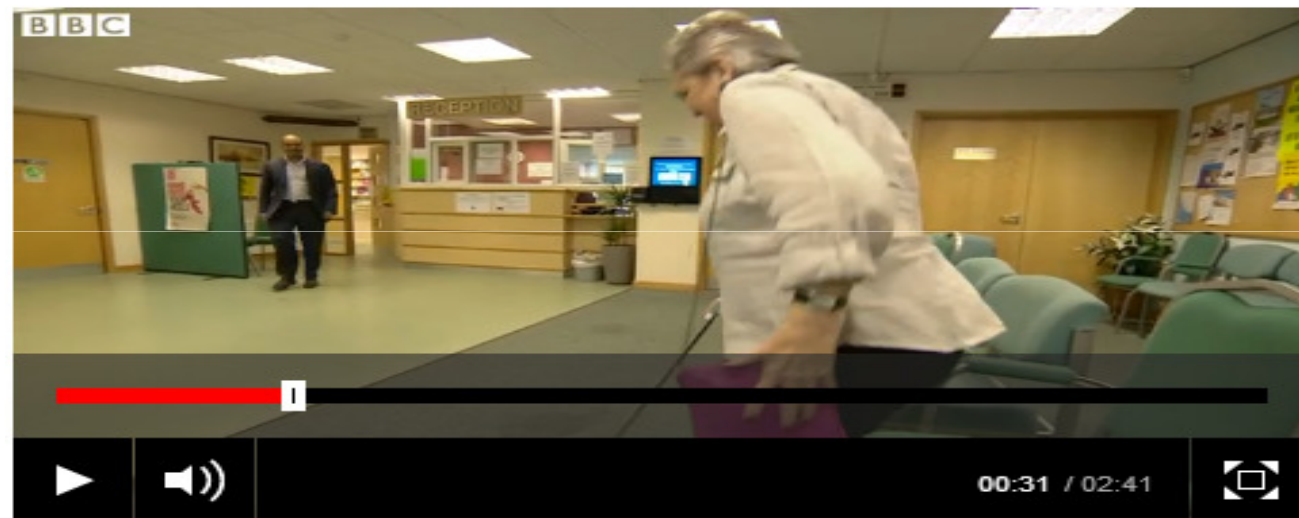




# Patient Online

Maximising the benefits of  
online access for your  
practice and patients

Dr Masood Nazir  
General Medical Practitioner  
Clinical Informatics Advisor, NHS England  
National Clinical Lead – Patient Online



## GP surgeries set to miss patient online access target

22 September 2014 Last updated at 09:25 BST

Figures obtained by BBC Breakfast suggests the government will fail to reach its target to give patients in England access to their online medical records by April next year.

# What is Patient Online?

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  
Online

# What are the benefits?



## **PATIENTS**

- Time saving in phone calls and car journeys
- Improved access and convenience
- Improved communication with the practice
- Increased patient safety, reduction in errors and duplications
- Improved health knowledge and health literacy
- Improved patient experience and control of their care

