

Digital as Usual Programme Updates

Issue No 6 – July 2021

General

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

We are reviewing the format and content and welcome your views on how we can improve future updates. If you would like to provide feedback please complete the [short survey](#).

Integrated Electronic Health Care Record

Cancer Multi-disciplinary Team (MDT)

User Acceptance Testing (UAT) is nearing completion with further minor bugs being fixed. Processes for regional on-boarding are being established and meetings are being set up to talk about procedures to support this. All people who need access will have to have a valid Office 365 account and license. Go-Live for Gynaecology will be at end of August 2021.

Clinical Portal – COVID-19 Immunisation Menu Tab

A new menu tab named 'Immunisations' is now available in Clinical Portal; this went live on 23 June. This enables the viewing of read-only COVID-19 vaccine information for the patient in context on Portal.

EMIS Web 9.11 Upgrade

Testing is ongoing for the 9.11.8 release of EMIS Web. The upgrade will enable NHSGGC to progress the implementation of a master patient index (MPI) look-up to SCI Store for patient demographics. Timescales for implementation of the upgrade and the MPI enhancement are to be confirmed.

Maternity Services BadgerNet Phase 2

Business Intelligence reporting and Electronic Document Transfer (EDT) are expected to go live in July.

SCI Gateway Secondary Care Referrals

Good progress continues to be made in the roll-out to replace secondary care paper outpatient referrals. Allied Health Professional (AHP) referrals to the Community Stroke Team went live in June 2021 and process mapping is continuing for wider Oral Maxillofacial, Surgical and Medical pathways.

TrakCare – Active Clinical Notes (ACN) Development

TrakCare 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 also a number of enhanced features for ACN within the TrakCare T2021 System Upgrade in August 2020.

Electronic Observations (eObs) is being rolled out as part of ACN and will remove handwritten Observation charts and use Graphs. This is in line with our objectives set out in the 2018-22 Digital as Usual Delivery Plan allowing NHSGGC to develop a more integrated Electronic Health and Care Record (EHCR). Plans are being developed with the TrakCare Delivery Group for roll-out of ACN over a period of 2 years, phasing this out over various work streams including Emergency Departments, Nursing and Weight Management.

TrakCare – New Order Entry Screens

NHSGGC uses TrakCare to request tests and services for a range of specialities including Laboratory, Radiology and Cardiology. These requests are made using the “New Request” workflow (OEOrder.Custom) which has a specific type of screen for clinicians to use to manage these requests. InterSystems has developed new screens and NHSGGC will now go live with these new screens as part of the planned T2021 upgrade on 20 August. Testing and assessment is being undertaken by Clinical Leads to sign off the new screens ahead of the T2021 go live.

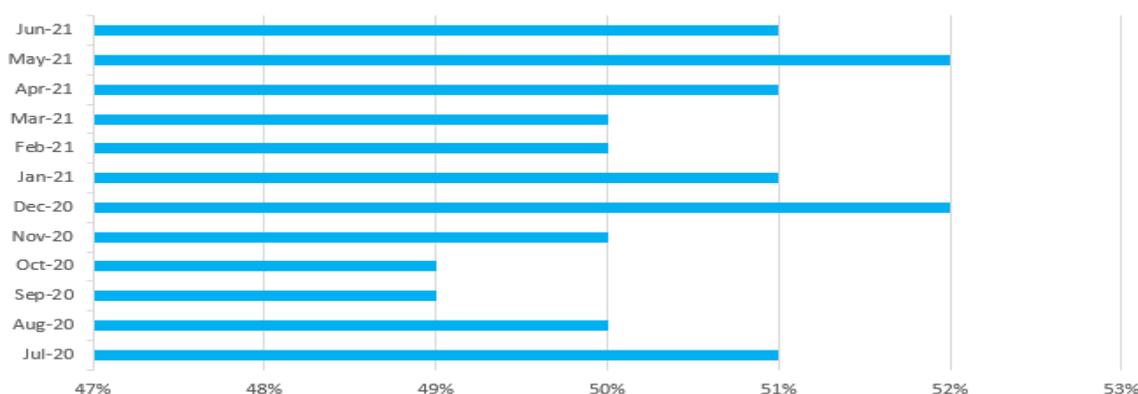
TrakCare – New Service - Live Active (Public Health Local Partnership Service)

The Live Active Public Health Service commenced using TrakCare as their patient administration and electronic patient record system in June 2021 to replace a standalone database. West Dunbartonshire went live on 21 June, with Inverclyde, East Renfrewshire and East Dunbartonshire live on 5 July. Renfrewshire and Glasgow City are scheduled for go live over the remainder of the summer.

TrakCare – Results Sign-off

Work continues, through the Board’s Results Governance Group, to encourage the uptake of results sign-off in TrakCare and review opportunities to improve data reporting. Data for June 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)).

