Digital as Usual Programme Updates
Issue No 9 – November 2020

Integrated Electronic Health and Care Record

TrakCare Mental Health Order Communications

Phase 2 to implement patient laboratory and radiology order communication was completed on 23 October with the 23 Mental Health Long Stay Wards live with TrakCare Order Comms.

Phase 3 is now underway with the remaining 42 Mental Health Short Stay and Acute Admission Wards scheduled to be live with TrakCare patient laboratory and radiology order communications and real time admission, discharge and transfers by the end of November 2020.

Phase 4 will revisit the 23 long stay wards to implement TrakCare real–time admission, discharges and transfers.

Since the end of September to date, 1000 order communication requests have been placed via TrakCare with 850 users provisioned to use TrakCare across the 65 Mental Health wards

TrakCare – Major Trauma – Paediatrics Workbench

New Major Trauma Paediatric Others Workbench which will support the flow of paediatric patients in the Royal Hospital for Children (RHC) is now live.

TrakCare – Redesign of Unscheduled Care

From 1 December 2020 access to urgent care will be available through a national single point of access via NHS 24 / 111, available 24/7. Where further medical assessment is required at an MIU / Emergency Department, NHS 24 will pass a referral to the local Board's Admin Flow Hub for further action. The Board's Admin Flow Hub will operate 24/7 from the 1 December 2020 and will be based in Smithhills Street, Paisley. The Clinical Flow Hub will operate 10am to 10 pm and will be based in Seminar Room, Level 3, QEUH.

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

  A pilot for virtual consultations using Near Me in the North Sector went live on 19 October. 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.   Call MIA will go live across North and Clyde Sectors on 1 December to support the Boards soft launch of redesign of unscheduled care.

- **TrakCare – Flow Navigation Hub**

   TrakCare clinics and floorplans have been built and process flow has been signed off ready for go live on 1 December.

TrakCare – Results Sign-off

Provisional data for October 2020 shows that results sign off in TrakCare remains at 49% compliance. This is made up of results from across inpatient, outpatient and Emergency Department (ED) (including Specialist Assessment and Treatment (SATAs)).

October 2020 Totals

WinVoice Pro Document Management System

There continues to be good progress made with the implementation of WinVoice Pro Document Management System (WVP) across Community Services to enable community patient documentation to be shared to Clinical Portal and to GP practices via the Electronic Document Transfer (EDT) system.

	July 20	Aug 20	Sep 20	Oct 20
Total letters created	189	777	1909	3147
Total letters sent to EMIS Web	132	598	1608	2756
Total letters sent to Clinical Portal	131	570	1416	2425
Total letters sent via EDT to GP practices	118	575	1525	2604

SCI Gateway Acute Internal Referrals

Acute internal referrals via SCI Gateway commenced for Ophthalmology and ENT on 5 October with 130 acute internal referrals being created so far using SCI Gateway.

Clinical Portal - Forms

Respiratory Physiotherapy Outpatient Assessment form went live on 10/11/2020

Digital Support for Multi-disciplinary Teams (MDTs)

Initial pilot identified some further developments. Re-run of the pilot is scheduled for week commencing 16 November.

Electronic Transfer of GP-requested Electrocardiograph Reports from Acute Hospital Cardiology Depts Direct to GP Practices

The MUSE upgrade quick test on 7 October was successful. The actual MUSE upgrade is now scheduled for 1 December.

Maternity Services (Badgernet) Phase 2

Most deliverables are scheduled to complete in November. Cardiotocography (CTG), Ultrasound, EDT, Business Intelligence etc Programme Board is scheduled for 18 November.   Planning for the 2021 Phase 3 is underway.

Safer Medicines

Hospital Electronic Prescribing and Medicines Administration (HEPMA)

The HEPMA pilot is due to begin in December in ARU1 and wards 7A, 7B, 7C and 7D at the Queen Elizabeth University Hospital (QEUH).

Progress update:

- Core build of HEPMA system is now in place
- Replacement and additional laptops have been supplied to pilot areas
- HEPMA facilitator team is in place
- eLearning materials have been published
- The TrakCare/HEPMA interface has been developed
- Proposal for HEPMA/Clinical Portal interface has been provided and is under review

Next steps:

- Complete system testing
- Train pilot users
- Begin countdown to pilot

ePharmacy

Phase 1 report will assess opportunities to increase digitalisation of prescribing and medicines practice across primary care, community and hospital settings.

- Phase 1 report in draft

    - Current situation/background
    - Legislation
    - Case for change
    - Strategic drivers
    - Current prescribing processes
    - Recommendations

- Progress update to eHealth Strategy Board on 10th November

Falsified Medicines Directive (FMD)

Mosaic Robot integration switched on on 10 October for FMD. The process was verified to Securmed on 2 November. The Decommission process is to be enabled.

Pharmacy Management System

Work is underway to assess opportunities to modernise the pharmacy management system including integration with the new HEPMA system.

- Strategic priorities to be documented by end November
- Requirements to be documented by end December

Chemotherapy Electronic Prescribing and Administration System (CEPAS)

Work is underway to upgrade the existing West of Scotland instance of CEPAS (Chemocare), which services NHSGGC along with NHS Ayrshire & Arran, NHS Forth Valley and NHS Lanarkshire, to Version 6. To date, the project has been challenging with a number of issues encountered around interfaces (both demographic and laboratory results) and data migration. These are actively being worked and escalation meetings have taken place with the supplier to expedite resolution of the issues as quickly as possible. Pending speedy resolution of the issues, these will need re-tested and subsequently it's anticipated that user acceptance testing will commence early in the New Year, with an anticipated go live in the middle of 2021.