## **GENERAL PRACTICES**

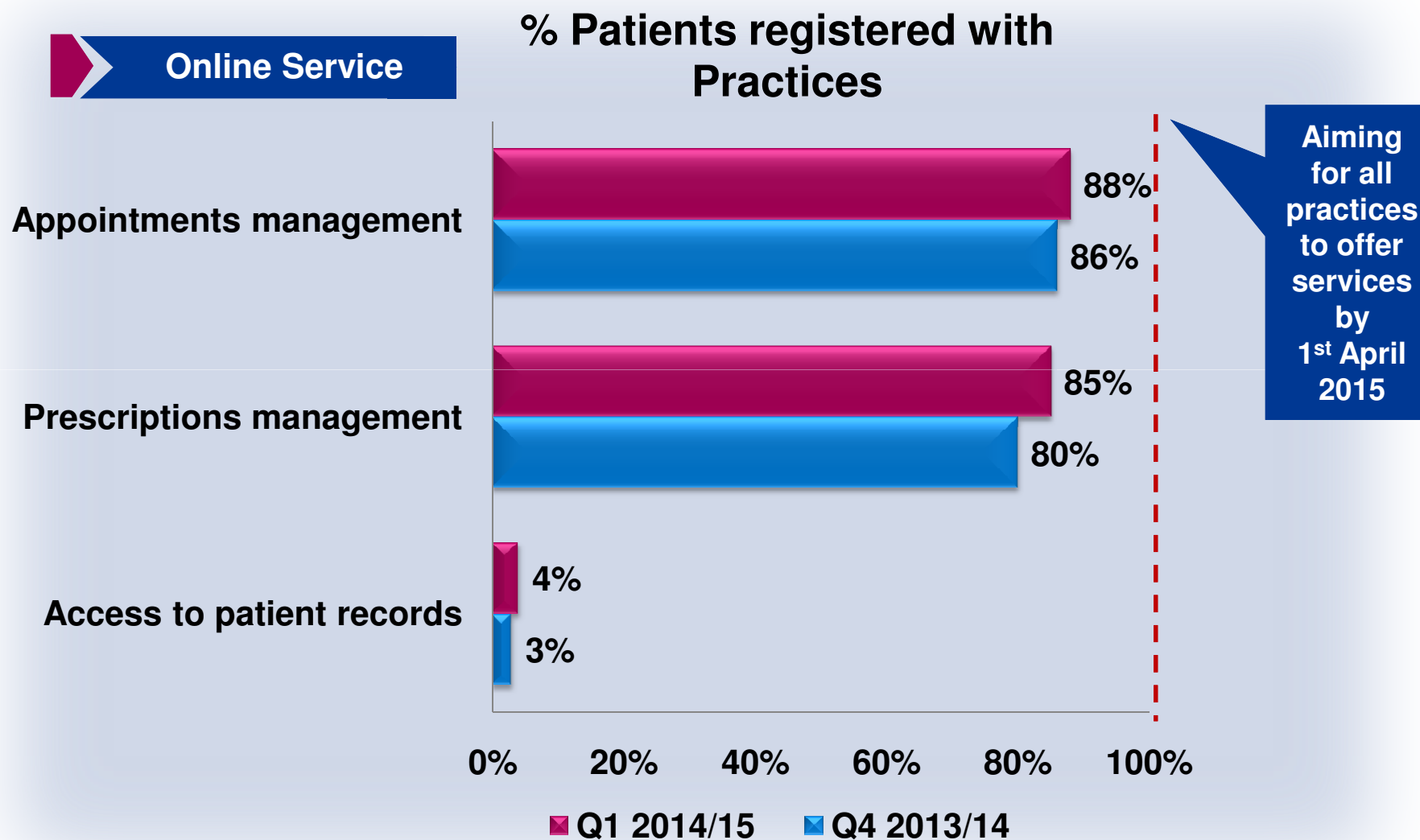
- Administrative time savings on repeat prescription
- Receptionist time release on appointment booking
- Fewer missed appointments
- Increased patient safety, reduction in errors and duplications
- Improved communication with the patient
- Improved patient satisfaction

# What we have learnt so far...



- ✓ Empowering people
- ✓ Delivering transparency
- ✓ Integrating and personalising
- ✓ Supporting better patient / clinician decisions

# Where are we now?





# What is on the news

CP1



theguardian

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[News](#) > [Society](#) > [GPs](#)

## Hard-pressed GPs say they can no longer guarantee safe treatment

Doctors say they are forced to see around 60 patients during 11-hour days even as hospital admittances rise

Denis Campbell, health correspondent  
The Guardian, Friday 14 June 2013 19.20 BST



At the heart of general practice since 1960

Tuesday 23 September 2014

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## GPs cut work commitments to cope with rising workload and stress

31 May 2013 | By [Caroline Price](#), [Alisdair Stirling](#)

Ten ways to  
display your CQC  
results

Copperfield has some  
tips for avoiding a fine



from the CQC.

