

# 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

# Townhead Surgery

[Home](#)[Contacts](#)[How To](#)[Practice Details](#)[Clinics](#)[Useful Information](#)[Online Services](#)

## 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**

# Townhead Surgery

[Home](#) [Contacts](#) [How To](#) [Practice Details](#) [Clinics](#) [Useful Information](#) [Online 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.

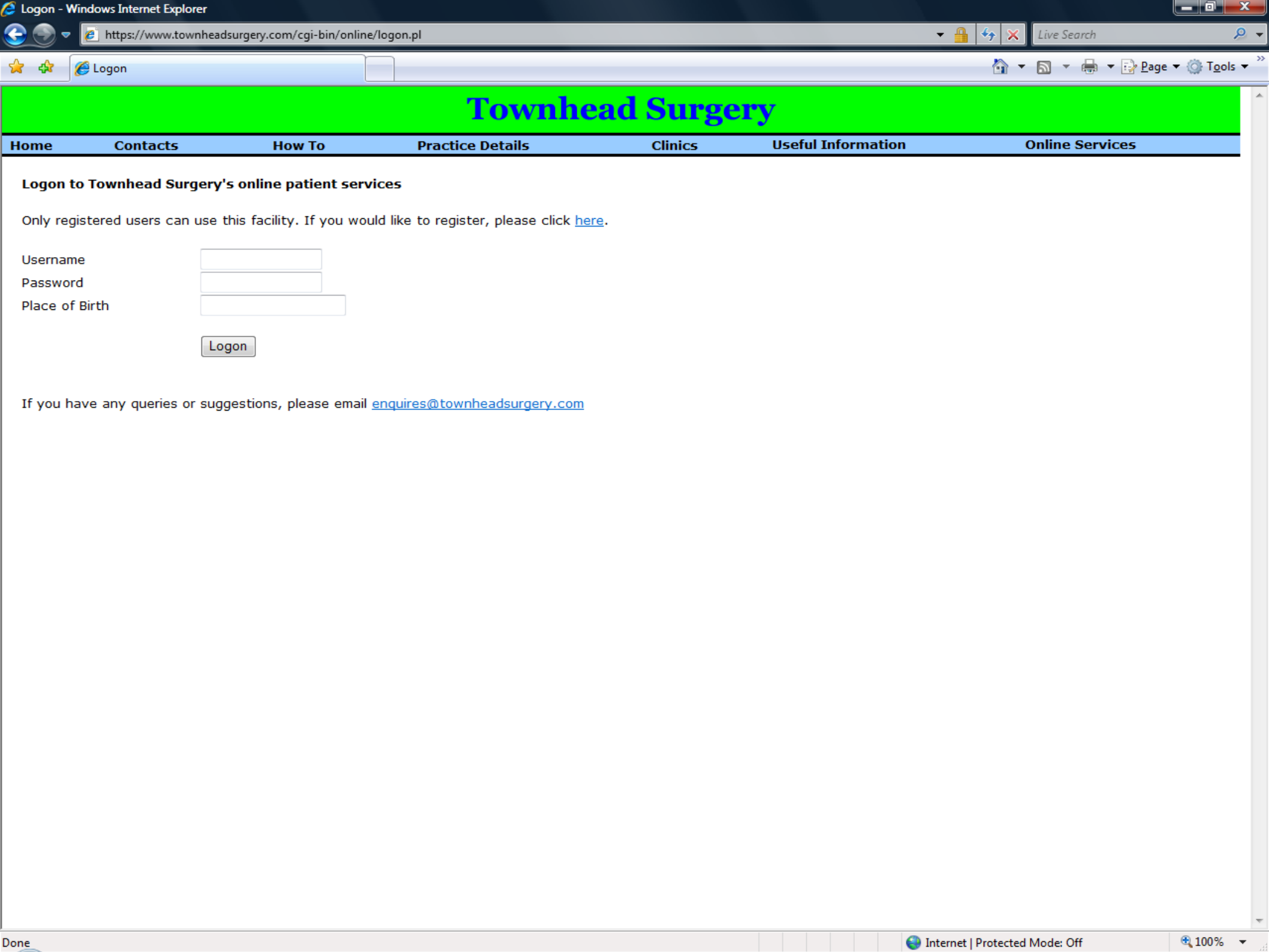
If you would like to participate, please [register](#).

