Digital as Usual Programme Updates
Issue No 2 – March 2021

General

This update provides an overview of progress of current programmes of work set in NHGGC's Digital as Usual Delivery and Remobilisation plans.

Integrated Electronic Health and Care Record

Beatson West of Scotland Cancer Centre (BWOSCC)

A go live date of 12 April has now been agreed to implement the Electronic Patient Record (EPR) across the BWOSCC. Awareness sessions with administration and clinical staff are underway and great progress is being made.

Clinical Portal – Forms

The undernoted changes to Forms are planned for release in May 2021:
- Community Assessment Centre (CAC) Meds
- Request GP for Meds
- Brachial plexus
- Derm Isotretinoin
- Stoma care summary

West of Scotland Clinical Portal – NHS Fife

Good progress is being made to give NHS Fife clinicians appropriate access to the NHSGGC Clinical Portal. This will support patients who attend GGC services

Colon Capsule Endoscopy

This project is now fully live and clinics are underway. The project closes in March, although further integrations may be required as the service matures.

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

Successful deployment was completed on 23 February and the project is being closed.

EMIS Web – Community Treatment Room Implementation (CTAC)

East Dunbartonshire Community Treatment Rooms went live with EMIS Web in one GP cluster as their patient administration and electronic health care record on 1 March 2021.

EMIS Web – Upgrade to Release 9.7.14

EMIS Web was successfully upgraded to release version 9.7.14 on 23 February. The upgrade included significant changes to the Patient Administration Module and the Tasks (Workflow) Module as well as changes to Patient Registration and the Care Record modules.

Hospital @ Home Service

Work is underway to support the development of the Hospital @ Home Service with phase 1 due to go live on 1 April. Digital first approach to ensure that TrakCare is configured to support clinical workflow.
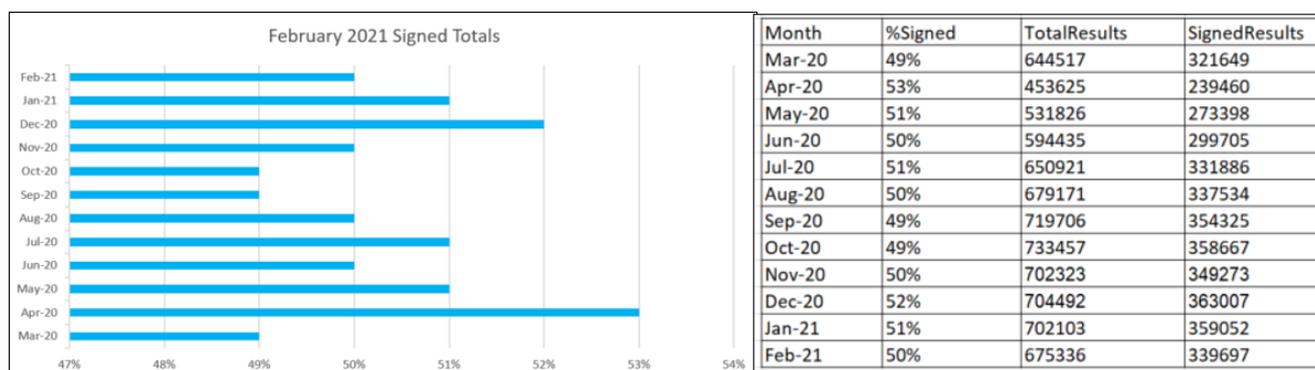
Maternity Service (BadgerNet) Phase 2

Testing for 3 of the interface work streams will take place in March. Business Intelligence reporting will be delivered by 31 March and the business case for Cardiotocography (CTG) replacement programme is due to be signed off in March.

SCI Gateway Secondary Care Referrals

Good progress is being made to extend the use of SCI Gateway for referrals between secondary care specialties. Optometry referrals to Ophthalmology are scheduled to go live on 15 March. The first phase of RHC specialties - ENT, Ophthalmology, Medical Paediatrics, Neurology and Endocrinology - are scheduled to go live with SCI Gateway on 29 March, and Dermatology sub-specialties referrals are scheduled for go live on 5 April.