## Slide 7

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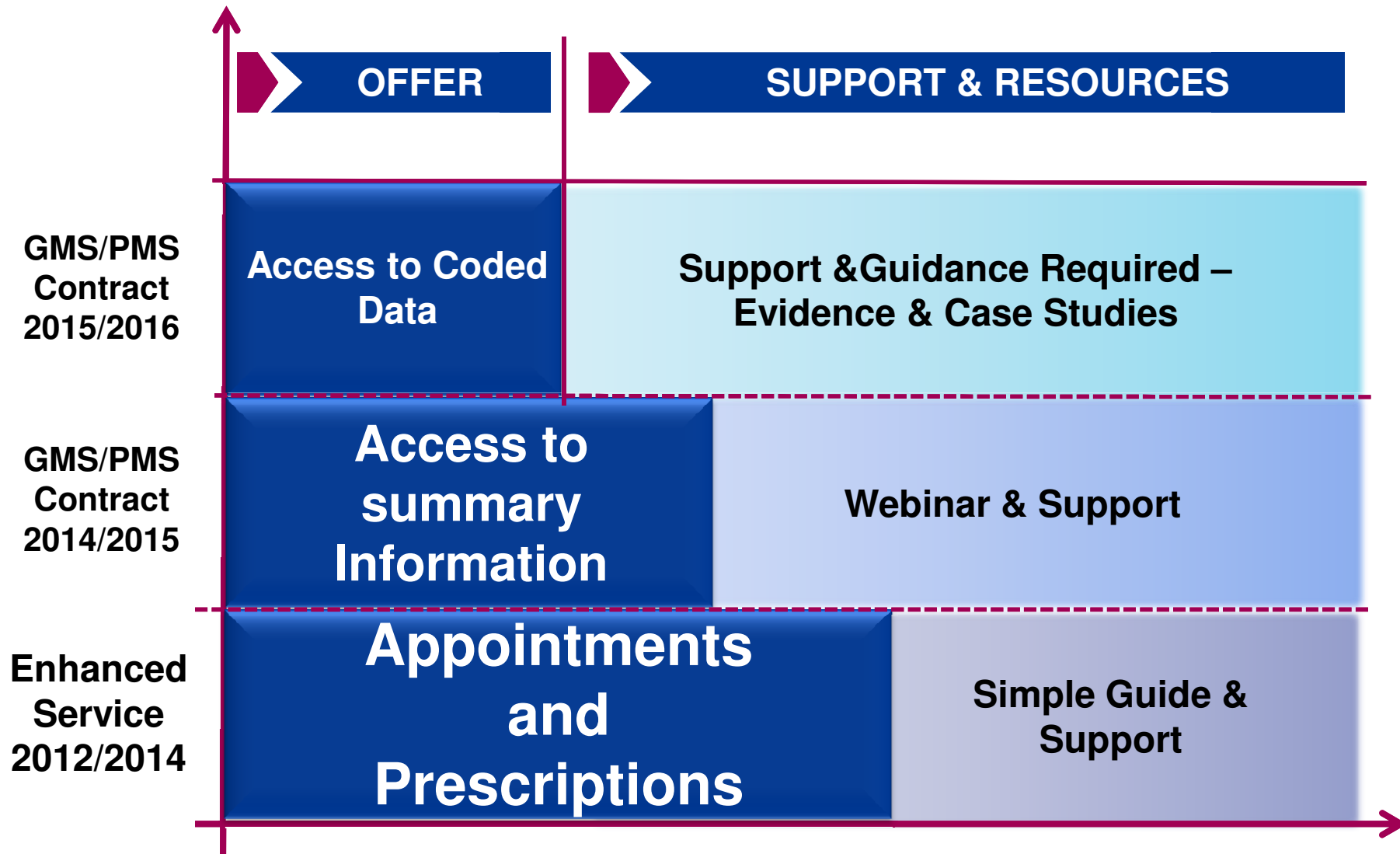
**CP1**

I have added this title. Let me know what do you think!