June 2021 Signed Totals



TrakCare – T2021 System Upgrade [Originally ‘T2020’]

To allow for the implementation of both new and enhanced functionality, the NHSGGC instance of TrakCare is being migrated to version T2021 on Friday 20 August 2021. Robust clinical and technical assessment is being undertaken to ensure that the TrakCare upgrade is managed safely to ensure minimal impact on service and patient safety and this includes a change ‘freeze’ until 30 August to avoid any disruption to TrakCare LIVE environment pre- and post-upgrade. In addition, staff communication, training and support is currently being rolled out to ensure efficient use of the new TrakCare system once available.

The immediate benefits of the system upgrade include:

- improved Order Communications and results management (new order screens, better alert process and decision support, results groups for sign-off)
- improved functionality for patient Electronic Health Care Record (EHCR) through Active Clinical Notes (ACN) and electronic observations (eObs)
- T2021 TrakCare will provide a platform to easily integrate with other systems extending the ability for data sharing

Unscheduled Care Redesign

NHSGGC continues to support Phase 2 of the Redesigning Urgent Care (RUC) Programme which includes a number of digital developments such as developing specialty pathways and front door signposting/redirection.

A key focus of Phase 2 is the integration between clinical systems used in NHS 24 and local NHS Boards. Work is currently underway to establish direct integration between Adastra, which is a clinical tool used by NHS 24 to process patient treatment outcomes and TrakCare, which is the patient management system used in NHSGGC. Establishing this integration will ensure a more streamlined process for managing 111 calls from NHS 24 and ensuring that the patient is seen either directly (in person) or virtually by clinical staff in Emergency Departments or Minor Injury Units.

WinVoice Pro Document Management System

eHealth is working with suppliers to progress phase 2 of the WinVoice Pro Document Management system implementation to develop the population of EMIS Web patient clinical information onto WinVoice Pro letters to enable sharing electronically to GP practices via electronic document transfer (EDT) and to Clinical Portal.

Safer Medicines

ePharmacy

Delivery plan for Phase 2 of the ePharmacy programme is in development. Work streams include:

- mapping the citizen medicines journey
- medicines informatics
- medicines on discharge from hospital
- integrating with community pharmacy

Hospital Electronic Prescribing and Medicines Administration (HEPMA)

Over one million medicine doses have now been recorded on NHSGGC's HEPMA system. Queen Elizabeth University Hospital roll-out is nearing completion and the next sites to go live are Gartnavel General Hospital, Beatson West of Scotland Cancer Centre and New Victoria Hospital. Roll-out will then progress to North, Clyde and Mental Health Sectors.

Safer Diagnostics

Image Storage for Advanced Clinical Methods

Five work streams are progressing with completion expected in August/September following maintenance windows.

Laboratory Information Management System (LIMS)

Scoring of all mandatory requirements was completed on schedule. The next phase of scoring will see all primary and secondary requirements scored. This phase of scoring is due to be completed by late September 2021.

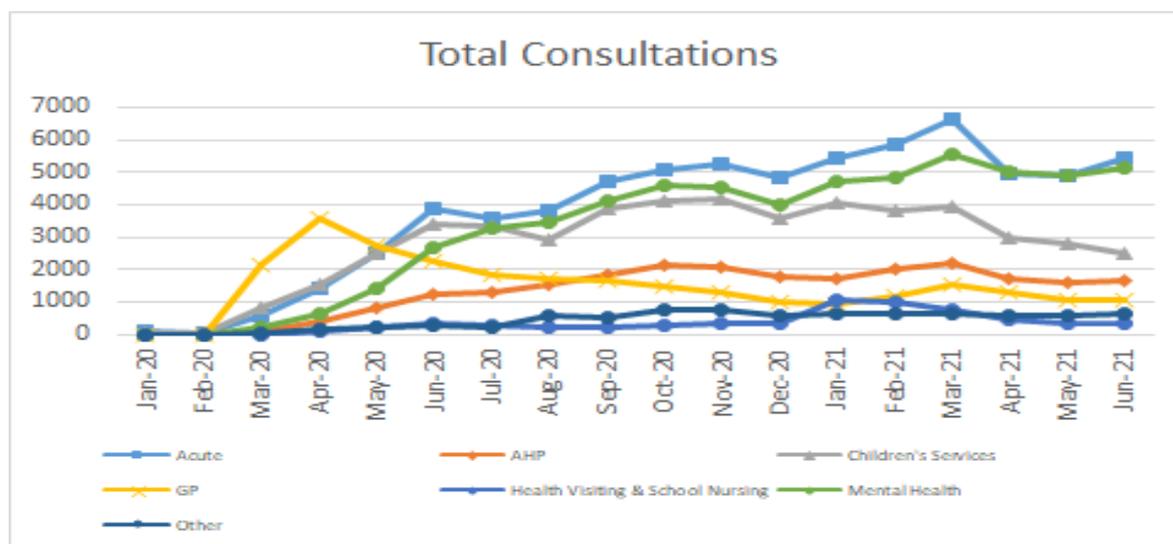
Self-care and Remote Care

Rapid Heart Failure (RHF) App

The RHF Clinical Advisory Group approved the Rapid Heart Failure app, with a few minor amendments, on Tuesday 29 June. Amendments have been made and tested and the app is currently undergoing service review with the supplier.

