

# Digital as Usual Programme Update

## Issue No 8 – October 2020

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### General

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This update covers current eHealth Strategic and Operational programmes of work.

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### Integrated Electronic Health and Care Record

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#### **TrakCare – Mental Health Order Communications Implementation**

The roll-out of Phase 1 of TrakCare Order Communications to support asymptomatic staff testing is complete.

Phase 2 – to implement patient laboratory and radiology order communication and results sign-off to the 23 Mental Health long stay wards – commenced on 21 September and is scheduled for completion on 23 October.

Phase 3 will commence from the end of October to mid-November to implement TrakCare patient laboratory and radiology order communications and results sign-off and TrakCare real-time admission, discharges and transfers to the 42 Mental Health short stay and acute admission wards.

Phase 4 will commence from the end of November to revisit the 23 long stay wards to implement TrakCare real-time admission, discharges and transfers.

#### **TrakCare – Major Trauma – Paediatrics Workbench**

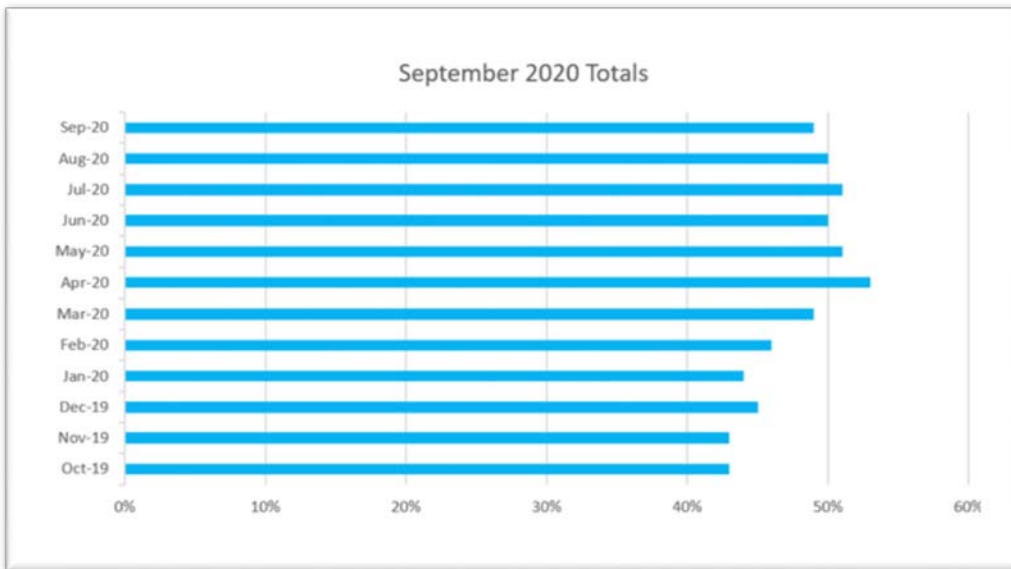
New Major Trauma Paediatric Others Workbench is due to go-live on 20 October. This will support the flow of paediatric patients in the Royal Hospital for Children (RHC).

#### **TrakCare – Call MIA (Minor Injuries Assessment)**

A pilot for virtual consultations using Near Me is scheduled to go live on 19 October in the North Sector. Through the use of Near Me, it is anticipated that this will give the departments greater control over the profile of patient attendances, allowing necessary attendances to arrive in a planned way.

#### **TrakCare – Results Sign-off**

Results sign off in TrakCare for the month of September 2020 was 49% compliant. Overall, the numbers are slightly lower for September 2020 due to the two public holidays within NHS Greater Glasgow and Clyde.



### **WinVoice Pro Document Management System**

Good progress continues to be made with the implementation of the WinVoice Pro Document (WVP) Management System across Community Services.

Training and go live implementation continues and is scheduled for completion in December 2020.

