A Paperless NHS by 2018

Are patients & clinicians ready for this?

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NHS England structure…..but due to change

• **27 Area teams** – commissioning high quality primary care services, supporting and developing CCGs, assessing and assuring performance, direct and specialised commissioning, managing, cultivating local partnerships and stakeholder relationships, including representation on health and wellbeing boards

• **Four regions** - providing clinical and professional leadership, co-ordinating planning, operational management and emergency preparedness - undertaking direct commissioning functions and processes within a single operating model

• **National support centre** in Leeds and a presence in London
DEMYSTIFYING THE HEALTH CARE MAZE

Dr S  Mr/s D
What are the benefits of paperless to the NHS?

- Clinical diagnosis
- Patient & staff experience
- Safety
- Reduce burden & improve efficiency

We owe patients a seamless, paperless NHS, but if they want a letter - fine
The Path to Integrated Digital Care Records

1. Mainly paper based
2. Digitisation of some clinical and admin systems
3. Comprehensively digitised clinical and admin systems
4. Integration of systems within the organisation
5. Integration across all care settings within and beyond the organisation
THE PATIENTS KNOW MORE ABOUT THEIR DISEASES THAN ME. I MUST GET FASTER MODEM, HIGHER SPEED INTERNET ACCESS THAN THEM.
Evolution
Second class post, second class service?

"It simply cannot be sustainable in the health service of the future for skilled staff to continue to send on referral letters using second class post."

Nigel Edwards, acting Chief Executive of the NHS Confederation
NHSmail: nhs.net

• Safe and secure email within the NHS (nhs.net), Local Authority (gcsi.gov.uk) or Police (police.uk).

• Shared mail boxes e.g. prescription requests in General Practice.

• Patients need to be aware that sending emails to nhs.net addresses from personal (non nhs.net) accounts, the nhs cannot vouch for the security at their end.
Sending information between outpatients and GPs . . .

- NHSmail set up through your local Health Informatics Department.

- Electronic Document Transfer e.g. DOCman.

- Saving, to the NHS, of 40p a letter
Pro’s & Con’s

**PRO’s**
- No paper floating about everywhere
- Rapid receipt of documents
- Ease of use
- EDT / NHS Mail version is quick to process
- Provides an immediate communication network

**CON’s**
- Files in clinic date order rather than scanned date
- No paper to read! -Managing change in processes is difficult
- Possible to mark a letter for action but forget to send it to someone
- **Everyone’s got to be on-board otherwise it just doesn’t work!**
In turn the job has evolved

• GP’s have to be more vigilant with the content of mail
  – More often the hospital letter states “In the meantime I will ask your GP to .......”

• Instead of just filing into paper records it needs attaching into electronic record; and data quality is now an implication, so summarising is now required to ensure the electronic record reflects the patients current status
“I used to call people, then I got into e-mailing, then texting, and now I just ignore everyone.”
SEND THIS BY E-MAIL.

FAX IT, TOO, IN CASE HE DOESN'T CHECK HIS E-MAIL. AND MAIL THE ORIGINAL SO HE HAS A CLEAN COPY.

GOODBYE "PAPERLESS," HELLO "CLUELESS!"
Current Pathway

PAPERBASED DOCUMENT SCANNING PROCESS

LETTER RECEIVED

LETTER OPENED

LETTER DATE STAMPED

LETTER CHECKED TO ASCERTAIN MOST RELEVANT CLINICIAN / REFERRING CLINICIAN – MAINTAIN CONTINUITY OF CARE & MARK ON LETTER

CHECK LETTER TO SEE IF IT HAS ALREADY BEEN SCANNED (DUPLICATE)

NO

SCAN LETTER

INTELLISENSE FILE LETTER

FILE AS APPROPRIATE

WORKFLOW TO CLINICIAN & CODER

YES

FORWARD TO …………..

(9 PROCESSES)
What are the benefits of this?

