clinician and clinician-to-clinician communication, reducing patient visits to hospital.

A pilot is currently running across 10 care homes nationally to support communication with families as well as communication between care homes and health care providers.

### **3D Patient Telemetry**

This is a project to run 3D Telemetry (holographic) patient consultation for direct comparison with current 2D functionality. Rooms are being configured at West Glasgow Ambulatory Care Hospital for the patient side, linking to consultants based both on-site and at Glasgow Royal Infirmary.

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## **Clinical Decision Support**

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### **Right Decision Service**

A training framework to support NHS Boards with creating toolkits is due to be completed by September 2020. Standard Operating Procedures for new developments and the change request process will be tested prior to roll out.

### **MEGA App/Toolkit developments**

MEGA app is a web based platform that contains multiple apps (toolkits). The following work is underway:

- **GP referral pathways** - Discussion to be had around GP referral pathways and creation of a GP MEGA app and re-use of content within other instances.
- **NHSGGC Emergency Care Instance (MEGA App)**
  - **GRI Toolkit** – Induction Section with new forms to be completed. COVID 19 donning (putting on) and doffing (taking off) PPE posters to be approved by the Tactical Team. Completion of Medicines Guidelines to be started.
  - **QUEH Induction** – discussion underway about a potential new Induction toolkit
  - **QUEH Ambulatory Care Toolkit** – collection already available in CKP. Provision of wireframes in preparation of moving content to Right Decision Support.
- **Women's & Children's Patient & Parent Toolkit (Paediatrics/GP Toolkit)** - The design required for parent toolkit to be ready for Winter flu season.
- **SIGN MEGA App**
  - **SIGN COVID 19 Primary Care** – main build completed and currently being tested. A Quality manual to be completed and both the trauma pathway and evidence review will be due for update.

- **SIGN Dementia** – built as part of SIGN mega app on the same COVID 19 Primary instance. Awaiting build of new page type to add additional content. Training of SIGN team and transfer of maintenance August/September 2020
- **Mypsyapp** – work will progress to develop a GP referral toolkit
- **Obstetrics and Gynaecology** – new functionality for audit/CPD will be progressed with the supplier.
- **Neurosurgery Induction** – initial planning meeting to be set up to develop an induction tool
- **National/Polypharmacy** – Instance has been created and currently awaiting specification

## Workforce and Business Systems

### Decontamination

The tendering process has now closed. Internal scoring sessions, clarification sessions and financial review are planned for July 2020, with the contract award planned for August. Roll-out of the awarded application will take place between September 2020 and March 2021.

### Replacement Datix System

The PIN responses have been received and financial review taken place. Boards are to develop their outline business case before the Invitation to Tender can be advertised.

### Telephony Transformation Programme

To date, 12 sites have been migrated to the new telephony platform, with a further 78 sites to complete between now and potentially 2021. May 2020 saw the project being diverted from the planned scheme due to a major malfunction of Glasgow Royal Infirmary's switch. The team has all but transformed this hospital on the new platform, with two buildings outstanding. Once the sites below have been migrated, the team will return to Glasgow Royal Infirmary to complete the transformation. The migration date will be September 2020.

### Sites scheduled to be completed – July 2020

- |                               |              |
|-------------------------------|--------------|
| • Riverside Resource Centre   | 14 July 2020 |
| • Community Centre for Health | 14 July 2020 |
| • Easterhouse Health Centre   | 16 July 2020 |
| • Auchinlea Resource Centre   | 16 July 2020 |
| • Lightburn Hospital          | 21 July 2020 |

### Anaesthetic Rostering

The tendering process is now closed. Internal scoring sessions, clarification sessions and the financial review are planned for July 2020, with the contract award planned for August 2020. Roll-out of the awarded application will take place between September 2020 and March 2021.



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## Patient Administration Transformation

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### Administration Governance Managers – Workplan

Given the change of direction since COVID-19 and the changed way in which we will deliver services to aid the Board's recovery, supported by administration staff, it was agreed at the Patient Administration Governance Group (PAGG) in June that the workstreams and workplan would be reviewed to ensure these are in line with the organisation's priorities and objectives. Lead Governance Managers are now reviewing their respective workplan strands to ensure that the implications of future ways of working are a key feature in each workstream.

### Ward Clerk Redesign

Final approval was obtained at PAGG for the Admissions Standard Operating Procedure (SOP) and Core Tasks, and work is underway to create a cover model during periods of sickness and annual leave to ensure an equitable service to all wards.

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## Technology and Infrastructure

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### Office 365

eHealth has started engagement with the providers of NHS.net email (Accenture) to migrate all users to Office 365 by the end of September. Migrations are planned over the coming 2 months for staff based in the Clyde Sector – around 2,000 staff.

### Windows 10

PC and laptops refresh, including upgrade to Windows 10, continues. Around 50% of the NHSGGC estate has now been upgraded to Windows 10.

### .Net Platform

The new platform has now been fully upgraded to SQL 2019 and the latest version of Windows, with all applications fully functional on the new environment. The full data migration and switch off for the old platform is taking place week commencing 10 August.

### SharePoint

Work has started on migrating key functions of StaffNet to the new NHSGGC SharePoint tenancy. This work is initially focussed on the staff onboarding functions and then moving to other key areas.

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## Contact

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

Website: [www.nhsggc.org.uk/digitalasusual](http://www.nhsggc.org.uk/digitalasusual) Twitter: #DigitalasUsual @NHSGGCeHealth