Chiara Pistone, 15/10/2014



# Patient Online – Building each layer



# Meeting GMS/PMS requirements

74C (1) (2) (3) – General Medical Services Contract

70D (1) (2) (3) (4) (5) (6) – Personal Medical Service Agreement

**To meet the Patient Online requirements by March 2015:**

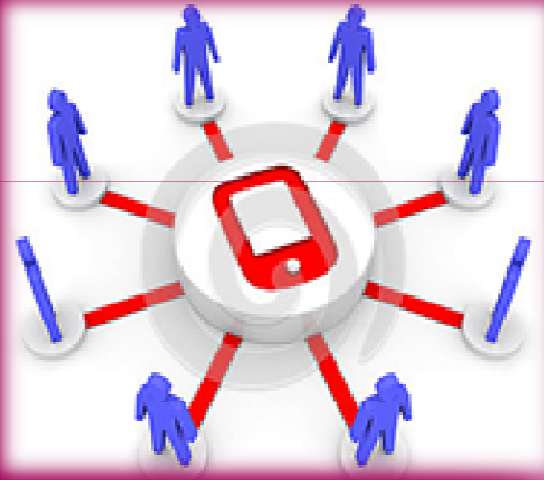
- ➔ Offer online booking of appointments
- ➔ Offer online cancelation of appointments
- ➔ Offer online booking of repeat prescription
- ➔ Offer online access to summary information within patient records (as a minimum)
- ➔ Promote these services to patients



***Encourage practices to offer online access to test results, letters and consultation notes***

# What do we need to do next

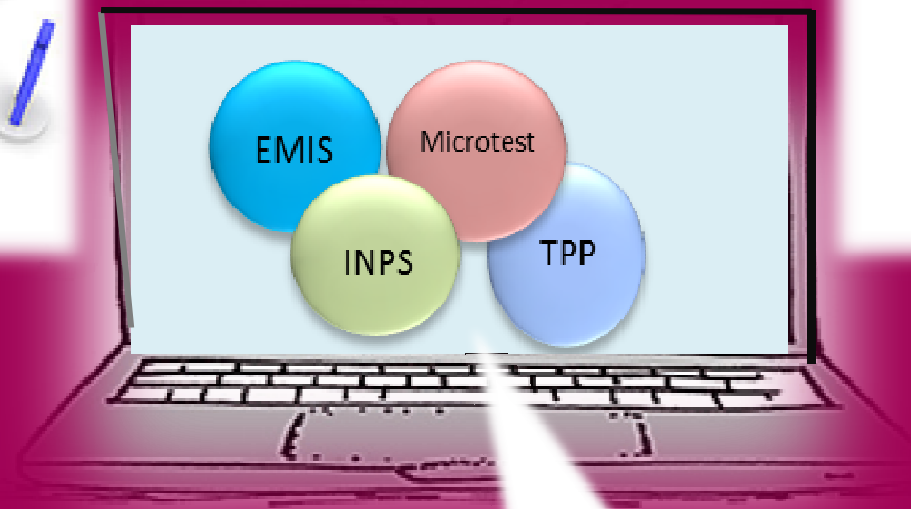
## 1. Putting in the Technology



## 2. Supporting Practices



## 3. Engaging with Patients



**SUPPLIERS**

# Challenges

The two key exceptions for access to information are where:

(Information Commissioner Guidance):

1

It is likely to cause serious harm to the physical or mental health, or condition, of the patient or any other person

2

It may relate to, or be provided by, a third person who can be identified from the information and has not consented to the disclosure

# Resources – RGCP Guidance and Training

**The RCGP have developed guidance and training materials** to support GPs in their provision of online transactional services and record access.

Guidance will cover the following:

- ✓ Information Governance
- ✓ Identity Management
- ✓ Proxy Access
- ✓ Coercion
- ✓ Children



***Guidance and learning materials will be available during October 2014***

**<http://elearning.rcgp.org.uk/patientonline>**

# Resources - Patient Online Community

Chiara Pistone My Networks My Communities

**NHS**  
England

Network My Page **Communities** Members Edit Layout Search

Online network to connect with stakeholders who are involved in or interested in the Patient Online programme.

**Welcome to the Patient Online Community** Edit

Repeat prescriptions online

GP appointments online

What is Patient Online?

View your GP records

Patient Online is an NHS England programme designed to support GP practices to offer and promote online services to patients, including access to records, online appointment booking and online repeat prescriptions.

Patients have been telling us that they are ready and want to take more control of their own health and wellbeing.

**Community Activities** Edit

What's on your mind?

Post

**Community Directory** Edit

- Members
- Blog Posts
- Files
- Forums
- Wiki
- Polls
- Calendar
- Task Templates

**Event Calendar** Edit

No current events found.