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](#)

© [Campbell Software Solutions](#) 2001-2002



# Townhead Surgery

## 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

If you have any queries or suggestions, please email [enquires@townheadsurgery.com](mailto:enquires@townheadsurgery.com)

# Townhead Surgery

[Appointments](#)[Prescriptions](#)[Results](#)[General Health](#)[Practice Information](#)[Logoff](#)

**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 [enquires@townheadsurgery.com](mailto:enquires@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 [enquires@townheadsurgery.com](mailto:enquires@townheadsurgery.com)**

© [Campbell Software Solutions](#) 2001-2002



# Townhead Surgery

[Appointments](#)[Prescriptions](#)[Results](#)[General Health](#)[Practice Information](#)[Logoff](#)

## 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)
- ☐ Pizotifen (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)
- ☐ Corsinel 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 Allevyn Rectangular 10cmx20cm)
- ☐ Zoton (CAPS 15MG)
- ☐ Paracetamol (CAPS 500MG)
- ☐ Zoton (CAPS 15MG)
- ☐ Aspirin (Ec TABS 300MG)
- ☐ Clopidogrel (TABS 75MG)
- ☐ Aspirin (Ec TABS 300MG)
- ☐ Cinacalcet Hydrochloride (TABS 30MG)
- ☐ Super Drug (capsules)
- ☐ Clopidogrel (TABS 75MG)
- ☐ Oxetacaine in Antacid (Solution)
- ☐ Clenil Modulite 50 (200 Dose Cfc Free INHAL 50MCG/DOSE)
- ☐ Fortijuce Bottle (Forest Fruits 200ml LIQ)
- ☐ Oxycodone Hydrochloride Mr (TABS 20MG)
- ☐ Mst Continus (TABS 10MG)
- ☐ Aspirin (Ec TABS 300MG)

