Key Information Summary (KIS) Newsletter

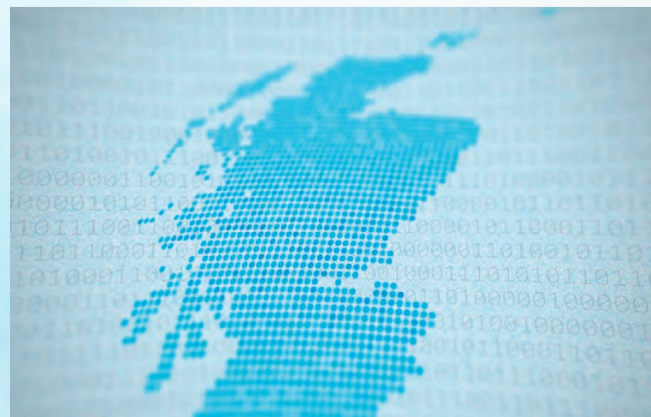**NHS National Services Scotland**

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Mission Complete

Welcome to the final edition of the Key Information Summary Project Newsletter.

The Key Information Summary is now available in all practices in Scotland and so the programme is coming to an end. The Chief Medical Officer (CMO) at Scottish Government has recently issued a letter clarifying access to ECS and KIS, which enables broader access to KIS information if the appropriate secure system is in place. Please see N3-only link, below:

www.ecs.scot.nhs.uk/wp-content/uploads/Clarification-of-Key-Information-Summary-KIS-and-Emergency-Care-Summary-ECS-Access.pdf

Some improvements have already been requested by users and lots of suggestions for further developments have been received. Please continue to feed back patient stories and comments to me. Any questions about the running of KIS or problems with the service should now be directed to the ECS Service Board who will be responsible for the day to day running of KIS, and all contact details can be found at the back of this newsletter.

Neil Kelly, GP in NHS Dumfries & Galloway, has written a blog on different ways the KIS can be used. Please see link to his article, below:

dghealth.wordpress.com/2014/02/14/the-kis-of-life-by-neilgkelly/

Many thanks to all KIS Project Board members, past and present, for your continued support and contributions throughout the duration of the KIS Project. It has been a pleasure working with you all.

Dr Libby Morris
Chair of KIS Project Board

Jonathan Cameron
Programme Manager of KIS Project

KIS Project Board members at their last Project Board meeting, held at Dome at New Register House, Edinburgh, 20 November 2013
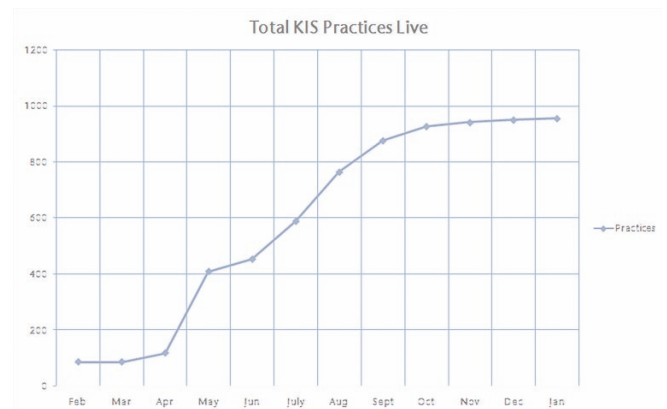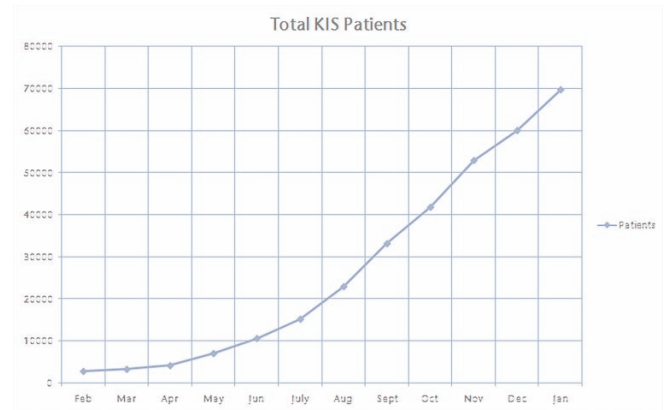
Progress Report

The GP rollout of KIS is now complete and over 70,000 KIS patient records have already been created. There have been reported incidents where patients have thought that their KIS information had been completed but the practice had forgotten to complete the final step of "sending" the record. Please ensure that the green traffic light at the top of the KIS screen is showing, otherwise the information will not leave the practice.

KIS records are available to any clinician who has access to ECS and the information is combined together. Clinicians in secondary care, ambulance service, NHS 24 and OOH will all have access to KIS via clinical portals which ensure high standards of governance and security. For further details, please see the KIS FAQ's document at the following link: www.nisg. scot.nhs.uk/wp-content/uploads/2013-12-11-KIS-FAQs-v2.5.pdf

All members of clinical teams will have access to KIS via their portal, which will determine role-based access and provide the necessary audits.

Very positive reports have been received from practices who are compiling KIS records and from clinicians who are viewing them.

Statistics capture data through to end January 2014.

GP Contract Information

KIS enables practices to comply with the GP contract requirements for Anticipatory Care Planning, and guidance on the use of KIS and ACP's has been released by Scottish Government. This includes information on the use of SPARRA to identify patients who might benefit, and confirms that ACP's should be shared using KIS to ensure that patient information is available as widely as possible. More information is available at the below link:

www.ecs.scot.nhs.uk/wp-content/uploads/QoF-QP-ACPPolypharmacy-Summary-Guidance.pdf (N3 access only)

New Requests for Change (RFC) to support the QoF reporting requirements for KIS have been requested and further details are provided in the GP supplier section of this newsletter.