**Quick wiki guides** Edit

- Guidance | Getting ready for records access  
Last updated by Karen Westerman, Aug 1, 2014
- Guidance | Overview of guides from teams already implementing Patient Online  
Last updated by Karen Westerman, Jul 31, 2014
- Patient Online - communications materials  
Last updated by Chloe Watson, Aug 6, 2014

**Forums** Edit

Patient Online GP/General Medical Services (GMS) contract requirements

A forum to discuss and ask questions about the Patient Online requirements in this year's GMS contract.

✓ Community for anyone interested in online services in primary care

✓ Network with other CCGs, CSUs, Practice Managers, GPs, Patients etc.

✓ Access resources, case studies, toolkits etc.

# Self-declaration

- Patient Online is part of the annual general practice self-declaration process (managed by the Area Teams)
- Web based tool will be available for data collection
- If not compliant, a statement of intent is required (to be developed by the practice and placed on their website)
- An example statement of intent is available here:



Microsoft Word  
Document



# Team Locations



## *North*

### Digital Clinical Champions

➤ Taz Aldawoud  
Fiona McDonald  
Rose Curry

### Implementation Leads

➤ Kay Renwick  
Pam Jenkins  
Richard Ince

## *Midlands and East*

### Digital Clinical Champions

➤ Chris Frith  
Clive Prince  
Damian Williams  
Adam Paxton

### Implementation Leads

➤ Ruth Adekoya  
Richard Ince  
John Bird

## *South*

### Digital Clinical Champions

➤ Angela Reed-Fox  
Amir Mehrkar

### Implementation Leads

➤ Jacky Ormston  
John Bird  
James Hempsted

## *London*

### Digital Clinical Champions

➤ Phil Koczan

### Implementation Leads

➤ James Hempsted  
Jacky Ormston (backup  
when needed)



## Dr Masood Nazir – National Clinical Lead – Patient Online

### ➤ Patient Online Website:

[www.england.nhs.uk/ourwork/pe/patient-online](http://www.england.nhs.uk/ourwork/pe/patient-online)

### ➤ Patient Online Community:

To register for the Patient Online Community please email:  
[england.patient-online@nhs.net](mailto:england.patient-online@nhs.net)

# Shared information is a relationship of trust


**Thank you !**



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

**Dr Richard Fitton**

**Cartoon with thanks to the British Medical Journal**

A black and white portrait of a woman with dark, curly hair, smiling gently at the camera. She is wearing a dark top. The background is a soft, out-of-focus grey.

# Quick guide to system functionality

# EMIS Record Sharing Configuration and Patient View Screens

Your security details have not been logged. [Click here to resolve.](#)

9 workflow modules have insufficient escalation administrators, click this link to assign administrators.

**Emis**

- Document Sharing
- ✓ Patient Access
- EPMS
- Managed Referrals

**Emis - Patient Access**

**Medical Record Viewer**

Tip: Set up a test patient so you can log in to Patient Access and see what these pages look like to a patient

☐ Summary (This will show a summary page of all the items you have activated below)

☐ Problems

☐ Medications

☐ Test results

☐ Letters and attachments

☐ Only show letters and attachments on and after: 10-Mar-2000

☐ Consultations

☐ Immunisations

☐ Allergies

Tick the box below to control the date from which free text is shown. If left unticked, the text will not show at all.

☐ Only show free text on and after: 01-Jan-2013

**Other Services**

☒ Change details requests ☒ Pre-Registration

☒ Secure messaging ☒ Online Registration

☒ Display Clinician Gender ☒ Display Clinician Language [Configure by Clinician](#)

**Service Message Details**

Name	Direction	Description
✓ Emis.Interop.EmisAccess.SetSecurityAnswer	Inbound	Sets the security answer for a given question for a given patient.
✓ Emis.Interop.EmisAccess.SaveContactCard	Inbound	Saves Contact Card Details Into PatientContact Table
✓ Emis.Interop.EmisAccess.GetMedication	Inbound	View Medication

Home Sign out Help

powered by **emis**

## Your Medical Record - Summary

**Summary**

**Problems**

Problem	Since
Asthma	27/09/2013
Injury and poisoning	27/09/2013
Pemphigus vulgaris	09/08/2006

[Full History](#)

**Medications**

**Test Results**

**Letters**

**Consultations**

**Immunisations**

**Current Problems**

Problem	Since
Asthma	27/09/2013
Injury and poisoning	27/09/2013
Pemphigus vulgaris	09/08/2006

