Online Services for Patients

Dr Jim Campbell (SNUG)
Dr Libby Morris (SCIMP)
The Townhead Experience

- Patient Online Service (POS)
- Patient Portal Demonstrator Project
The Starting Point

- Discussion
- Survey of patients
  - 300 patients surveyed
- High Level of Security built in
- No Patient identifiable Information held online
- A long long battle to get Approval
- Went Live June 2002
Aims

• To provide a range of services and information to patients electronically
• To ensure security and confidentiality of the information.
• To allow access to such information even when the surgery is closed
Welcome to the Townhead Surgery Website.

Townhead Surgery
6-8 High Street
IRVINE
KA12 0AY

0844 477 8549

New Physiotherapy Self Referral Pilot

Important Measles Information

Welcome to the practice. We have a range of information available to our patients via this site. We would encourage you to make suggestions and comments either by E mail, in person or in writing.

'The partners wish to deliver high quality care in a high quality environment and to ensure that their patients have appropriate access to secondary services.'

Online services are now available to allow ordering of prescriptions and other interactive services.
Welcome to Online Services

Townhead Surgery is undergoing a trial of various online services. We currently offer prescription ordering, viewing of lab results and immunisation status. We also plan to provide online booking of appointments after the holiday system when appointment availability is less restricted.

If you would like to participate, please register.

If you would like further details please see the FAQ (frequently asked questions) page

Access Online Services

If you would like to share your experiences of the online services or make suggestions, please visit the Patient Online Services message boards

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Logon to Townhead Surgery's online patient services

Only registered users can use this facility. If you would like to register, please click here.

Username
Password
Place of Birth

Logon

If you have any queries or suggestions, please email enquires@townheadsurgery.com
Welcome to Townhead Surgery’s online patient services.

Now that you are logged in, you can book appointments with your doctor, order repeat prescriptions and view any outstanding results.

To use any of these services, please click on the tab above for the service you are interested in.

This is a relatively new service and we would appreciate any comments/suggestion you have about our site. If you encounter any problems, please let us know. If you like the services this website offers, again, we would like to hear from you. Please send all correspondence to enquiries@townheadsurgery.com.

You can also change your details if your details have changed or if you wish to change your security settings(such as your password).

We have detected that your last logon was on Monday 9th February 2009 at 17:24:55.

Please Inform us immediately if you did not logon at this time at enquiries@townheadsurgery.com.

© Campbell Software Solutions 2001-2002
Townhead Surgery Repeat Prescriptions.

To order a repeat prescription, please tick the boxes for the prescriptions you require and click the Order Button.

- Atenolol (TABS 100MG)
- Lactulose (Oral SOLN 3.35G/5ML)
- Pirofenz (TABS 1.5MG)
- Atenolol (TABS 100MG)
- Atenolol (TABS 50MG)
- Salbutamol (100 Dose Dry Powder INHAL 200MCG/DOSE)
- NO co-codamol Rx to be given (TABS)
- Absorbent Cellulose Dressing With Fluid Repellent Backing (Mesorb 10cmx10cm)
- Corsinol pant garment (low waist medium size code 16015)
- Laryngofoam Filter (An Individually Wrapped Piece Of Plastics Foam With An 4mm Thick Adhesive Strip Along The Top Edge White 5.1cmx6.2cm)
- Polyurethane Foam Film Dressing - Sterile (Without Adhesive Border Alvacyn Rectangular 10cmx20cm)
- Zoton (CAPS 15MG)
- Paracetamol (CAPS 500MG)
- Zoton (CAPS 15MG)
- Aspirin (EC TABS 300MG)
- Clopidogrel (TABS 75MG)
- Aspirin (EC TABS 300MG)
- Cmcalcet Hydrochloride (TABS 30MG)
- Super Drug (capsules)
- Clopidogrel (TABS 75MG)
- Oxetacaine in Antacid (solution)
- Cmcalcet Modulite 50 (200 Dose Cfc Free INHAL 50MCG/DOSE)
- Fortjuce Bottle (Forest Fruits 200ml LIQ)
- Oxycodone Hydrochloride Mr (TABS 20MG)
- Mast Continus (TABS 10MG)
- Aspirin (Ec TABS 300MG)

Order
Townhead Surgery Repeat Prescriptions.