TrakCare – Results Sign-off

February 2021 Signed Totals

Month	%Signed	TotalResults	SignedResults
Mar-20	49%	644517	321649
Apr-20	53%	453625	239460
May-20	51%	531826	273398
Jun-20	50%	594435	299705
Jul-20	51%	650921	331886
Aug-20	50%	679171	337534
Sep-20	49%	719706	354325
Oct-20	49%	733457	358667
Nov-20	50%	702323	349273
Dec-20	52%	704492	363007
Jan-21	51%	702103	359052
Feb-21	50%	675336	339697

Work continues through the Board's Results Governance Group to encourage the uptake of results sign-off in TrakCare. Data for February 2021 show that results sign-off in TrakCare remains at 50% compliance. This is made up of results from across in-patient, out-patient and Emergency Departments (ED) (including Specialist Assessment and Treatment (SATAs)).

Unscheduled Care Redesign

NHSGGC continues to develop its unscheduled care pathway including:
- development of the clinical triage model went live on 9 March 2021. This will allow the clinician in the Flow Navigation Hub to triage patients prior to being directed to the appropriate service by the Admin Hub
- 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 RHC 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 March 2021

WinVoice Pro Document Management

There continues to be an increased uptake in the use of WinVoice Pro Document Management System by Adult Rehabilitation, Mental Health and Specialist Community

Children's Services enabling community documentation to be shared to Clinical Portal and GP practices via the Electronic Document Transfer (EDT) system.

	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021
Total letters created	3,147	7,529	10,845	16,092	21,549
Total letters sent to EMIS Web	2,756	6,536	9,634	14,446	19,610
Total letters sent to SCI Store	2,425	6,008	8,980	13,677	18,680
Total letters sent via EDT to GP Practices	2,604	6,268	9,254	13,876	18,781

Safer Medicines

Chemotherapy Electronic Prescribing and Administration System (CEPAS)

At the start of the year, user acceptance testing (UAT) started and is now approximately 50% complete. A good defect resolution process is in place between the entire team (CIS and NHS) so progress is positive, but completion of UAT is likely to take longer than currently planned. Challenges remain with the regional testing of the interfaces, particularly the laboratory interface. The go live for the NHSGGC hub is forecast as Q3 of the 2021 with the Regional Boards thereafter over a 3-month period.

Hospital Electronic Prescribing and Medicines Administration (HEPMA)

All pilot wards are now live with HEPMA: QEUH wards 7A, 7B, 7C, 7D and ARU (Adult Receiving Unit) 1. Positive feedback has been received from clinical users, with staff finding the system easy to learn.

Transitioning infrastructure and application to eHealth Operations is underway, as is work to survey wards across QEUH to prepare for further roll-out. Recruitment of remaining HEPMA facilitators is in progress. Work is progressing with suppliers to integrate HEPMA and Clinical Portal for messaging of discharge medicines and allergy information.

Roll-out is currently projected to begin in April or May.

Growth of HEPMA prescriptions:

HEPMA prescriptions

HEPMA administrations
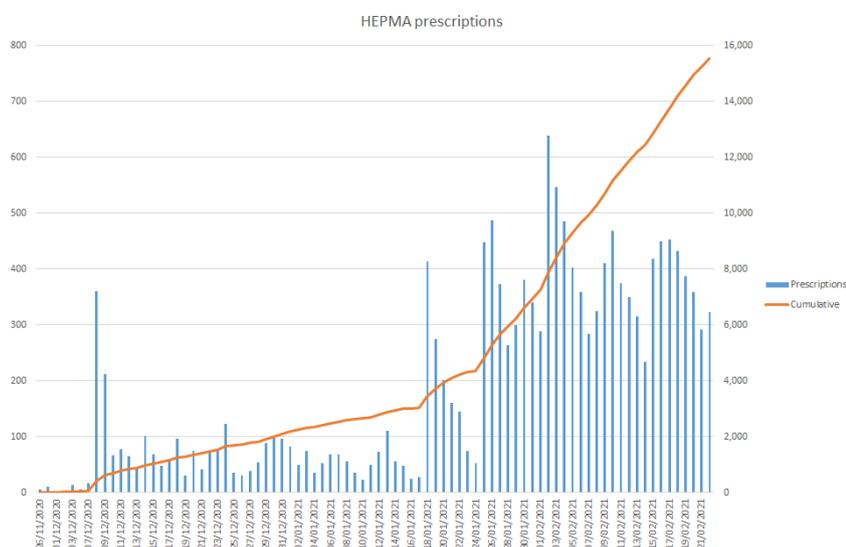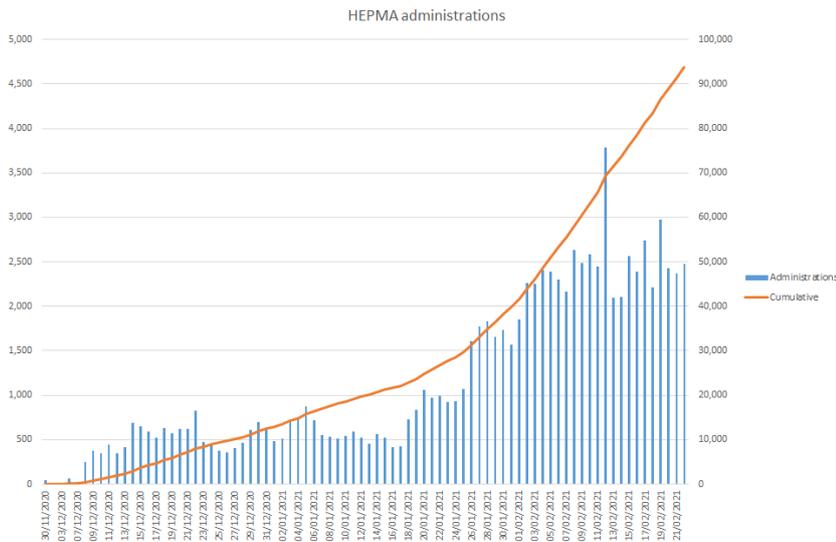
Safer Diagnostics

Replacement Picture Archiving and Communication System (PACS)

New server hardware for this has now been installed in and commissioned in the Datacentre at Queen Elizabeth University Hospital (QEUH). Clyde sector is on track to go live in April 2021.

Clinical Decision Support Radiology Pilot

Technical testing is due to complete at the end of March. GP Integrated Clinical Environment (ICE) is awaited. Integration and workflow testing are complete. Clinical user acceptance testing is to commence end of March. Demonstration of the system is planned with general practices at the end of April.

Self-care and Remote Care

Active Clinical Referral Triage (ACRT)

- **COVID App** being piloted in three Boards (NHS Lanarkshire, NHS Highland, and NHS Western Isles). 20 NHS Lanarkshire patients have completed the full 14-day monitoring period.   NSS team are working on further evaluation of the service with the expectation of producing a high-level flash report over the coming weeks.
- **The Rapid Heart Failure App (RHF):** Vitals App now developed working with supplier to incorporate the Patient Health Questionnaire-4 (PHQ4) and Kansas City Cardiomyopathy Questionnaire (KCCQ) to run within the Vital App.
- **Near Me** - Feedback from the Patient Experience Public Involvement (PEPI) Team Patient and Carer experiences of Virtual Consultations Evaluation. 342 people shared their views and experiences of using Near Me to access healthcare virtually.
  - 83% found Near Me easy to use
  - 88% felt they had enough time to discuss their condition

      o 65% would recommend using Near Me to Family or Friends

What was Learned?