[Full History](#)

**Current Medication**

Medication	Order repeats
Aspirin 300mg dispersible tablets	Dosage
Alendronic acid 70mg tablets	30/09/2006 Dosage
Losartan 50mg tablets	27/09/2006 Dosage
Neomycin 0.5% / Betamethasone valerate 0.1% cream	27/08/2006 Dosage
Oxytetracycline 250mg tablets	11/08/2006 Dosage

[Full History](#)

**Test results**

Test	Date
Framingham coronary heart disease 10 year risk score	11/09/2006
Full blood count - FBC	07/09/2006
Plasma fasting glucose level	07/09/2006
Urea and electrolytes	07/09/2006
Liver function test	07/09/2006

[Full History](#)

**Recent letters**

Letter	Date
Seen in dermatology clinic	22/09/2006
Seen in dermatology clinic	16/09/2006
Dermatological referral	30/08/2006
Seen in dermatology clinic	26/08/2006
Seen in dermatology clinic	09/08/2006

[Letter archive](#)

**Recent Consultations**

Consultation	Date
GP Surgery (EMISWebCR1 50003)	04/10/2013
WALTON, Eileen (EMIS PCS Test Practice 2)	22/09/2006
SHARPE, Joanne (EMIS PCS Test Practice 2)	16/09/2006
BURNS, Robert (Main Surgery (EMIS PCS Test Practice 2))	11/09/2006
BURNS, Robert (General Practice Surgery (EMIS PCS Test Practice 2))	07/09/2006

[Full History](#)

**Immunisations**

Vaccination	Date
Tetanus vaccination	27/09/2013
1st hepatitis B vaccination	27/09/2013

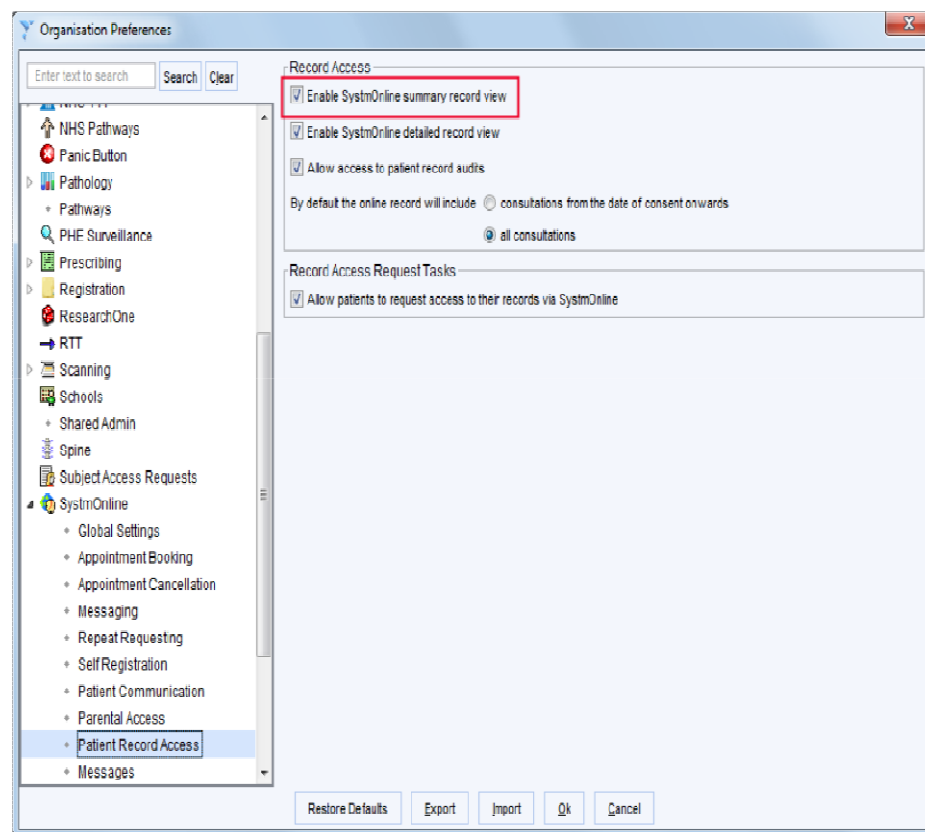
[Full History](#)