# Townhead Surgery

Appointments

Prescriptions

Results

General Health

Practice Information

Logoff

## Townhead Surgery Repeat Prescriptions.

You have just ordered the following prescriptions -

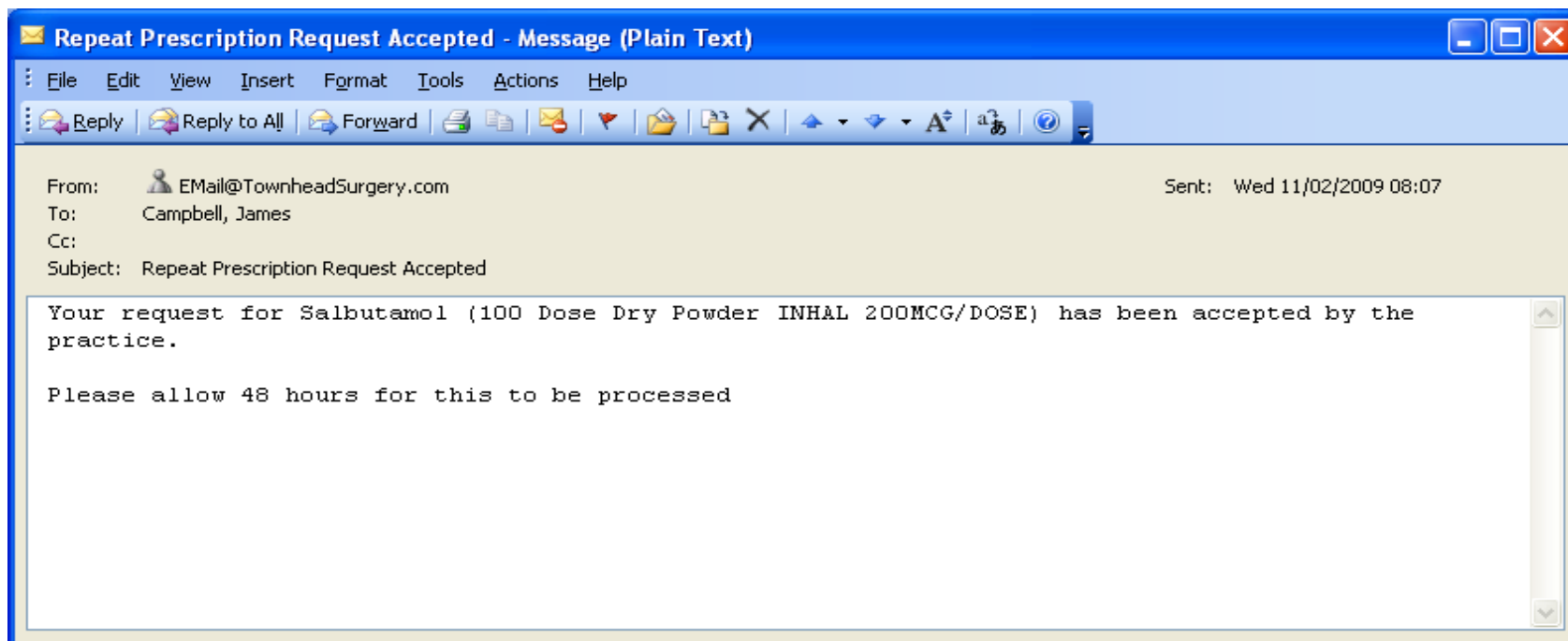
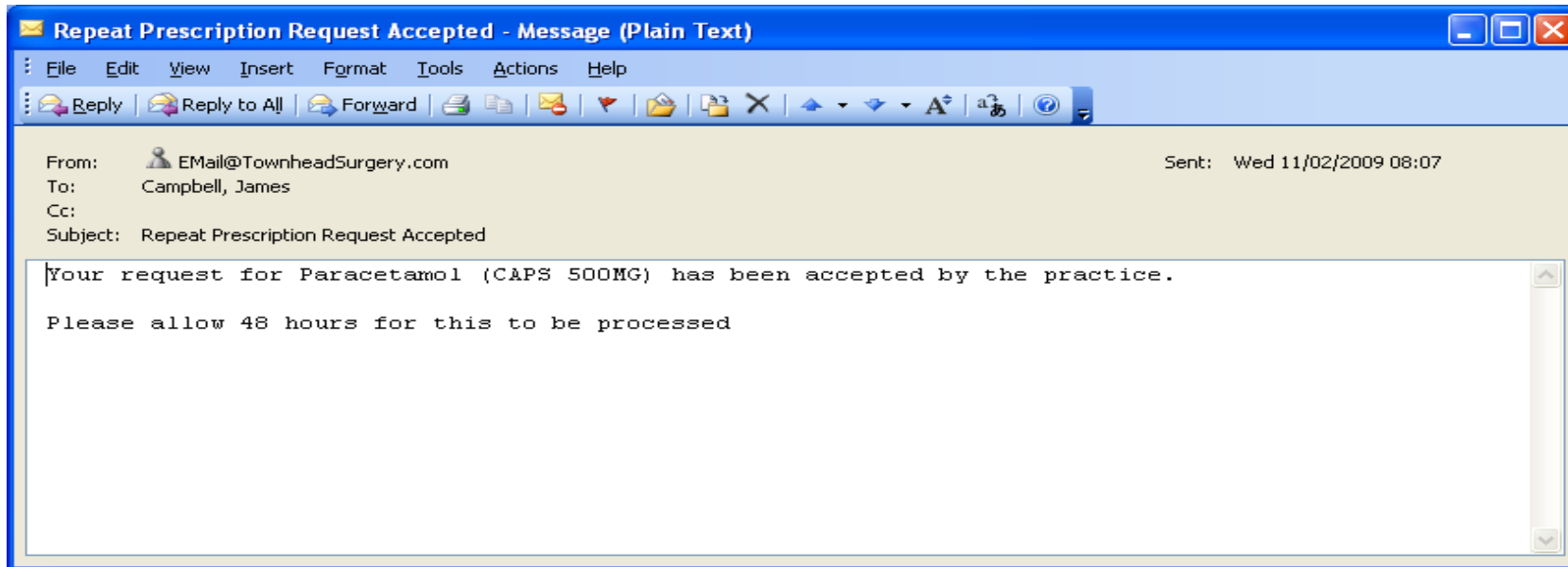
Salbutamol (100 Dose Dry Powder INHAL 200MCG/DOSE) - [Cancel](#)

