

Digital as Usual Programme Updates

Issue No 1 – February 2021

General

Dr Nagore Penades, Consultant Psychiatrist has joined the team as eHealth Clinical Lead for Mental Health Services and will focus on supporting the eHealth strategic aims of Mental Health, Learning Disability and Addiction Services across NHSGGC.

Integrated Electronic Health and Care Record

Clinical Portal Upgrade – v 8.9

The Clinical Portal upgrade was implemented on 6 February. This upgrade is an enabler for improved role-based access, HEPMA integration and enhanced changes to the appearance and navigation. Following the upgrade a number of issues were followed escalated with Orion Healthcare. A quick reference guide detailing these changes is available on [StaffNet](#)

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

The MUSE SP10 upgrade was completed in December 2020; the remaining GP roll-out is in the process of being scheduled. The proposed go live date is 23 February 2021.

EMIS Web – Community Treatment Room Implementation (CTAC)

Progress continues to be made rolling out EMIS Web as the patient administration and electronic health care record for Health and Social Care Partnership (HSCP) Community Treatment Room and Phlebotomy services across NHSGGC. East Dunbartonshire Community Treatment Rooms are scheduled to go live with EMIS Web on 1 March 2021.

Maternity Services (BadgerNet) Phase 2

Good progress is being made to achieve completion of phase 2 by 31 March 2021.

Cancer Multi-disciplinary Teams (MDTs) Re-platforming and Roll-outs Phase 1

Current scope of the project is due to complete by end February. Development sprints have commenced using DevOps. DevOps is a set of practices that combines software development (Dev) and IT Operations (Ops). It aims to shorten the system's development life cycle and provide continuous delivery with high software quality.

Stroke Application

A new development to help with the collection and sharing of Stroke Patient information started in February. The system will eventually help the three-regional stroke services deliver an efficient and safe data exchange and help with the safe transfer of patients within the region.

TrakCare – Flexibook

Work is underway to implement Flexibook functionality to the NHSGGC TrakCare system to improve appointment booking screens. The new functionality will help reduce the risk of clinics being “overbooked” by providing better oversight and accessibility to appointment slots. Flexibook is expected to go live in late February 2021.

TrakCare Order Communications Implementation – Mental Health Wards

The 65 Adult and two Children and Adolescent Mental Health inpatient wards are now live with TrakCare order communications and real time Admissions, Discharges and Transfers (ADT). TrakCare usage across the wards is increasing with approximately 4,500 laboratory/radiology requests placed via TrakCare. Health Records are supporting the wards to manage and ensure real time ADTs.

TrakCare – Results Sign Off

Data for January 2021 show that results sign-off in TrakCare remains at 51% compliance. This is made up of results from across inpatient, outpatient and Emergency Departments (ED) (including Specialist Assessment and Treatment (SATAs)).



TrakCare Upgrade (T2020) – June 2021

GGC continues to work with key stakeholders and external suppliers to develop the TrakCare system upgrade “T2020” which will go live in Summer 2021. Through this new version of TrakCare, we can expect better functionality, including replacing paper scanning with Active Clinical Notes (ACN), improved business continuity through more accessible information and resolution of outstanding bugs/issues.

Unscheduled Care Redesign

NHSGGC continues to develop its unscheduled care pathway including:

- ongoing discussions with suppliers to integrate Adastra and TrakCare to allow better flow of information between NHS24 and NHSGGC

- expansion of virtual consultation capability across specialities including emergency paediatrics through the Royal Hospital for Children (RHC)
- through the use of TrakCare, enhanced bed management functionality to ensure optimisation of patient movement and efficient use of bed space
- NHSGGC continues to support the development of the Urgent Out of Hours (OOHs) Care Hub within Glasgow City HSCP which will support the flow and navigation of social care calls. The Hub is expected to go live at the end of February 2021

WinVoice Pro Document Management System

There continues to be an increased uptake in the use of WinVoice Pro Document Management System by Adult Rehabilitation and Mental Health Services enabling community documentation to be shared to Clinical Portal and GP practices via the Electronic Discharge Transfer (EDT) system.