You have just ordered the following prescriptions -

Salbutamol (100 Dose Dry Powder INHAL 200MCG/DOSE) - Cancel
Paracetamol (CAPS 500MG) - Cancel

To order a repeat prescription, please tick the boxes for the prescriptions you require and click the Order Button

- Atenolol (TABS 100MG)
- Lactulose (Oral SOLN 3.35G/5ML)
- Pizotifen (TABS 1.5MG)
- Atenolol (TABS 100MG)
- Atenolol (TABS 50MG)
- NO co-codamol Rx to be given (TABS)
- Absorbent Cellulose Dressing With Fluid Repellent Backing (Mesorb 10cmx10cm)
- Cordial pant garment (low waist medium size code 1601S)
- Laryngofoam Filter (An Individually Wrapped Piece Of Plastics Foam With An 4mm Thick Adhesive Strip Along The Top Edge White 5.1cmx6.2cm)
- Polyurethane Foam Film Dressing - Sterile (Without Adhesive Border Alvyn Rectangular 10cmx20cm)
- Zoton (CAPS 15MG)
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- Aspirin (Ec TABS 300MG)
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- Clopidogrel (TABS 75MG)
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- Clenil Multide 50 (200 Dose Cfc Free INHAL 50MCG/DOSE)
- Fortijuice Bottle (Forest Fruits 200ml LIQ)
- Oxycodeone Hydrochloride Mr (TABS 20MG)
- Mist Continus (TABS 10MG)
- Aspirin (Ec TABS 300MG)

Order
Your request for Paracetamol (CAPS 500MG) has been accepted by the practice.

Please allow 48 hours for this to be processed.

Your request for Salbutamol (100 Dose Dry Powder INHAL 200MCG/DOSE) has been accepted by the practice.

Please allow 48 hours for this to be processed.
Townhead Surgery Results.

To view any results, please click on the lab discipline you are interested in below. Please note that the website does not store results that are older than 6 months.

<table>
<thead>
<tr>
<th>Lab Discipline</th>
<th>Number of Results</th>
<th>Date of Most Recent Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biochemistry</td>
<td>17</td>
<td>Friday 6th February 2009</td>
</tr>
<tr>
<td>Haematology</td>
<td>5</td>
<td>Thursday 17th June 2004</td>
</tr>
<tr>
<td>Microbiology</td>
<td>1</td>
<td>Friday 1st September 2006</td>
</tr>
<tr>
<td>X Ray</td>
<td>4</td>
<td>Thursday 18th December 2008</td>
</tr>
</tbody>
</table>
## Townhead Surgery Results

Your Biochemistry results are listed below.

<table>
<thead>
<tr>
<th>Test</th>
<th>Date Received</th>
<th>Result</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiac Enzymes</td>
<td>Friday 18th July 2003</td>
<td>Prescription Written</td>
<td>repeat</td>
</tr>
<tr>
<td>Cardiac Enzymes</td>
<td>Wednesday 23rd October 2002</td>
<td>Speak to Doctor</td>
<td>Tell patient to have rpt in 3 weeks</td>
</tr>
<tr>
<td>Glucose</td>
<td>Friday 6th February 2009</td>
<td>Appt with GP</td>
<td>Raised Sugar See GP</td>
</tr>
<tr>
<td>Glucose</td>
<td>Tuesday 10th September 2002</td>
<td>Satisfactory</td>
<td></td>
</tr>
<tr>
<td>Glucose</td>
<td>Wednesday 17th July 2002</td>
<td>Satisfactory</td>
<td></td>
</tr>
<tr>
<td>Glycosylated Hb</td>
<td>Thursday 1st May 2003</td>
<td>Appt with GP</td>
<td>See in diabetic clinic</td>
</tr>
<tr>
<td>Glycosylated Hb</td>
<td>Wednesday 30th October 2002</td>
<td>Appt with GP</td>
<td></td>
</tr>
<tr>
<td>Glycosylated Hb</td>
<td>Saturday 20th July 2002</td>
<td>NFA</td>
<td></td>
</tr>
<tr>
<td>Lipids</td>
<td>Monday 28th November 2005</td>
<td>Appt with GP</td>
<td>Please ask to make appointment fro CHD Clinic</td>
</tr>
<tr>
<td>Lipids</td>
<td>Wednesday 21st April 2004</td>
<td>Satisfactory</td>
<td></td>
</tr>
<tr>
<td>Lipids</td>
<td>Tuesday 20th January 2004</td>
<td>NFA</td>
<td>rev 1 year</td>
</tr>
<tr>
<td>Lipids</td>
<td>Tuesday 28th October 2003</td>
<td>Appt with GP</td>
<td></td>
</tr>
<tr>
<td>Lipids</td>
<td>Tuesday 23rd July 2002</td>
<td>Satisfactory</td>
<td></td>
</tr>
<tr>
<td>Oestriadiol</td>
<td>Monday 22nd July 2002</td>
<td>Satisfactory</td>
<td></td>
</tr>
<tr>
<td>Thyroid Function Tests</td>
<td>Friday 10th May 2002</td>
<td>Appt with GP</td>
<td>Make appt for repeat test in 2 weeks</td>
</tr>
<tr>
<td>Urea + Electrolytes</td>
<td>Friday 21st October 2005</td>
<td>Satisfactory</td>
<td>Check again in a week</td>
</tr>
<tr>
<td>Urea + Electrolytes</td>
<td>Friday 16th April 2004</td>
<td>Appt with GP</td>
<td></td>
</tr>
</tbody>
</table>
Townhead Surgery General Health.