- A person-centred approach is required when offering virtual consultations – taking into account each individual's needs and preferences, clinical condition and support needs
- **"One size does not fit all"** – patients and carers feel that Near Me is not suitable or accessible to every patient
- It's also important not to make general assumptions about **who can or cannot use** Near Me. The use of Near Me had a positive impact on people of all ages
- Patients need to feel empowered and have a **choice** in how they wish to access their healthcare
- Maintaining privacy, dignity and confidentiality during virtual consultations is important to patients
- Home environment is not always safe or a confidential place for patients
- Near Me may be more suitable for certain stages of the patient's clinical journey eg follow up and aftercare

Primary Care and Contractor Services

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-lite GP practices and practices currently being back scanned, 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 NHSGGC GP Practices over the next few months. By the end of February 2021, 202 NHSGGC GP practices had commenced the process, with all practices on board by the end of April 2021.

With the delivery of paper records soon to cease, work is commencing on a final mop up of any patient records accumulated by GP practices since they were initially back-scanned.

GP Re-provisioning Programme

After delays to the national Re-provisioning Programme, work has recommenced with the functional operation groups to finalise the local NHSGGC specification in anticipation of the new systems being accredited and available from summer 2021.

Innovations

3D Telemedicine

Collaboration between NHSGGC and Microsoft to carry out evaluation of the functionality and usability of 3D remote consultation for plastic surgery patients.
- Technical work ongoing around resolution of cameras
- Developments to improve quality of images, frame rate and transfer ongoing

Dynamic Scot Chronic Obstructive Pulmonary Disease (COPD) Patient Management Service

The Dynamic Scot project won the "Technology Enabled Independent Living Award" at the Holyrood Connect Digital Health & Care Awards in late February and was presented to the West of Scotland Innovation Hub's team.

Recruitment is going well with the service, through letter; primary care and blog post through the Respiratory Managed Clinical Network (MCN).

Cohort management Business Intelligence tool is being used to manage and is working well, with positive feedback from the project team.

Engagement ongoing with NHS Lothian for go-live requirements as part of scale up of service. On-boarding is being planned from early April in this second Board area

OPERA – Heart Failure Out-patient Appointment Service

Testing of the rapidly developed application is ongoing with the target date for go-live towards end of March at the NHS Louisa Jordan. Work is to begin immediately following this on further enhancements for the next phase, including SCI-Store integration and the patient facing on-boarding app.

Final layout and testing of the PDF summary to Clinical Portal is ongoing.

vCreate Asynchronous Video

The vCreate project won the "COVID-19 Response Award" at the Holyrood Connects Digital Health & Care Awards at the end of February and this was presented to the West of Scotland Innovation Hub's team.

vCreate Infant Development

The initial pilot is due to close at the end of March and service response has been very positive. Discussions have taken place to fund an extension for all vCreate services for Neonatal Intensive Care Units (NICU)/Paediatric Intensive Care Units (PICU)/Adult Intensive Care Units (ICUs) for a further 3 years and this may include the neonatal development service.

VCreate Neuro

Positive discussions have taken place about funding extension for the current pilot and confirmation of this is awaited, hopefully in the short term. This will likely be for an additional 6 months.

The reason for the extension to the vCreate Neuro pilot is to maintain the service to allow procurement options to be investigated. This includes possible procurement of asynchronous video (not specifically vCreate video) as part of current Remote Health Monitoring (RMH) procurement at Scottish Government. If the RMH procurement does not deliver asynchronous video, then another procurement route may be required nationally.

Current service statistics:

- NHSGGC Paediatrics - 635 active patients, 6 inactive patients, 36 clinicians and 1,494 videos
- NHSGGC Adult - 78 active patients, 3 inactive patients, 24 clinicians and 118 videos
- In total - 1,704 active patients, 24 inactive patients, 303 clinicians and 4,111 videos

Clinical Informatics

Decision Support

eHealth is working with Clinical Governance on the move of clinical guidelines from SharePoint to the Right Decision Service (the NHSGGC Corporate Instance here: https://ggc-covid19.azurewebsites.net (it will be rebranded and renamed).

Workforce and Business Systems

Anaesthetic eRostering System

Contract award and negotiations are underway with the supplier, project team and roll-out plan being confirmed.

Decontamination

Contract award and negotiations are underway with supplier for a single decontamination system for all of NHSGGC. Project team to be established with the roll-out to start in Inverclyde to replace the Meditrax system. The project plan will be confirmed once the contract has been signed with the supplier.

