Digital as Usual Programme Updates
Issue No 4 – May 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 Care Record

Active Clinical Notes (ACN) Development
TrakCare Active Clinical Notes (ACN) is a new type of functionality being developed in NHSGGC which will provide a central workspace for digitally managing clinical documentation and clinical activities – currently completed on paper. ACN presents a problem-oriented and timeline-based view of the patient record and there are a number of enhanced features and functionality for ACN within the T2020 System Upgrade. Plans are being developed with the Trakcare Delivery Group for the roll-out of ACN following the T2020 go live. Focusing on key specialities including Emergency Department (ED) and opportunities to support electronic observations (eObservations).

Clinical Portal – Beatson West of Scotland Cancer Care Centre Electronic Patient Record
The Beatson West of Scotland Cancer Centre Electronic Patient Record (EPR) went live in Clinical Portal on 19 April 2021. From this date, any information that would have been filed in the paper records is now available in Clinical Portal, thus enabling the wider sharing of information within NHSGGC and with other colleagues via regional portals.

Colon Capsule Endoscopy
Service now up and running in Golden Jubilee awaiting confirmation from National Services Scotland (NSS) of any further developments to be made.

EMIS Web 9.11 Upgrade
eHealth have commenced engagement with the supplier to progress testing and implementation of the EMIS Web system upgrade to 9.11. The upgrade to 9.11 will enable NHSGGC to progress the implementation of a master patient index (MPI) look-up to SCI Store for patient demographics.

Maternity Services (BadgerNet) Phase 2
Business Intelligence reporting was deployed in April. The Business Case for Cardiotocography (CTG) has been signed off. Preparing infrastructure for CTG. Initial reporting functionality now deployed. Deploying maternity app pilot in June 2021.

Multi-disciplinary Teams Re-platforming and Roll-out
User Acceptance Testing (UAT) in Gynaecology Cancer is scheduled to end at the beginning of May. The development has created a lot of interest, with the University of Glasgow also keen to contribute to the development. Go-live planned for 21 June. Engagement with Head

and Neck, and Pancras is underway with the dates for roll-out to these to be confirmed.

National Sexual Health System (NaSH) Upgrade
The National Sexual Health (NaSH) application upgrade is due to go live early July and full version upgrade by early August. Functionality will include:

- self-arrival using personal mobile phone/QR code
- gatekeeping functionality on online bookable slots using a passcode so we can segment work or give the code to people we need to book online
- improvements in handling interpreter requests - there are now quite a few booking online this way with google translate - addresses equalities
- cancel and rearrange all appointments online
- improvements in appointment management with granular SMS based on method of consultation intended
- better ability for citizens to report problems with online booking into the helpdesk
- increased ability to collect short notes at point of booking - not really intended for full form completion but helps communication
- pre-arrival to allow online booked person to be converted to a "real" CHI matched person without having to attend them, to support records steps prior to virtual consultations

Neo-natal Electronic Patient Record
A scoping meeting to prepare the Business Case was held in early May.

SCI Gateway Secondary Care Referrals
Good progress continues in extending the use of SCI Gateway for referrals between secondary care specialties. SCI Gateway is now live across the Royal Hospital for Children for secondary care referrals. Dermatology sub-specialty referrals and all secondary care referrals to Plastic Surgery are now enabled to receive SCI Gateway referrals, as are ENT to Audiology referrals. Implementation plans are underway to progress SCI Gateway for Oral Maxillofacial Surgery, Acute Allied Health Professions Community Stroke and General Surgery during May and June 2021.

TrakCare – Results Sign-off
Work continues, through the Board's Results Governance Group, to encourage the uptake of results sign-off in TrakCare. Data for April 2021 shows that results sign-off in TrakCare remained at 51% compliance. This is made up of results from across in-patient, out-patient and Emergency Departments (ED) (including Specialist Assessment and Treatment Areas (SATAs)).