	Oct 2020	Nov 2020	Dec 2020	Jan 2021
Total Letters Created	3,147	7,259	10,845	16,092
Total Letters sent to EMIS Web	2,756	6,536	9,634	14,446
Total Letters sent to SCI Store	2,425	6,008	8,980	13,677
Total Letters sent to via EDT to GP Practices	2,604	6,268	9,254	13,876

Safer Medicines

Hospital Electronic Prescribing and Medicines Administration (HEPMA)

All 5 pilot wards are now live (QEUH wards 7A, 7B, 7C, 7D and ARU1). As of 4 February more than 9,000 prescriptions and more than 47,000 individual administrations of medicines had been carried out on HEPMA. Positive feedback has been received from clinical staff about the HEPMA system and the support provided by the HEPMA team. Support will continue to be provided in the coming period.

Work is underway with WellSky and Orion to integrate HEPMA with Clinical Portal for discharge medicines/Immediate Discharge Letters (IDL).

Next steps:

- pilot report and lessons learned
- additional recruitment
- site surveys and installation of additional laptops to support HEPMA drug administration rounds
- training and user provisioning for staff across QEUH
- roll out HEPMA across QEUH

ePharmacy

eHealth Safer Use of Medicines Programme Board has considered proposal for phase 2 of the ePharmacy programme and will make recommendations to the eHealth Strategy Board for taking this work forward.

Pharmacy Management System

The eHealth Safer Use of Medicines Programme Board has considered options for moving forward with pharmacy management system.

Safer Diagnostics Remote Care

Laboratory Information Management System (LIMS)

Scoring of the advertisement and European Single Procurement Document (ESPD) responses has been completed. Work continues with the relevant documentation that is required to be completed prior to issuing of the formal Tender.

Ten of the health boards involved in the project have signed off the system specification. Initial meetings to document data migration and data retention requirements are being arranged with the various laboratory disciplines. Health Boards have started to return lists of names of staff who they wish to be involved with scoring bidder responses.

Self-care and Remote Care

Active Clinical Referral Triage (ACRT)

Virtual Patient Monitoring (VPM) continues to progress. All 3 Service Improvement Managers are now in place and working with services to progress. A comparison in usage of Near Me (Attend Anywhere) in January 2020 showed 162 virtual appointments were carried out, rising to 18,468 in January 2021.

Clinic build changes remain at high levels, with an average 650 templates per week.

The rationalisation of vetting outcomes process has been implemented, and work is underway to reduce the number of vetting outcomes. Work is also underway to change the naming convention with a view to making it easier for clinical teams to search for outcomes.

Near Me letter changes will be presented to the VPM Oversight Group and thereafter Access in February. This will allow the telephone appointment letter to include the patient's telephone number and the video appointment letter to include the patient's unique URL link.

The focus is on outpatients waiting greater than 78 weeks at present. Work is ongoing to reduce waits; it looks likely that some of this will be undertaken virtually by telephone or video.

InHealthCare (IHC) Remote Monitoring

The COVID-19 App is currently under trial in Lanarkshire and feedback is awaited before implementing across GGC.

The Rapid Heart Failure App – which has vital recordings – is nearing completion. Patient Health Questionnaire-4 (PHQ4) and Kansas City Cardiomyopathy Questionnaire (KCCQ) are being developed in the App.

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.

To support existing paper light practices and practices currently being back scanned, the Practitioner Services Division has commenced the roll-out of scanning paper records at the point of transfer, leading to the elimination of paper record transfer within GGC GP Practices over the next few months. By the end of February 2021, 162 GGC practices will have commenced, with 20 additional practices being on boarded every 2 weeks.

GP Re-provisioning

After delays to the Re-provisioning Programme, work has re-commenced with the functional operation groups to finalise the local GGC specification in anticipation of the new systems being accredited and available from Summer 2021.