Speech Recognition Pilot 2

The pilot for Women & Children is going well with 10 users, currently at halfway point. The Dental service is looking to move forward with 20 licenses for 12 months.

Telephony Transformation Programme

Installation work continues at the Royal Alexandra Hospital. The following work was completed in February 2021, Leverndale Hospital, the Arran and Springpark Resource Centres, Baillieston and Possilpark Health Centres. During March installing and migrating Bridgeton Health Centre, Hunter Street Homeless Unit, Govanhill Health Centre. The upgrade of telephone software will roll out across the next couple of months to ensure all telephones are at the latest version of software.

Technology and Infrastructure

Genetics PASS Upgrade from v3 to v4

eHealth is engaging with the supplier to complete deployment for further testing to be implemented.

Glasgow Precision Oncology Laboratory (GPOL) Move

Installation and completion of the project is due in March.

Infusion Pumps

eHealth engagement requirements are now virtually complete.

Introduction of Video Recording into Resus at Queen Elizabeth University Hospital Emergency Department

Network infrastructure is ready and in place. IP addresses have been allocated to 7 x cameras and encoder. Third party progressing connectivity to server is awaited. The project should complete in March.

Ophthalmology Medical Device Refresh

New device installs:

- Humphrey Visual Field Analyser (HFA) - complete
- 3 x Triton still outstanding
- 6 x Intra Ocular Lens (IOL) master still outstanding
- Access to sites is key issue

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

Awaiting supplier to complete the installation. Due to complete upgrade in March.

Sentinel Upgrade

Pathfinder x 4 need network connectivity sorted. The Sentinel SCI Store interface is being tested now. Lightweight Directory Access Protocol (LDAP) is due this week.

Virtual Server for Thromboelastography (TEG) Manager Software

TEG has been installed and is currently being tested by the service. Phase 2 integration concept is currently being agreed.

Development and Informatics

Cancer Multi-disciplinary Team

The West of Scotland Cancer Multi-Disciplinary Team application, using Microsoft Teams and Microsoft Power Platform, is halfway through the transformation to a long-term sustainable cloud-based platform. The target date for the full go-live of the Gynaecology Service is forecast as just after the Easter break.

DevOps

DevOps is an acronym for Development and Operations and the department has adopted Microsoft Azure DevOps to manage the design, development, testing, implementation and support of new applications. In parallel, the Agile method of project management is being adopted where the objective is to create a Minimum Viable Product (MVP) as quickly as possible. This aids the future direction and scope of an application and involves the end-users into the whole processes of creating and developing new systems.

Lumira Point of Care Testing (POCT)

A new interface is being developed to allow people to order an instant COVID-19 test at one of the new Point of Care Testing terminals. The interface will enable any test being carried out on the new devices to be incorporated into our clinical systems and workflows and better manage any positive results.

NetCall Hub

A new patient facing communication system called NetCall Hub went live this month, providing staff on the SIREN project access to serology results. The system is now being looked at to help with patient communication about appointments and pre-op assessments

Stroke Assessment Application

We are creating a new Stroke Assessment application which will help with critical clinical communication between health care professionals who dealing with suspected stoke victims. The NHSGGC Development Team is working closely with NHS Education Scotland (NES) to provide clinical staff with a consistent look and feel for regional and national applications and to provide a quick efficient way to access systems using a linked login to Office 365 or TURAS.

Eleanor McColl, Strategic Development & Programmes Manager - EPR

Eleanor is leaving the NHS at the end of March after over 30 years working in NHS IT, with the last 10 years in a number of senior positions within NHSGGC eHealth Directorate. Eleanor was the eHealth Programme Lead on the construction of the Queen Elizabeth University Hospital, Royal Hospital for Children, Teaching & Learning, Office Block and ICE Building.

Latterly, Eleanor has been responsible for the strategic development of the electronic health and care record within NHSGGC, with a remit covering our cornerstone products – TrakCare, Clinical Portal and EMIS Web.

eHealth wishes Eleanor all the best for the future.

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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