TrakCare – T2020 System Upgrade
NHSGGC has been working with the supplier to agree timescales for the implementation of the TrakCare T2020 system upgrade in Summer 2021. The T2020 upgrade will provide:

- fixes to existing known issues/bugs in TrakCare such as the ability to unlock patient records
- Priority Workbenches - additional screens providing a single view of in-patients, out-patients, results etc
- the platform to develop a more modern and dynamic mobile-enabled user interface (MEUI)

Testing commenced in late April 2021 and will continue throughout May and June. A T2020 roadmap is being developed to set out the key milestones over the next two years, which will include the roll-out of Active Clinical Notes (ACN).

Unscheduled Care Redesign
Continuing to develop Redesigning Urgent Care (RUC) Programme and currently finalising plans for Phase 2 which will include a number of digital developments such as:

- Clinical System Integration - plans to integrate Adastra and TrakCare to allow better flow of information between NHS24 and NHSGGC
- Speciality Pathways - expansion of virtual consultation capability across specialities including Ear, Nose and Throat (ENT) and Ophthalmology
- Paediatrics Assessment - receipt of paediatric assessment referrals through NHS24 and virtual management of these patients
- Front Door Signposting and Redirection –developing digital pathways and ensuring appropriate mobile equipment is used to safely manage patients through our services
- New Digital Pathways – including Hospital at Home, which is currently being scoped out as a test of change between Queen Elizabeth University Hospital (QEUH) and Glasgow City Health and Social Care Partnership (HSCP) allowing safe patient management at home or in the community

WinVoice Pro Document Management System
There continues to be an increase in use of the system enabling community documentation (from Mental Health, Adult and Children community services) sharing to Clinical Portal and GP practices via the Electronic Discharge Transfer (EDT) system. NHSGGC has commenced a second phase of the implementation to further develop the interface between EMIS Web and WinVoice Pro to extract coded information from EMIS Web to WinVoice Pro Documents to further enhance the sharing of community documentation in Clinical Portal and to GP practices via EDT.

	Jan 2021	Feb 2021	Mar 2021	Apr 2021
Total letters created	16,092	21,549	31,147	40,866
Total letters sent to EMIS Web	14,446	19,610	28,525	35,310
Total letters sent to SCI Store	13,677	18,680	27,159	35,745
Total letters sent via EDT to GP Practices	13,876	18,781	26,968	37,589

Safer Medicines

ePharmacy
The Business Case is being prepared for phase 2 of the ePharmacy Programme which will take forward electronic prescribing and medicines practice across a number of priority areas.

Hospital Electronic Prescribing and Medicines Administration
Seventeen QEUH wards are live on HEPMA (as of 6 May). Clinical staff are getting to grips with the system quickly, and are well supported by the HEPMA facilitators and Pharmacy team. Roll-out will continue over the next 18 months.

HEPMA/Portal integration for discharge medicines began testing on 6 May.

Safer Diagnostics

Image Storage for Advanced Clinical Methods
Five work streams are being progressed to complete end of May.

Laboratory Information Management System (LIMS)
The deadline for the initial bid submission was extended by 2 weeks from 11 May to 25 May. This extension was given due to the complexity of the system requirements and to ensure that bids were complete and of a high standard.

All the potential bidders were invited to a supplier Q&A session. This session outlined the aims of the procurement and allowed bidders to ask questions about the procurement, the process being used and the requirements.

Preparations are underway to arrange NHSGGC scoring sessions.

Self-care and Remote Care

Active Clinical Referral Triage (ACRT)
Near Me hosted a further 6 drop-in sessions during April with a total of 162 attendees.

Service Improvement Managers (SIMS) across the acute sites continue to engage with services to support ACRT.

eHealth and Service Improvement Managers are undertaking an audit to ensure that relevant kit is deployed to sites to promote and support the use of virtual consultations.