Virtual Patient Management

Near Me Consultations



Active Clinical Referral Triage (ACRT)

Significant progress has been made since the implementation of ACRT and Virtual Patient Management (VPM). Within the NHSGGC Remobilisation Plan, the Board agreed targets for specific Acute and Health and Social Care Partnership services.

Acute Services - ACRT

Referrals vetted through ACRT continue to increase. The position at the end of the last quarter - February 2021 - ACRT 52.5% (57,588 referrals). The position at the end of the current quarter - May 2021 - ACRT 76.2% (57,744 referrals).

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 few months as part of the wider vaccine management data quality and reporting requirements.

GP Back-scanning

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

A mop up of patient records accumulated by GP practices since they were initially back scanned is currently in progress.

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.

GP2GP

Training on GP2GP for the remaining Cegedim Vision GP Practices has been delivered with go-lives planned through July/August.

GP Wi-Fi

Pre-installation sites surveys completed in Renfrewshire & Inverclyde. Installation of new network switches in Renfrewshire & Inverclyde GP practices to be completed by end of July.

Innovations

Dynamic Scot

The project phase is nearing completion. A business case is being developed and is to be presented to the Project Board for service continuation, led by Digital Health and Innovation (DHI).

OPERA Outpatient Appointment Service

Release 1 is now complete and live with edit function now added. A further release with labs, ECG and ECHO integration currently in development and testing. The current pilot has been extended to the end of December 2021.

OPTIMAL: Early detection of Osteoporosis using Machine Learning & Artificial Intelligence

This project is Osteoporosis risk stratification for the over 50 population using Artificial Intelligence technology. There are multiple partners and subsequent technical challenges are currently being worked through.

Sleep Study

This is a research project using the Lenus platform to manage sleep apnoea patients, and offer an online stock management tool. Governance documentation is nearing completion. The project is due to run until December 2023.

Toxicology Advanced Respiratory Platform (TARP) (extension of CARP - Covid-19 Advanced Respiratory Platform)

TARP is an extension of CARP, with the focus on monitoring toxicology patients using sensors presenting at Emergency Departments. The project is due to begin in August/September.

VCreate Asynchronous Video

There is continued service interest in adopting this technology. Discussion is ongoing around the formal transition of service implementation from Innovation to business as usual.

Clinical Decision Support

Decision Support – National

- We are still working on SIGN Long COVID professional and public toolkits
- Supporting the SE Trauma Network guidelines
- Health Literacy and Words for Wellbeing eLearning modules (includes supporting digital literacies and remote support)

Decision Support – Local

We have had recent conversations with technical providers and Microsoft about piloting the use of Right Decision Support (RDS) apps in Teams. We have 49 'toolkits' from across Scotland now on the books either in development or completed and in maintenance (see the RDS catalogue on the support site here [RDS Training & Support - NHS Scotland RDS App Catalogue - All Items \(sharepoint.com\)](#))

Workforce and Business Systems

Office 365

Office 365 implementation continues. The team has been migrating email to Office 365 for staff based in North Glasgow and Clyde Sectors.

Engagement work is scheduled with senior staff in South Sector, Women & Children's, Diagnostics and Regional Services with a view to beginning those migrations in August.

Speech Recognition Pilot 2

This completed successfully in April. An evaluation of the pilots undertaken to date will be considered at the eHealth Strategy Board.

Technology and Infrastructure

Echocardiography (ECG) ImageVault Replacement

This project has just commenced and we are in the process of preparing an Outline Business Case to allow approval to proceed.

Genetics PASS Upgrade from v3 to v4

Testing is well underway and the expectation is to Go Live by the end of July.

Infusion Pumps

Work is continuing to roll-out to across NHSGGC. There have been complexities around the access certificates which are currently being addressed with the supplier.

Sentinel Upgrade

Go-live of Phase 1 at Glasgow Royal Infirmary/Stobhill Hospital completed successfully on 26 May and is now undergoing a period of monitoring results. Will not start Phase 2 until fully satisfied with this stage. Must incorporate a data recovery plan into service and test before going to Phase 2.

Virtual Server for Thromboelastography (TEG) Manager Software

TEG Manager is now in use. Continuing work on Phase 2 which is the integration for Lab results.

Development and Informatics

Big Data Projects

A data project of Biologic Prescribing is being scoped as a test for new Cloud functions.

Case Note Review

A new database has been created to collate results from Telepath and match them with sample requests from the testing contractor system DMA. This will allow colleagues in Laboratories and Infection Control quick access to data on send away tests.

Stroke Application

Development is now including simple calculations for clinical assessment scores. Test instance is being released to broader clinical groups for comment in July. The initial live pilot is still planned for early August.

Contact

If you would like more information about anything in this update, please contact the eHealth Programme Management Office on pmo@ggc.scot.nhs.uk.

Website: www.nhsggc.org.uk/digitalasusual



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