The role of technology in transforming primary care England

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Key challenges facing primary care

- Ageing population
- Increasingly complex patient diagnoses
- Slower than required growth in numbers of healthcare professionals
- Variations in outcomes
- Changing user expectations

• **Increase in GP consultations** from 260,000,000 to 360,000,000 per year in last 10 years

• **Increase in** clinical workload in general practice of over 40% since 2008
We need to address a wide range of commitments and opportunities in General Practice

- Responsive, safe and sustainable – towards a new future for General Practice
- General Practice Forward View
- Making Time in General Practice
- GMS Contract
- National Information Board
- NHS Mandate
- NHS England Business Plan
Current GP services offered online

**Online Appointment Booking**
- 98.7% of practices offering
- 8.4 million patients signed up
- 12% of all appointments are available online

**Online Repeat Prescriptions**
- 97.4% of practices offering
- 8.2 million patients signed up
- 4% of all repeat prescriptions requested online

**Online Access to Records**
- 97% of practices offer patients online access to their Detailed Care Record
How did they do it?

By changing...

Emails sent... prescription requests...

Emailed all patients...

Advertised on...

Communicated with...

Approximately 4 months...

Saves admin time...

- Less footfall, shorter queues
- Safer and better - e.g. audit trail, drops straight into medical record

Potential Time Savings:

For e.g. 30 Prescriptions saving 1 minute per transaction could =

By changing one business process …...

BENEFITS?

Calculate how much time you can save!
Example of potential time-saving (work in progress to collate evidence)

- The practice started offering online test results to their almost 20,000 patient population August 2015
- 1,200 patients are now signed up for this service
- It is saving the administration and clinical team lots of time and phone calls

**Before…**

- On average, the practice did 70 tests in a day
- This created the potential for up to 70 follow-up phone calls from patients wanting to know their results
- Each phone call takes on average 3 minutes. This is because of the minority of patients who want additional information and therefore require a longer phone call
- **210 minutes of phone calls daily**

**After…**

- Calls reduced from 70 per day to 25 per day
- 75 minutes of phone calls daily
- 135 potential minutes saved per day
- 11.25 potential hours saved per week
- 585 potential hours saved per year

www.england.nhs.uk
Research for RCGP by Insight Track August 2015.

230 online participants, 17 telephone - 97% GPs and PMs

Link distributed by RCGP and NHS England
MITIGATE THE RISKS

- Identity verification
- Proxy access, including children
- Coercion
- Appointments and prescriptions
- Data fit for sharing?

www.elearning.rcgp.org.uk/patientonline
New promotional materials

Objective: to develop new promotional materials that influence people to register to use GP online services.

www.england.nhs.uk
A few recent highlights
Most individual long-term conditions are more common in people from lower socio-economic groups, and are usually more severe even in conditions where prevalence is lower.
Getting Practice nurses engaged
Opportunities

LTC patients often managed by practice nurses
  • Nurses have access to patients that have great potential to benefit from online services
  • LTC are “frequent flyers” – they have greater potential for efficiency savings

Feedback from GPN/Nursing in Practice Conference
  • Can understand benefit to patients and keen to promote
  • Small pockets of good practice
And patients can see the extent to which online services are used in practices
Future Mandate, GMS Contract and National Information Board Commitments

2016/17
- Minimum 10% of patients registered for online services at each GP Practice,

2017/18
- Minimum 20% of patients registered for online services at each GP Practice,

2018/19
- Patients able to view information from all clinical settings across the health system
- Patients able to write into their GP record
- 15% of patients using Apps / smartphones to access NHS services

2019/20
- Patients able to view information from all health and social care settings
- Paper free at point of care
## National Information Board – Domain C

### Linking programmes to outcomes

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<th>1. Citizen Identity</th>
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<td>24. Workforce and Professional Capabilities</td>
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<td>E. Digital Medicines</td>
<td>25. National Data Services Development</td>
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A. Self-Care and Prevention: We will deliver the online services that patients need to take control of their own care, which will reduce the pressure on front line services.

B. Urgent and Emergency Care: We will help to deliver the national urgent and emergency care strategy by providing the digital infrastructure, algorithms and pathways we require.

C. Transforming General Practice: We will use technology to free GPs from time consuming administrative tasks and provide patients with online services.

D. Integrated Care: We will better inform clinical decision making across all health and care settings by enabling and enhancing the flow of patient information.

E. Digital Medicines: We will enable and improve pharmacy decision making and outcomes by providing patients and prescribers with streamlined digital services.

F. Elective Care: We will improve referral management and provide an improved treatment choice for patients by automating referrals across the NHS.

G. Paper free at the point of care: We will create an NHS “paper free at the point of care” by driving up levels of digital maturity and by enabling the NHS workforce to better utilise the benefits of digital technology.