Below are a number of categories relating to general health information that is held on the practice system. Clicking on the appropriate link will give further information. If you think these details are not correct then please contact us at enquiries@townheadsurgery.com

- Immunisations
  - This page contains information about selected immunisations and what the practice knows about them in your own case.

- Blood Pressure
  - This page contains details of your own blood pressure recordings and information about why blood pressure is important.

You can also change your details if your details have changed or if you wish to change your security settings (such as your password).

© Campbell Software Solutions 2001-2002
If appointment booking is open then the patient will see the screen above. Patients can choose a date and then be shown appointments either by time or by Clinician.
Above is a typical list of appointments that might be displayed. A user can now select one by clicking on one that they wish to book.
The Practice View

• Connect Securely
• Check Users
• Run Tasks
• Send E-mails
21 April 2009

Dear Victor,

Thank you for registering with Townhead Surgery’s online services. The details you require to access the site are below. Please either destroy this letter or keep in a secure location where no one else can find it.

URL http://www.townheadsurgery.com

Username wizard

Password BJ3DbT
   Bravo-Juliet-Three-Delta-bravo-Tango

Please note that you will be asked a random question from the questions you were asked when giving your details.

I look forward to welcoming you online.

Yours sincerely,

[Signature]

Dr James A Campbell
On behalf of Townhead Surgery
• All Activity is Logged
• 27,395 Logons
c1500 since 1\textsuperscript{st} Jan
21 on Easter Monday
• 20,083 Repeat prescriptions ordered
c 1625 since 1\textsuperscript{st} Jan
• 10,925 BP Records On Line
• 36,988 Results On Line
Patient Benefits

- Always available
- Time savings
- Health education
- Responsibility for own health
- Access to some of the practice system clinical electronic record
Townhead Surgery General Health.

Below are a number of categories relating to general health information that is held on the practice system. Clicking on the appropriate link will give further information. If you think these details are not correct then please contact us at enquires@townheadsurgery.com

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Practice Benefits

• Reduced workload for mundane tasks
• Easy to manage
• Integrated with GPASS clinical system
• Improved patient communication
• Spontaneous positive feedback from patients
Patient Portal Demonstrator Project
What is Patient Portal?
Implementation Plan

**July’09**
- Patient workshops
- Financial Plan
- GP Practice Involvement

**Sep’09**
- Focus Groups
- Technical requirements
- Resource plan

**Nov’09**
- Web services
- Interface layer by 3rd party
- Front end by Microsoft
- UAT

**Mar’10**
- Install interface layer at practices
- Train staff at GP Practices
- Migration from GPASS to EMIS
- Redesign interface layer
- Retrain practice staff
- SOPRA Penetration test

**Aug’10**
- Support GP Practice
- User support
- Support Group Meetings
- Weekly diabetic clinics
- Lifestyle clinics
- Feedback

**Feb’11**
- Axiom
- Lessons Learned
Hello and welcome to Your Portal, the on-line system designed to help support you to manage your personal health needs. Your Portal is a website where you can see and update your personal health information in a secure and confidential way, and will help support you manage your personal health needs.
your portal
demonstrator

your messages...