Sector VPM for New v Return appts Oct20-Mar21 & W&C split Obs/Gyn/US v HPN

Per Sector

	New VPM nos	New VPM%	Return VPM nos	Return VPM%	New Video VPM nos	New Video VPM%	Return Video VPM nos	Return Video VPM%
Clyde	10,187	26.5%	26,858	29.5%	2,618	25.7%	3,750	14.0%
Diagnostics	65	14.7%	943	91.7%	13	20.0%	86	9.1%
North	15,458	46.5%	42,284	48.0%	3,665	23.7%	4,964	11.7%
Oral	5,491	42.9%	17,017	16.4%	2,355	100.0%	1,796	100.0%
Regional	4,426	21.0%	45,009	33.7%	558	12.6%	3,571	7.9%
South	23,081	32.9%	58,336	34.4%	688	3.0%	2,736	4.7%
W&C	8,102	23.2%	29,880	19.5%	3,398	41.9%	11,732	39.3%

W&C Sector Obs/Gyn/US v HPN

	New VPM nos	New VPM%	Return VPM nos	Return VPM%	New Video VPM nos	New Video VPM%	Return Video VPM nos	Return Video VPM%
Obs/Gyn/US	2,104	12.0%	6,157	6.4%	1,910	90.8%	5,482	89.0%
HPN	5,998	34.3%	23,723	42.1%	1,488	8.5%	6,250	11.1%

InHealthCare Rapid Heart Failure Application

The Rapid Heart Failure application completed clinical UAT on 17 May. Change Advisory Group (CAG) sign-off will be sought prior to promoting the app to the live environment. An Implementation Group has been established for progressing implementing the Rapid Heart Failure app across the Service.

The Rapid Heart Failure app has been developed for newly diagnosed heart failure patients and patients with deteriorating/unstable heart failure symptoms.

The app will enable heart failure patients to be remotely monitored by heart failure clinicians and specialist heart failure nurses to achieve remote optimisation and earlier achievement of guideline directed heart failure therapy, as tolerated, for patients newly diagnosed with Heart Failure, in order to reduce their risk of hospitalisation and premature death. The app will also enable closer monitoring and earlier intervention to improve quality of life and reduce the risk of hospitalisation, where possible, for patients identified with worsening symptoms and quality of life.

Below are some screenshot examples of the app, questions, and charting as they appear on a patient mobile device.

Screenshot 1 (11:07)

Please take your Blood Pressure again and answer the Well-being questions. Thank you.

Collect readings

Systolic BP (top reading)

Diastolic BP (bottom reading)

Submit

← View all tasks

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Screenshot 2

Diastolic BP (bottom reading)

95

Well-being Questions

How are you feeling today?
○ I feel ok, there is no change in my ability to carry out my normal activities
● My symptoms are worse and I don't feel ok
○ I feel much worse and can't do my normal activities

Have you been complying with your fluid restriction?
○ Yes
○ No

Have you been taking you prescribed medication?
○ Yes
○ No

Screenshot 3

activities

Have you been complying with your fluid restriction?
● Yes
○ No

Have you been taking you prescribed medication?
● Yes
○ No

Please select all symptoms that are affecting you today
☐ New or worsening shortness of breath
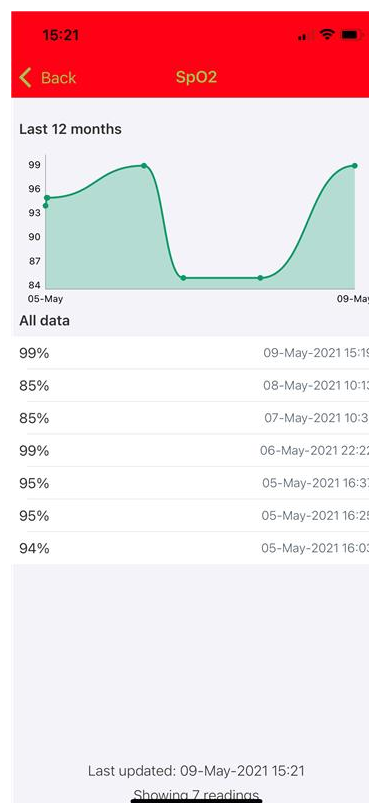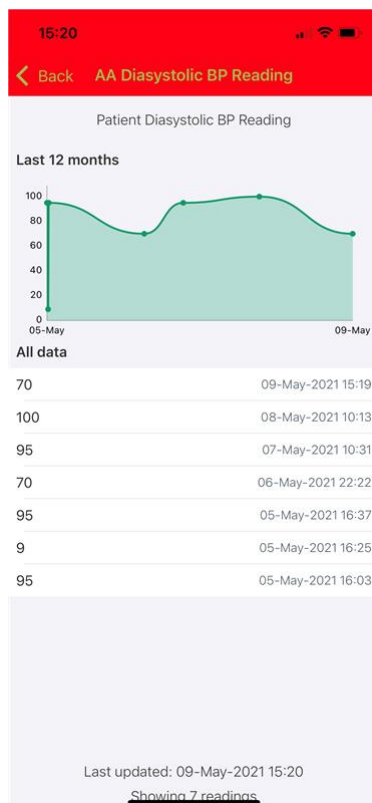☐ It is harder to breath when lying down or need to sleep sitting upright in a chair
☐ New or increasing leg ankle or foot swelling
☐ Abdominal swelling or bloating
☐ Loss of appetite
☐ Dizziness
☐ Feeling more tired than usual