To the end of September 2020:

- total letters created – 1,909
- total letters sent to EMIS Web – 1,608
- total copies of letters to SCI Store/Clinical Portal – 1,524
- total copies of letters printed for posting - 414

### **SCI Gateway – Acute Internal Referrals**

The implementation of acute internal referrals via SCI Gateway for the early implementation sites - Ophthalmology and ENT - are scheduled for go live on 5 October.

To date, 11 ENT staff and 6 Ophthalmology staff have been trained via TEAMS and 146 views of the online training video

A review of the SCI Gateway process and lessons learned for the early implementation sites will take place in November 2020.

### **Clinical Portal Forms**

The undernoted forms went live during September:

- Stoma
- Brachial Plexus
- Nutrition
- Blood Pressure
- Dermatology Isotretinoin

## **Electronic Transfer of GP-requested ECG reports from Acute Hospital Cardiology Departments Direct to GP Practices**

The MUSE (Managing Unusual Sensory Experiences) upgrade quick test is scheduled for 7 October.

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

The Cardiotocography (CTG) pilot is scheduled to commence on 12 October. The data model is being finalised by Business Intelligence and the roll-out plan is being drafted.

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## **Safer Medicines**

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

The system build is progressing. Formal testing is underway and the TrakCare interface is ready for testing. Weekly engagement meetings are being held with pilot wards (Acute Receiving Unit 1, Wards 7A, 7B, 7C and 7D at the Queen Elizabeth University Hospital (QEUH)). The training materials are nearing completion. The technical analysis for HEPMA/Clinical Portal integration is ongoing.

The HEPMA Clinical Teaching Fellow is in post, HEPMA Nurse Educators have been recruited and the recruitment of HEPMA Facilitators is underway.

### **ePharmacy**

The joint eHealth/Pharmacy team is in place. The mapping of current processes is progressing. A meeting of the Clinical Advisory Group has been scheduled. Data gathering around current prescribing volumes is underway. Drafting of the Phase 1 report has begun.

### **Pharmacy Management System**

The joint eHealth/Pharmacy team is in place. The procurement approach is being reviewed and the document of requirements is underway. Engagement has begun with other NHS Boards to assess potential benefits.

### **Falsified Medicines Directive**

The Mosaic Robot integration is to be switched on 10 October.

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## **Safer Diagnostics**

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

The final version of the specification has been created and issued for approval and sign off. The Outline Business Case is in the process of being approved by all Consortium Boards. Work is ongoing to develop a Consortium-wide system map detailing all third party equipment and systems that the LIMS connects with.

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## Self-care and Remote Care

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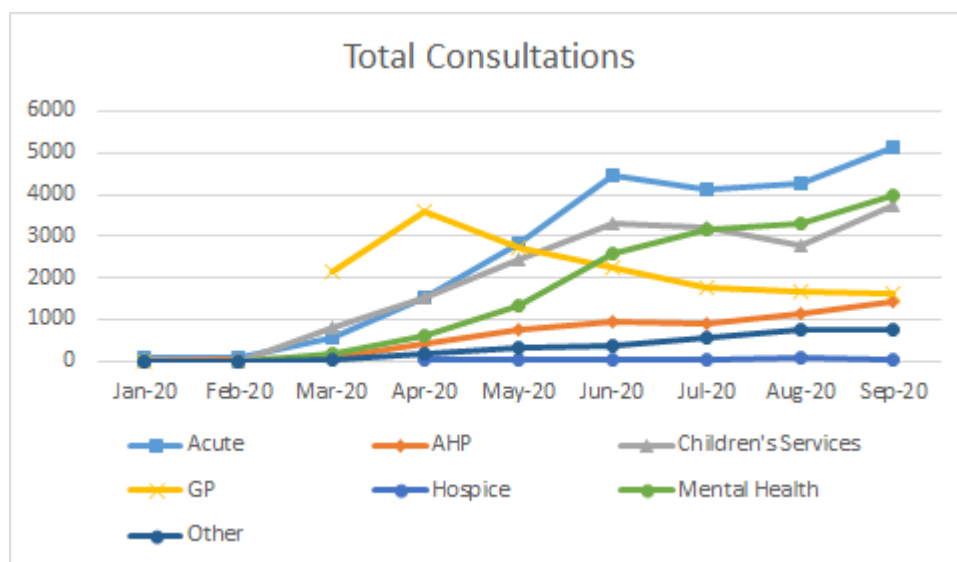
### InHealthCare