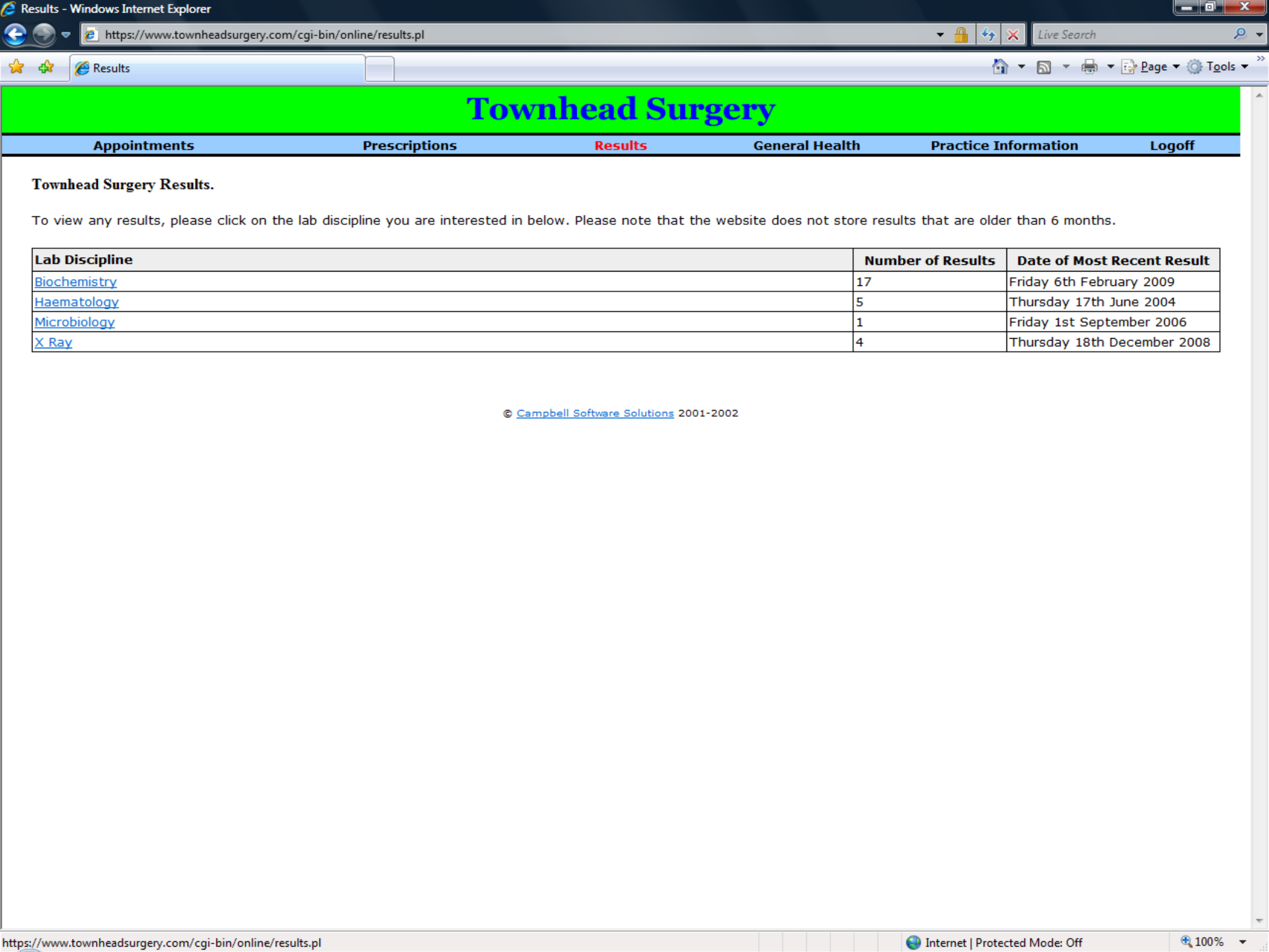
Paracetamol (CAPS 500MG) - [Cancel](#)

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)
- ☐ Corsinel 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 Allevyn Rectangular 10cmx20cm)
- ☐ Zoton (CAPS 15MG)
- ☐ Zoton (CAPS 15MG)
- ☐ Aspirin (Ec TABS 300MG)
- ☐ Clopidogrel (TABS 75MG)
- ☐ Aspirin (Ec TABS 300MG)
- ☐ Cinacalcet Hydrochloride (TABS 30MG)
- ☐ Super Drug (capsules)
- ☐ Clopidogrel (TABS 75MG)
- ☐ Oxetacaine in Antacid (Solution)
- ☐ Clenil Modulite 50 (200 Dose Cfc Free INHAL 50MCG/DOSE)
- ☐ Fortijuice Bottle (Forest Fruits 200ml LIQ)
- ☐ Oxycodone Hydrochloride Mr (TABS 20MG)
- ☐ Mst Continus (TABS 10MG)
- ☐ Aspirin (Ec TABS 300MG)

Order





# Townhead Surgery

Appointments

Prescriptions

Results

General Health

Practice Information

Logoff

## 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.

Lab Discipline	Number of Results	Date of Most Recent Result
<a href="#">Biochemistry</a>	17	Friday 6th February 2009
<a href="#">Haematology</a>	5	Thursday 17th June 2004
<a href="#">Microbiology</a>	1	Friday 1st September 2006
<a href="#">X Ray</a>	4	Thursday 18th December 2008