Screenshot 4 (15:20) — AA Body Weight Reading

Patient Body Weight

Last 12 months

All data

60.0	09-May-2021 15:19
55.0	08-May-2021 10:13
60.0	07-May-2021 10:31
60.0	06-May-2021 22:22
65.0	05-May-2021 16:37
65.0	05-May-2021 16:25
68.0	05-May-2021 16:03

Last updated: 09-May-2021 15:20
Showing 7 readings

Screenshot 5 (15:20) — AA Diasystolic BP Reading

Patient Diasystolic BP Reading

Last 12 months

All data

70	09-May-2021 15:19
100	08-May-2021 10:13
95	07-May-2021 10:31
70	06-May-2021 22:22
95	05-May-2021 16:37
9	05-May-2021 16:25
95	05-May-2021 16:03

Last updated: 09-May-2021 15:20
Showing 7 readings

Screenshot 6 (15:21) — SpO2

Last 12 months

All data

99%	09-May-2021 15:19
85%	08-May-2021 10:13
85%	07-May-2021 10:31
99%	06-May-2021 22:22
95%	05-May-2021 16:37
95%	05-May-2021 16:25
94%	05-May-2021 16:03

Last updated: 09-May-2021 15:21
Showing 7 readings

Stroke Assessment Application

The design stage of the project completed with database work now commenced. An MVP (Minimum Viable Product) is on course to be available by the end of May. The application is being developed by the NHSGGC Development Team and builds on work already completed

by NHS Education Scotland (NES) on the COVID-19 assessment to provide clinical staff a consistent look and feel and method of entry.

Primary Care and Contractor Services

COVID-19 Vaccines
GP Practices have been supported in the use of the TURAS Vaccine App, EMIS/Vison Data Templates and the Albasoft Data Extraction/Import tools over the last months as part of the wider vaccine management data quality and reporting requirements.

GP Back-scanning
The final year of GP back-scanning is currently progressing to scan circa 200,000 patient paper records within the remaining 49 GP practices, creating additional administrative and clinical activity.

To support existing paper-lite GP practices and practices currently being back-scanned, Practitioner Services Division now scan paper records at the point of transfer, leading to the elimination of paper record transfer within NHSGGC GP practices. The final NHSGGC practices were onboarded in April 2021.

With the delivery of paper records now ceased to all GP Practices, work has commenced on a final mop up of any patient records accumulated by GP practices since they were initially back-scanned.

GP2GP
Training on GP2GP and go-live for remaining Cegedim Vision GP Practices is being scheduled over the next couple of months.

GP Re-provisioning
After delays to the national Re-provisioning Programme, 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.

New Community Health Index (CHI)
Planning has commenced for the testing and deployment of the new CHI Nextgate Platform Broadcast file. NHSGGC is part of Tranche 3 of the deployment works and will benefit from the lessons learned of early adopter Boards. Downstream systems will be tested through August and September to ensure system stability and data integrity.