Innovations

CARP (COVID Advanced Respiratory Platform)

The full 60 sensors are now being used as part of the COVID-19 response, with data flowing successfully to the management platform. The set-up project has now finished, and evaluation will run until September 2021.

Dynamic Scot - COPD

Patient on-boarding is continuing. The National scale-up is ongoing, with discussions to bring NHS Lothian on board continuing. Artificial Intelligence (AI) work is progressing well, with progress being made on all 3 algorithms related to patient risk assessment.

Heart Failure Artificial Intelligence (AI) and Outpatient Appointment Service

Issues identified during testing are being worked through. The digital platform to support patients with heart failure whose referrals have been affected by COVID is estimated to go live on 1 March at the NHS Louisa Jordan.

National Trauma App

The App development is near completion, with fortnightly User Acceptance Testing (UAT) release schedule established. The final App is expected to be completed during February 2021.

Procurement activity is now the priority, with the project due to end in June 2021

OPTIMAL (Osteoporosis Treatment Identification using Machine Learning)

This is a collaboration project aimed at creating an optimised data driven pathway to osteoporosis risk stratification leveraging routinely collected electronic healthcare data and existing imaging. The focus is on risk stratification for patients over 50 using a machine learning driven approach. A governance documentation and data access approach is being developed.

3D Patient Telemedicine

Initial testing is complete in Glasgow. The UAT feedback report has been compiled with usability scores from 10 clinical users. Initial patient testing is now underway to improve image quality

vCreate – Secure Video Diaries

The current focus is on the potential to extend the pilot, with several services interested. The aim is to offer a route to procurement via a call-off framework.

vCreate – Secure Clinical Video Service

Work is ongoing to integrate a solution with the Clinical Portal using a PDF summary. Discussion is ongoing about a sustainable route to procurement.

Telephony Transformation Programme

Installation work continues at the Royal Alexandra Hospital. Migration in Clyde is now planned for late February/early March 2021. Leverndale Hospital installation and migration completed this month. Sites to be completed this month are Arran Resource Centre, Baillieston and Possilpark Health Centres.

Clinical Informatics

Decision Support

GGC:

- 4 toolkit proposals for addition to the adult acute care instance (now live) have been received and are being processed
- 5 additional toolkit proposals have been received after the national training programme – to be discussed with the national programme as to whether to take these forwards as a national, regional or local development
- the RHCG toolkit is now live
- discussion with Clinical Governance over the move of guidelines to Right Decision Support (RDS) is ongoing

National:

- SIGN 160 under development
- SIGN Long COVID (urgent request from Scottish Government) to start
- SIGN Position Statement – elective surgery – due for testing

- NHS Lothian – doctors in training/fluid guideline, and emergency anaesthesia collection are under development

Technology and Infrastructure

Glasgow Precision Oncology Laboratory (GPOL) Move

Security System Protocol (SSP) and Data Protection Impact Assessment (DPIA) are in progress. New Virtual Machines (VMs) have been built, and 2 physical boxes are to be procured by the service. Moving towards a transition to support with assistance from service. This will complete in February 2021.

Infusion Pumps

The 2021 deployment has started with Beatson West of Scotland Cancer Centre then the Royal Alexandra Hospital. Future roll-out timings are contingent upon COVID status.

Office 365

NHSMail migration is largely complete. Plans are being developed for the next phases of migration for GGC mail users.

Ophthalmology Medical Device Refresh

Visual Field Analyser - 10 on site, 7 fully configured, 3 remain outstanding

Intra Ocular Lens Master - 6 on site, 0 installed

Topcon - 7 on site, 4 installed, 3 remaining

Completion is constrained by access to locations due to COVID. Completion date therefore to be confirmed.

Royal Hospital for Children Neonatal Intensive Care Unit (NICU) Patient Monitoring Upgrade

IPC monitor software upgrade work has been completed. Compliance documents are to be completed in February, with closure scheduled by 31 March.

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



#DigitalAsUsual

@NHSGGCeHealth