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dev 6.4.2.0



# TPP Record Sharing Configuration and Patient View Screens



## My Summary Patient Record

### Allergies and Sensitivities

Start Date	End Date	Description	Supporting Info
No information recorded for this section			

### Acute Medication (issued in the last 12 months)

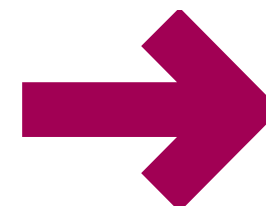
Date	Medication Item	Dosage	Quantity
No information recorded for this section			

### Current Repeat Medication

Date	Medication Item	Dosage	Quantity
Last Issued: 15 Apr 2014	Salbutamol 100micrograms/dose inhaler CFC-free	2 doses qds/prn	1 inhaler
Last Issued: 01 Mar 2007	Beclazone 250 Easi-Breathe inhaler (Teva UK Ltd)	inhale 2 doses twice daily	1 inhaler

### Past Repeat Medication (discontinued in the last 6 months)

Date	Medication Item	Dosage	Quantity
No information recorded for this section			





The patient facing system for INPS is 'Vision'






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[My Profile](#)

If you have any queries relating to this information, please contact your GP surgery.

[Allergies](#)
[Prescription](#)

Date	Allergy	Reaction
8 Aug 2014	Paracetamol 500mg capsules	Allergy
18 Jul 2014	Strawberry allergy	Allergy
27 Jun 2014	Ibuprofen 200mg capsules	Intolerance
26 Jun 2014	Ibuprofen 200mg capsules	Allergy
26 Jun 2014	Mebeverine 200mg modified-release capsules	Intolerance



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If you have any queries relating to this information, please contact your GP surgery.

[Allergies](#)
[Prescription](#)

### Acute Prescriptions (last 12 months)

Last Issued	Drug	Dosage Instructions	Quantity
22 Aug 2014	Kilkof Oral Solution (bell sons & Co (druggists) Ltd)	10ml Four Times Daily	4000 ml
22 Aug 2014	Peak Flow Meter Low Range	Unknown	1 device
22 Aug 2014	Tramadol 50mg Capsules	1 Capsule 4 Hourly When Required.	100 capsule
22 Aug 2014	Acidex Liquid Aniseed (pinewood Healthcare)	10 Ml After Meals And At Bedtime	500 ml
22 Aug 2014	Meadowsweet Herb Tincture (avicenna)	With Lunch	1000 ml

### Repeat Prescriptions

Last Issued	Drug	Dosage Instructions	Quantity
26 Aug 2014	Lo-profile Urostomy Bag 1432 25mm Transparent (hollister Ltd)	Unknown	1 device
26 Aug 2014	Readywrap Quick-fit Calf Wrap Extra Large 30cm Black (medasun Ltd)	Unknown	10 device
26 Aug 2014	Linagliptin 5mg Tablets	Twice Daily	32 tablet
26 Aug 2014	Web And Elastic Ostomy Belt Child W/129-25-28-j 25mm Width, 71cm Length (jade-euro-med)	Unknown	1 device
22 Aug 2014	Codeine 60mg/1ml Solution For Injection Ampoules	Twice Daily	12 ampoule
22 Aug 2014	Penicillamine 125mg Tablets	As Needed	100 tablet
22 Aug 2014	Baraclude 1mg Tablets (bristol-myers Squibb Pharmaceuticals Ltd)	1 A Day	30 tablet
22 Aug 2014	Humalog 100units/ml Solution For Injection 10ml Vials (eli Lilly And Company Ltd)	When Needed	1 vial
8 Aug 2014	Omeprazole 10mg Gastro-resistant Capsules	1 Capsule Once A Day	28 capsule

### Discontinued Repeat Prescriptions (last 6 months)

Last Issued	Drug	Dosage Instructions	Quantity
22 Aug 2014	Pro-banthine 15mg Tablets (archimedes Pharma Products Ltd)	1 Tablet Before Each Meal Three Times Daily And 2 Tablets At Night.	140 tablet
8 Aug 2014	Benadryl Skin Allergy Relief Cream (mcneil Products Ltd)	Apply Three Times Daily	42 gram