**Rapid Heart Failure App** – the specification of requirements is awaiting final sign-off. A meeting between National Services Scotland (NSS) took place on 2 October. Alerts are to be finalised and the pathway is awaiting final sign-off.

**COVID App** – the specification has been signed off and InHealthCare are developing the app. The timescale is that the app should be available for testing by the end of October. Two sites will then pilot.

### Attend Anywhere/Near Me

There were 16,695 consultations delivered across NHSGGC during September. The number of hospital out-patient appointments via Near Me is increasing, keeping our patients and staff safe and reducing the risk of infection.



### Care in Place – Care Home and Nursing App

NHSGGC eHealth is working with Digital Health & Care Innovation Centre (DHI), NHS Education for Scotland (NES) and Glasgow City Health and Social Care Partnership (HSCP) to develop and pilot an App to enable a structured assessment for rapidly deteriorating patients by staff based in care homes and nursing homes. The information will be available to patients' GP practices via the Turas-based App with a copy sent via Electronic Document Transfer (EDT) to Docman, allowing the GP to advise locally-based staff and triage accordingly.

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## Primary Care and Contractor Services

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### GP Back-scanning

The final year of GP back-scanning is currently progressing to scan circa 200,000 patient paper records within the remaining 48 GP practices, creating additional space to allow

general practice to redesign their premises for additional administrative and clinical activity.

### **GP Re-provisioning**

After delays to the Re-provisioning Programme, work will re-commence around starting the functional operation groups to finalise the local NHSGGC specification in anticipation of the new systems being accredited and available from April 2021.

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## **Innovations**

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

Digital COPD service, using patient recorded outcomes being sent direct from patient to platform/ dashboard. Also has in-built messaging system for patient to clinician and link into third party wearable (FitBits, oxygen masks) which monitors data into platform. Machine learning algorithms being produced on back of data produced. Scaled up in NHSGGC as part of COVID-19 response and planning in place to extend to NHS Lothian in the coming months.

### **CAPR (COVID Advanced Respiratory Physiology Platform)**

Chest sensor to monitor respiratory rate within wards. First 5 patients now live, end to end data flow testing complete. Plan to scale up to 60 patients in the coming weeks

### **National Trauma App**

Development of the app is almost complete; new version released and currently being tested.

### **VCreate Asynchronous Video**

Two streams of Asynchronous video system used for:

- Video diaries to transfer video of patient in hospital to relatives or carers
- Clinical video service to transfer video of patient at home into the clinical service area for clinical care. Video Diaries is being used in ICU and Neonatal ICU units. Similar version being used in Care Homes, with short proof of concept which has been extended until end of November.

Clinical video service is live in Neuro seizure diagnosis service, for families to upload video of seizure and sends into the clinical service for advice and treatment.

PDF integration into Clinical portal is in testing.

### **COVID-19 Assessment App**

TrackCare patient contextual launch planned for release to live in October, concluding the Innovation phase of this project.

### **3D Telemedicine**

Project to carry out an evaluation of the functionality and usability of a 3D video image of patient over live feed to clinician in different location. Testing ongoing.

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## **Clinical Informatics**

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### **Decision Support**

Scottish Intercollegiate Guidelines Network (SIGN) Delirium Web/App is in testing – this will include the 4AT calculator (a rapid clinical test for delirium) which will be registered as a medical device (via Scottish Health Innovations Ltd (SHIL)) - note the calculator was built by Tactuum.