H. Data Outcomes for Research and Oversight: We will deliver the health and care information and insight which is fundamental to informed policy making, commissioning and regulation by improving information collections, analysis and reporting.

I. Infrastructure: We will enable information to move safely and securely across all health and care settings by providing robust and future-proofed national systems and networks.

J. Public Trust and Security: We will provide the means for citizens to set their consent preferences. We will provide confidence that clinical and citizen information is held safely and securely and protect health and care systems from external threats.
Based on the evidence and the drivers…

49% of patient go online for health information

1 in 20 of 1.2 trillion Google searches are health related

The NHS Choice website receives 50 million visits per month

4% of patients could have avoided contact with the practice if self care support had been available

6% of appointments could have been dealt with by practice staff other than the GP
The vision for primary care

- Enable patients through signposting and remote management to help them prevent ill-health through self care
- Increased practice efficiencies through a wide choice of innovative technology that supports new ways of working
- Access to data and tools that enable providers to evaluate, measure and improve episodes of care and services
- Support and guidance for professionals to help them make best use of technology and connect with each other
Digital basics for GP practices

Access to patient data at the point of care

Interoperability to allow data sharing between health and care professionals

Patient empowerment through the use of endorsed apps and other digital tools
Better use of technology for practices

1. Active signposting
   - Online portal
   - Reception navigation

2. New consultation types
   - Phone
   - E-consultations
   - Text message
   - Group consultations

3. Reduce DNAs
   - Easy cancellation
   - Reminders
   - Patient-recording
   - Read-back
   - Report attendances
   - Reduce 'just in case'

4. Develop the team
   - Minor illness nurses
   - Pharmacists
   - Therapists
   - Physician associates
   - Medical assistants
   - Paramedics

5. Productive work flows
   - Match capacity & demand
   - Efficient processes
   - Productive environment

6. Personal productivity
   - Personal resilience
   - Computer confidence
   - Speed reading
   - Touch typing

7. Partnership working
   - Productive federation
   - Specialists
   - Community pharmacy
   - Community services

8. Social prescribing
   - Practice based navigators
   - External service

9. Support self care
   - Prevention
   - Acute episodes
   - Long term conditions

10. Develop QI expertise
    - Leadership of change
    - Process improvement
    - Rapid cycle change
    - Measurement
Better use of technology for practices

- Increase Data Quality Training
- Information Governance and cyber security
- Increased uptake of Patients Online
- Increasing online self-care and tackling digital exclusion
- Mobile access to records
- Wi-Fi in GP practices for staff and patients
- Telephone and e-consultation tools
- Remote care of long-term conditions and Telehealth
- Paperless 2020 e.g. EPR, EPS, GP2GP, e-discharges
- Advice and Guidance support services

Record sharing across our practices and services

Data Controllers (our practices) need to have in place a sharing agreement with partner organisations. Also they will need the functionality within their clinical systems to select only organisations they have an agreement with, can access their patient medical information.

Evidence shows that patients are more comfortable with their information being shared locally.

www.england.nhs.uk
Many talk about how existing general practice is unsustainable but few provide solutions

WebAccess provides:

Better access to 24/7 self-help, sign posting, symptom checking, call back and response to an e-consult within 1 working day

Better outcomes through comprehensive history-taking, earlier intervention and impact of digital disinhibition

Better use of practice resources by helping patients self-triage, self-manage or use e-consults

Commissioner savings through lower attendances in urgent care and reducing complications through earlier intervention for minor illnesses
EXPO keynote speech, Health Secretary Jeremy Hunt outlined measures to create “smartphone-ready” services in a new NHS technology drive.

The new services include:

- The introduction of a **new NHS 111 online triage** service for less serious health problems.
- The launch of a **library of NHS-approved health apps** to guide patient choice. to monitor and improve their health.
- The **current NHS Choices website will be relaunched** as NHS.UK with a wider range of online patient services, including the ability to register with a GP, book appointments, and order and track prescriptions all in one place.
- The new website will also enable patients to **download their personal health records** to their phone securely.
Paperless General Practice

- 27,000 patients
- 20 Doctors
- 10 Nurses
- 60 Admin Staff

Practice Projects
- System Migration
- Implementation of EPS
- Patient Online
- Online Test Requesting
- Increase eReferral usage

CCG Projects
- Virtualisation (VDI)
- IP Telephony / Video
- City-wide WiFi (WiMax)
- Clinical Decision Support
Thank you!

“ALONE WE CAN DO SO LITTLE; TOGETHER WE CAN DO SO MUCH.”
- Helen Keller

www.england.nhs.uk/patient-online
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#patientonline

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