- No paper, resulting in:
  - No opening of mail
  - No date stamping
  - No scanning
  - No opening, twice daily, of NHS Net account

This has already been done for you!
Future Pathway

EDT / NHS NET DOCUMENT SCANNING PROCESS

LETTER IN DOCUMENT VIEWER

LETTER CHECKED TO ASCERTAIN MOST RELEVANT CLINICIAN / REFERRING CLINICIAN – MAINTAIN CONTINUITY OF CARE

INTELLISENSE SCAN LETTER

FILE AS APPROPRIATE

WORKFLOW TO CLINICIAN & CODER

(5 PROCESSES)
Patient Online Vision - in General Practice

We have ..... Agreed A Shared Vision with Patient representatives and GP leaders... building on the RCGP Road Map for Patient Online

“Patients are enabled to take greater control of their own health and wellbeing supported by their General Practice offering a range of digital services... everyone who wishes to has online access to services at their convenience”

“General Practice teams are confident to offer Patient Online digital services to enhance the quality of patient care... especially for patients that General Practice teams know will benefit the most from Patient Online.”

GPs and Practices Embracing digital services
Patient Online will empower patients to take greater control of their health and wellbeing by increasing online access to services.

- GP Appointments Online
- Repeat Prescriptions Online
- View your GP Records

What is Patient Online?
Patients with long term conditions: I am a working mum looking after a small child, a part-time job, a husband, a house... I also have Diabetes, an under-active Thyroid, asthma and I don’t have time to be ill! I now order my prescriptions, book my appointments to see the doctor, check my test results and sometimes I even go over the conversation I had in my consultation with the Doctor when I feel I need to clarify issues.

Patients & carers expect more

Patients want access to their test results and letters at least as well as SCR data

Helping Practices to work efficiently

All new patients are provided with registration details for online services

Examples from Patients & Practices

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What do we need to do next

1. Putting in the Technology
2. Supporting Practices
3. Engaging with Patients

SUPPLIERS
Shared information is a relationship of trust

Patients and information are the two most under-used resources in the NHS

Dr. Richard Fitton

Cartoon with thanks to the British Medical Journal
General Practice as part of Integrated Care

NHS E-referrals – integrating care
- Improved functionality
- Easier to use
- Information for commissioners
- Online services for patients

E-Prescribing
- Increased uptake
- E-prescribing in hospitals
- Online services for patients

SCR
- Increasing uptake in Urgent & Emergency Care

NHS Number as primary identifier to link across all services
Technology Funds

Safer Hospitals, Safer Wards Tech Fund 1

Nursing Tech Fund

Process for Tech Fund 2

Benefits & VFM ratios to inform future Tech Funds

Economic analysis to underpin case for investment – revenue as well as capital for ongoing sustainable operations
NHS TREASURE
MAP
Innovations – Promote, Share & Spread your GEMS
“Know where to find the information and how to use it – That’s the secret of success”
Promoting and developing current and future clinical information leaders

What is the CCIO Leaders Network?

The CCIO Leaders Network has been established to promote and develop current and future clinical information leaders across the NHS. The network is being developed in partnership with the Royal College of Physicians and the British Computer Society. It has been made possible thanks to the support of foundation sponsors BT, Cerner and iSoft.

In 2012, the CCIO Leaders Network will deliver an extensive programme of partner events, culminating in the first annual CCIO Forum held at EHI Live 2012. This will be backed by the CCIO Leaders Network website, providing online resources, interviews, case studies and community features.

Sign-up to receive information about forthcoming events or join the CCIO Group on EHI Groups to contribute to discussions on clinical leadership, best practice and the professional development pathway for future CCIOs.

CCIO videos

The EHI CCIO Leaders Network launch

Watch the key moments of the CCIO Leaders Network events launch, find out what those attending made of it all, and see why so many people are backing the idea of clinical information champions in the NHS.
How does a commissioning body influence anything?

• Mandatory elements in contracts
• Funding projects
  – National
  – Local
• Transfer of good practice
  – Gallery of examples Awards
  – “Do once and share”
• Influence by... influence
The challenge

• Implementing Electronic Document Management Solutions is a challenge, a major project and a substantial change to the way care is delivered

• But it is achievable, and others have achieved it and gained many benefits

• Achieving a paperless NHS remains a challenge, but sharing of data is one of the first steps on the road to achieving
“ALONE WE CAN DO SO LITTLE; TOGETHER WE CAN DO SO MUCH.”
- Helen Keller

Thank you