Safer Diagnostics

Picture Archiving and Communication System (PACS) Upgrade

The National PACS refresh and upgrade programme has restarted after a delay due to the COVID pandemic. Two main deliverables of this project are the hardware refresh of reporting workstations and servers across NHSGGC and an upgrade of the application to PACS version 12.2. The local Project Team and Project Board members have been identified and established.

Laboratory Information Management Systems (LIMS)

The advertisement for the new LIMS has now been published on the Public Contract Scotland (PCS) and the Official Journal of the European Union (OJEU) tenders websites and is visible to all potential bidders. Initial responses are due by mid-December 2020.

Meetings are being held with all consortium Health Boards to ensure that all Boards are aware of the commitment that will be required from them during the scoring phase of the procurement and to ensure that they are resourcing this phase appropriately.

Work has begun on a detailed scoring plan and schedule; these will be published to all consortium Boards to aid them with planning activities.

Self-care and Remote Care

InHealthCare (IHC) COVID App

The Initial COVID App offered by IHC was not accepted by the national CAG. TEC have commissioned IHC to re-develop the App based on revised specification. Minor amendments are due for release on 29 October for review by CAG. A demonstration of the revised App was scheduled to be shared with other stakeholders on 2 November for comment.

Rapid Heart Failure (RHF) App

The CAG was due to sign off the specification on 4 September but sign off was delayed until 23 October. Development of the App commenced on 26 October. Completion of the pathway was unable to be confirmed as this is the first pathway to be attempted. Initial review and progress of the app was to be demonstrated to RHF CAG on 6 November 2020.

Active Clinical Referral Triage (ACRT)

Dashboards are available for performance monitoring and relevant individuals have access. Service Improvement Managers are presenting performance data via General Managers, Service Delivery Managers and appropriate service groups. Performance data is to be circulated to a wider audience and issued via Chiefs of Medicine.

A reconciliation of vetting outcomes is currently in progress with services to ensure that all services have the ACRT vetting outcomes and therefore the ability to record ACRT activity.

Primary Care

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

Work has re-commenced with the functional operation groups to finalise the local NHSGGC specification in anticipation of the new systems being accredited and available from April 2021.

Innovations

Heart Failure Outpatient Appointment Service

This project is the rapid development of a digital appointment service to clear the backlog of referred Heart Failure patients caused by COVID continuing through November.

COVID Advanced Respiratory Platform (CARP)

Sixty chest sensors are now fitted to patients in the QUEH to measure respiratory rate with data flowing to management platform. Initial feedback has been positive.

VCreate Asynchronous Video Service

Various patient and clinical use cases are continuing to run successfully. Evaluation of national Care Homes use case is expected at the end of November.

Additional funding has been secured to support the formal evaluation of the Neurology integrated service and to investigate the potential of using Artificial Intelligence technology for seizure detection.

COVID-19 Assessment App

Per service enhanced TrakCare launch and Power BI reporting functionality have now been released for the application.

Technology and Infrastructure

Ophthalmology Medical Device Refresh

This is 40% completed, with 15 devices still to be installed/configured from 24 in total.

Pharmacy Ascribe Upgrade

This is dependent on other projects to see if it is required. There is a need for the application upgrade to be reassessed.

RHC Neonatal Intensive Care Unit (NICU) Patient Monitoring Upgrade

The project plan for roll-out is being provided by the supplier. The initial Integrated PC W7 build has been completed and tested. The integrated PC & bedside patient monitor for vital signs will display concurrently but are independent of each other

IV Consumables Replacement (Infusion Pumps)

The roll-out plan is in place, with the SSP to be completed. Roll-out is to commence at the end of November.

Office 365

The main NHS Mail migration to Office 365 is scheduled for 16 November. This includes all contractor services, shared and generic mailboxes. Mail forwarding for the NHS Mail migration, which took place in September, will end on 18 November. Communications have been and will continue to be issued to remind users of the actions they should take.

Workforce and Business Systems

New Dental Clinical System into Acute dental sites

Invitation to Tender (ITT) reference request – a Teams meeting with reference site was arranged for 2 November.

Development and Informatics

ICNet Interface

Work has started on an important interface to import UK Lighthouse results into ICNet. Infection control timescales are in negotiation to get the system operational before Christmas 2020.

National COVID-19 Results Service (NNS)

NNS will be available at the end of November 2020. We are working on a feed to the service to allow a fully automated system for staff and patient results.

Multi-disciplinary Teams (MDTs)

The Cancer MDT pilot is underway in November and work has started to scope the work needed to scale the system up for the West of Scotland.

Chronic Obstructive Pulmonary Disease (COPD)

The new COPD cohort management structure is ready to go-live in TrakCare with reporting and Business Intelligence functions being completed by mid-December.

Point of Care Testing (POCT)

Options for interfaces to the new Point of Care COVID-19 testing machines have been drafted in conjunction with National Services Scotland.

.NET Platform

The new version of .NET and Windows platform will be live by the end of November, putting these systems on a supported platform which can be further developed and maintained.

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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