National Polypharmacy toolkits are approaching the testing phase. NHSGGC was commissioned by the Scottish Government to work with DHI on the dissemination and implementation of toolkits (digital literacy).

NHSGGC Paediatrics – the GP referral toolkit is underway.

New instance of Patients and Parents for the RHC is underway

NHSGGC Emergency Care, Glasgow Royal Infirmary Emergency Department is now in testing; QEUH Acute Medical nearing completion of the content population and will be looking to go to testing later in October.

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## **Patient Administration Transformation**

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### **Job Description Workshops**

A standardised job description for Waiting List Co-ordinators will be developed. Three Staff Engagement Workshops for this staff group are scheduled to take place in October 2020.

### **Technology Workshop**

Due to the success of the technology workshop held in February 2020, there were requests for a further workshop and this is planned for around October/November. This will showcase the technologies currently available, and future plans within NHSGGC, in line with the Board's Digital Strategy. There will be practical demonstrations and staff will have the opportunity to review how technology can be used to best effect to support patient pathways within their services and to consider how changes are best introduced to bring about consistency across Acute Services. This will take place virtually.

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## **Technology and Infrastructure**

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### **Intravenous (IV) Consumables Replacement (Infusion Pumps)**

The project plan for roll-out is being put in place with Medical Physics.

## **Pharmacy Ascribe Upgrade**

Dependent on other projects to see if required. Need for application upgrade to be reassessed.

## **RHC Neonatal Intensive Care Unit (NICU) Patient Monitoring Upgrade**

This has just commenced and scoping is now underway.

## **Ophthalmology Medical Device Refresh**

There are 23 new devices of 3 types being installed:

- Topcon Triton - 7 in total; 3 installed and 4 remain
- Zeiss IOL Master - 6 in total; 0 installed and 6 remain
- Zeiss VFA – 10 in total; 10 installed by Zeiss, 5 configured for VLAN (Virtual Local Area Network), 5 remain to be configured

Completion is targeted for 31 October.

## **Office 365**

Migration of the first 4,500 NHS Mail accounts is complete. Lessons learned are in development prior to the final 8,500 accounts being migrated.

Additional resources to deal with calls are being identified and will be trained prior to 21 October to deal with expected elevated call volumes.

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## **Workforce and Business Systems**

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### **New Dental Clinical System into Acute Dental Sites**

Invitation to Tender reference request - looking for a Teams meeting with the service.

### **Telephony Transformation Programme**

To date, 28 sites have been migrated to the new telephony platform with a further 58 sites to complete between now and potentially March 2021. October will see Gartnavel Royal Hospital migrate to the Session Initiation Protocol (SIP) and installation work start on the Gartnavel General Hospital campus.

### **Anaesthetic Rostering**

The tendering process is now complete and a paper has been submitted to the oversight committee and the Corporate Management Team where approval and funding have been granted. The process is now entering the final stages leading to an award of contract. On completion of the next legal stages, an announcement will be made in relation to the contract award. Until that announcement is made, the supplier's name will remain "commercial in confidence".

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## Development and Informatics

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### UK Government Results – SCI Store

UK Results are now going into SCI Store via a feed from NSS. A plan to import the backlog is taking place during October.

### ICNet Integration

Options for a feed to ICNet are being drafted during the first few weeks of October. This is to enable UK Government positive results into ICNet and then to TrakCare to indicate a previous positive test.

### Multi-disciplinary Teams (MDT) – Cancer Pilot

The pilot for the Office 365 cancer MDT application is taking place in early October. A plan for further roll-out and sustainability will be made after the pilot evaluation has been completed.

### Chronic Obstructive Pulmonary Disease (COPD) – Cohort Management

There has been success in remodelling the COPD Cohort management service using the TrakCare waiting lists and workbench functions. During October the model will be pushed up to User Acceptance Testing (UAT) for interface testing and reporting functions to be added.

### Staff Flu App

The Staff Flu application is working well with (to date) more than 6,500 appointments booked and over 1,500 vaccinated.

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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)



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