Innovations

Chronic Obstructive Pulmonary Disease (COPD) Sleep Study
This project had been on hold due to the COVID impact on the service but was now due to restart to provide a remote management study with the Sleep Service at the end of May.

Dynamic Scot (COPD)
The patient onboarding was continuing and the national scale-up was ongoing. NHS Lothian had onboarded its first patient during the first week of May. Artificial Intelligence (AI) work was progressing well, with progress being made on all 3 algorithms. The TrakCare integration work was also progressing. The scope of the initial project was being revisited and a new timeline and schedule of work would be devised during May.

Heart Failure Artificial Intelligence and Out-patient Appointment Service
Releases 1 and 2 were now operational. The historic data entry task had been completed in the ICE building between 1 April and 3 May. Clinical activity had been moved to the Panda Centre, Royal Alexandra Hospital and Stobhill Hospital out-patients with clinics starting on 4 and 6 May. Final integration testing for appointment feed is complete; PDF testing completed on 6 May. The timelines for release 3 – which contains patient app and SCI Store integration – is expected in early May.

National Trauma App
The final User Acceptance Testing is complete and the implementation plan for NHSGGC is in draft format for adoption in late June. National procurement activity is now the priority. The project is due to complete at the end of June.

vCreate Secure Clinical Video
The PDF feed into the Clinical Portal is anticipated to be live by the end of May. Additional use cases in the Women & Children's Directorate is being developed.

Clinical Informatics

Decision Support
- Planning and Testing phase of the move of the Clinical Guideline Repository from StaffNet over to the Right Decision Platform
- Discussion with Mental Health on the development of the Adult Public RDS instance – this will host self-management toolkits
- MyPsych has hosted its first MyPsych day
- Adult Acute has new toolkits in development
- A new national contract has been agreed to provide knowledge management support to both national and other territorial Boards

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Workforce and Business Systems

Speech Recognition Pilot 2
Final feedback from pilot users is being collated into an evaluation report and will be provided to the next eHealth Strategy Board for review.

Technology and Infrastructure

Chemotherapy Electronic Prescribing and Administration System (CEPAS)
The first round of User Acceptance Testing (UAT) has now completed and we are working closely with the supplier for the relevant fixes to be delivered so that the second round of UAT can commence. All of the requisite regional SCI Store Demographic and Laboratory Interface testing have been completed. The Go-live for the NHSGGC hub is forecast as Q3 2021, with the Regional Boards thereafter over a 3-month period. The team is also currently exploring options for a hybrid model of training also incorporating e-learning.

Echocardiography Image Vault Replacement
This has been confirmed on the eHealth Delivery Plan. The Prior Information Notice (PIN) for suppliers is being prepared in May.

Genetics PASS Upgrade from v3 to v4
Testing is booked for the end June 2021 due to resource availability.

Glasgow Precision Oncology Laboratory (GPOL) Move
Servers have now been installed and the team is configuring for use.

Infusion Pumps
Firewalls will be delivered and installed by end May to allow roll-out to commence.

Introduction of Video Recording into Resus at Queen Elizabeth University Hospital Emergency Department
Third party progressing connectivity to the server is awaited. This project will be closed in May, subject to the delivery of the required equipment.

Office 365
A new contract has been agreed with Microsoft for the provision of Microsoft Operating Systems (Windows 10) and Office 365. eHealth are currently planning migrations within several sectors which will inform the method of wider migrations over this calendar year.

Ophthalmology Medical Device Refresh
One further device requires scheduling in May

Public Dental Service Review
A meeting is scheduled for May to begin the project now that it is on the eHealth Delivery Plan.

Royal Hospital for Children Neo-natal Intensive Care Unit (NICU) Patient Monitoring Upgrade
Project restarted in May 2021 having previously been on hold.

Sentinel Upgrade
Phase 1 go-live is scheduled for 26 May at Glasgow Royal Infirmary and New Stobhill Hospital.

Server Request for Glasgow Dental Hospital Intra Oral Scanners
Recommencing work in May 2021 having previously been on hold.

Virtual Server for Thromboelastrography (TEG) Manager Software
The Phase 2 plan is being prepared with the laboratory service.

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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