.. no new messages ..
your prescriptions

Ramipril Capsules 1.25 mg
Essential hypertension
Quantity: 28 capsule
ONE TO BE TAKEN FOUR TIMES A DAY
Status: Accepted

Simvastatin Tablets 10 mg
Angina pectoris
Quantity: 28 tablet
1 TABLET TWICE DAILY
Status: Accepted

Paraffin White Soft white petroleum jelly
manage your blood pressure

blood pressure

systolic | diastolic
--- | ---
142 units | 93 units

pressure chart

- Systolic
- Diastolic

01/05/2010, 01/06/2010, 01/07/2010, 01/09/2010, 01/11/2010

0-150

0, 50, 100, 150 units
Patient Registrations

<table>
<thead>
<tr>
<th>Registered users</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Townhead Surgery</td>
<td>136</td>
</tr>
<tr>
<td>Kilwinning Medical Practice</td>
<td>255</td>
</tr>
<tr>
<td>Total</td>
<td>391</td>
</tr>
</tbody>
</table>

Townhead Surgery have existing online portal offering patients repeat prescription service
### Statistical Information

<table>
<thead>
<tr>
<th>Function</th>
<th>Users</th>
<th>Entries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repeat Prescription</td>
<td>95</td>
<td>782</td>
</tr>
<tr>
<td>Weight</td>
<td>49</td>
<td>140</td>
</tr>
<tr>
<td>Mood</td>
<td>49</td>
<td>137</td>
</tr>
<tr>
<td>Appointment</td>
<td>46</td>
<td>62</td>
</tr>
<tr>
<td>Bloods</td>
<td>24</td>
<td>79</td>
</tr>
<tr>
<td>Goals</td>
<td>12</td>
<td>23</td>
</tr>
</tbody>
</table>
A Practical Perspective

• Managing Registration
• Managing Logins
• Ensuring Data extract working successfully
• Dealing with User Problems
• Dealing with feedback
# Administration

### Patient Portal Administration v1.0.0.0

<table>
<thead>
<tr>
<th>User</th>
<th>Dr Jim Campbell (AAPCT jim campbell)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice</td>
<td>Townhead Surgery</td>
</tr>
<tr>
<td>Last Extract</td>
<td>27/10/2010 05:49</td>
</tr>
<tr>
<td>Registered Users</td>
<td>85</td>
</tr>
<tr>
<td>Appointment Requests</td>
<td>0</td>
</tr>
<tr>
<td>Prescription Requests</td>
<td>0</td>
</tr>
</tbody>
</table>

## User Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td>vic</td>
</tr>
<tr>
<td>EMIS ID</td>
<td>26952</td>
</tr>
<tr>
<td>DOB</td>
<td>01/02/1934</td>
</tr>
<tr>
<td>Forename</td>
<td>Victor</td>
</tr>
<tr>
<td>Surname</td>
<td>Ventricles</td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td></td>
</tr>
</tbody>
</table>

### Notification

Your recent bloods are fine

Expires:  

Send to vic
A Practice Perspective

• Not significant impact
• Easier to manage Script ordering
• Will probably need longer for more patient usage
• Could be useful in consultations
• Appointment requesting ‘clunky’
• Available even when surgery is shut
• Ability to send individual and ‘global’ messages
Evaluation

- The Portal was trialled over a six month period, beginning in August 2010, in Townhead Surgery and Kilwinning Medical Practice
- Included an online survey and Focus groups
- 74% users age 56 and over
- 55% users Male
- 86% used the portal to order prescriptions
- 37% used the portal to view their health records
- 23% used the portal to monitor their blood results
Patient Perceptions of Benefits

- Order Prescriptions more easily
- Reduce the time and cost of phone calls to the surgery
- Better able to track their health
- Improved accessibility
- More convenient

None of the focus group participants were in any way concerned about making their health records available via the internet or in allowing practitioners access to the Portal
Thank You

Any Questions?