GP Practice System Updates

Vision: All Vision practices are now live and the Vision training information and a User Guide for KIS are available at the following link: www.inpshelp.co.uk

Requests for Change to Vision have been submitted in order to improve the reporting of KIS for the GP Contract.

The main change requested is for an improved Clinical Audit report to show the number of patients within a practice that have a KIS.

Other changes include new KIS templates for patients and clinical users, to allow KIS to be more easily completed in the practice with information from community based users.

Vision users have also requested a change to clarify and simplify the consent for ePCS and KIS patients so that consent is only requested once.

EMIS: All EMIS practices in Scotland now have KIS installed.

The final release for KIS went live at the end of 2013 (Release F 2013).

EMIS have created a "Known Issues" document, which is available on the KIS webpage:

www.ecs.scot.nhs.uk/wp-content/uploads/IF3170-KIS-known-issues-document1.pdf (N3 access only).

This document aims to reduce the number of support calls raised regarding KIS and to avoid having to flag an issue that has already been reported or planned for fixing.

A change has been requested to allow printing of a KIS patient report without the patient medications listed, and a further one to request that new read codes should be used for the recording of Mental Health Care Plans, following a change to the code needed for the GP Contract.

Practices are advised that the Read Code "For Resuscitation" is currently not being extracted from EMIS as part of KIS. A change has been requested to correct this to ensure that this code is picked up as part of the patient KIS record. This change is being monitored by the ECS Service Board and further updates to this will be communicated soon.

End User System Updates

Practice Extracts

All practices now have extracts every 2 hours for ECS and further work is underway to further improve this process so that KIS information is available to users as quickly as possible.

Once the consent button has been set for a patient, all future changes to the KIS information that have been selected by the user will automatically be updated.

Adastra (OOH)

All Health Boards have the latest version of Adastra in place with all alerts as part of the rollout of the Health Improvement Scotland (HIS) National Indicators for Out of Hours.

Any issues with Adastra and KIS should be reported to the Adastra support desk in the first instance.

NHS 24

NHS 24 staff can access information within the KIS to help the triage of patients calling the service. NHS 24 staff will also feed into the evaluation of the KIS to inform development and extension of the information held in the summary.

SAS (Scottish Ambulance Service)

SAS are continuing to enhance and improve the access to KIS information, and further developments are planned to automatically flag KIS as part of a patient call to the Ambulance Service.

A&E and other Web Browser users

A&E Users are able to see KIS information as part of a normal ECS access through the web browser or, in some Health Boards, through the Clinical Portal. Integration work is also underway for A&E users of TrakCare.

TrakCare PMS (including A&E Module)

An interface with KIS is being developed, led by NHS Lothian.

This will ensure KIS is available at the click of one button instead of requiring a separate user name and password.

Clinical Portal

The Southern Consortium clinical portal has now gone live in NHS Lothian. See eHealth Insider article announcement here:

ehi.co.uk/news/ehi/9213/scottish-clinicians-get-kis-via-portal

The Glasgow Clinical Portal (Orion) development is complete and is expected to be ready soon. The same interface will also be used in the NHS Lanarkshire portal once it goes live in Glasgow.

Access to KIS through the NHS Tayside Portal is being developed.

Patient Communications

KIS Patient Leaflet

The KIS Patient Leaflet is available at the NHS 24 website at the following link: www.nhs24.com/Explained/MyInfoNHS24/WhatisKIS

The NHS 24 page also links to the Chinese, Gaelic and Polish as well as British Sign Language translations of the Patient Leaflet on the Health in My Language (HIML) website.

KIS Patient Poster

A KIS Poster for patients is available at the NHS 24 website at the following link: www.nhs24.com/Explained/MyInfoNHS24/WhatisKIS

KIS Patient FAQ's

The KIS Patient FAQ's document is available at the NHS 24 website at the following link: www.nhs24.com/Explained/MyInfoNHS24/WhatisKIS

Evaluation

York University Evaluation

Now that the rollout of KIS is complete, an evaluation is being carried out by an independent team from York University. The team have interviewed a variety of patients and clinical users, as well as circulating a series of electronic questionnaires.

A full report of the survey results will be published in May 2014.

KIS Clinical FAQ's

The frequently asked questions document has been updated and will continue to capture any new queries or updates. The latest version is available from the following link (N3 access only): www.ecs.scot.nhs.uk/wp-content/uploads/2013-12-11-KIS-FAQs-v2.5.pdf

The FAQ's document includes detail on KIS Consent, KIS Audit, the overlap with ECS and ePCS, and important points on patient communication.

The KIS Clinical FAQ's document is also available on the SNUG (Scottish National Users' Group) public-facing website at: www.snughealth.org.uk/members/areas-of-interest-for-vision-and-emis-users/key-information-summary.

Project Closure Information

Now that rollout is complete, responsibility for the maintenance of KIS will lie with the ECS Service Board under the chairmanship of Dr Ian Thompson (ian.thompson@nhs.net). A KIS project group will investigate new developments such as access for community staff, access for patients and a more automatic extraction method for practices. A final project report will be available along with the evaluation results on the KIS webpage at the below link: www.ecs.scot.nhs.uk/kis (N3 access only)

Any requests for changes or queries about KIS will be managed by NSS IT Service Management as of this time. The contact is Andy McCleary at: NSS.NISGServiceManagement@nhs.net.

Contacts for Further Information

Further information on the evaluation of KIS is available from the former Programme Team, who will continue to be involved:

Dr Libby Morris, Chair of KIS Project Board, eHealth Lead for Primary Care, SGHSC Directorate, GP in NHS Lothian: libby.morris@nhs.net

Jonathan Cameron, Programme Manager of KIS Project, IT Projects & Programmes, NSS Information Technology: jcameron2@nhs.net