© [Campbell Software Solutions](#) 2001-2002

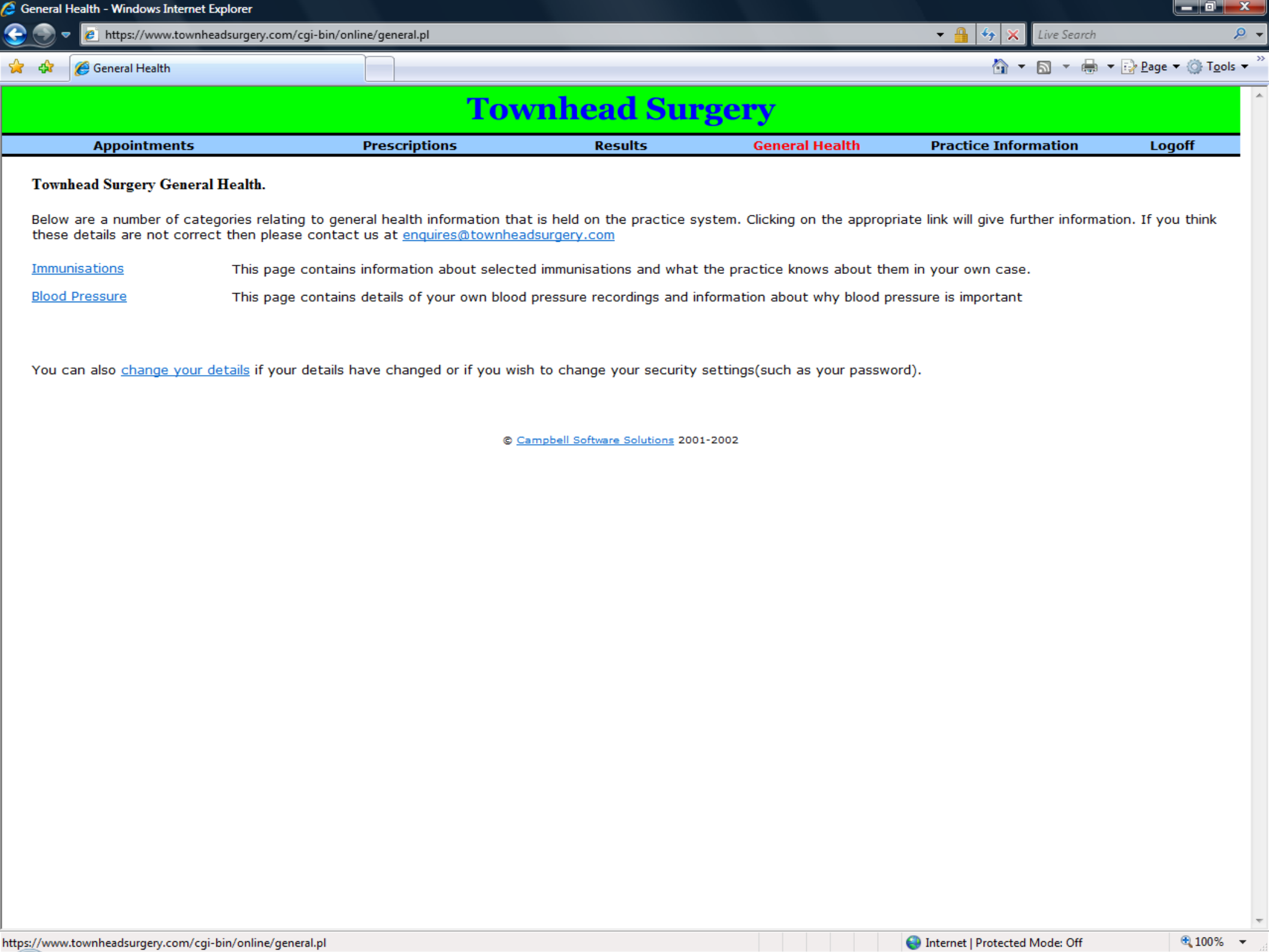
# Townhead Surgery

[Appointments](#)[Prescriptions](#)[Results](#)[General Health](#)[Practice Information](#)[Logoff](#)

## Townhead Surgery Results.

Your Biochemistry results are listed below.

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



# Townhead Surgery

Appointments

Prescriptions

Results

General Health

Practice Information

Logoff

## 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](mailto:enquires@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

### **Townhead Surgery Appointments.**

Using this facility, you can book appointments online for your doctor/nurse. Please note that the practice has limited the number of bookable appointments per patient to 1 per night to avoid misuse.

Show available appointments by

- ☒ Surgery Time
- ☐ Clinician

For date

Wednesday 13th November 2002 ▼

Show Appointments

If appointment booking is open then the patient will see the screen above. Patients can choose a date and then be show appointments either by time or by Clinician.

Townhead Surgery Appointments for **Wednesday 13th November 2002**

Thursday 14th November 2002 ▼

Goto Day

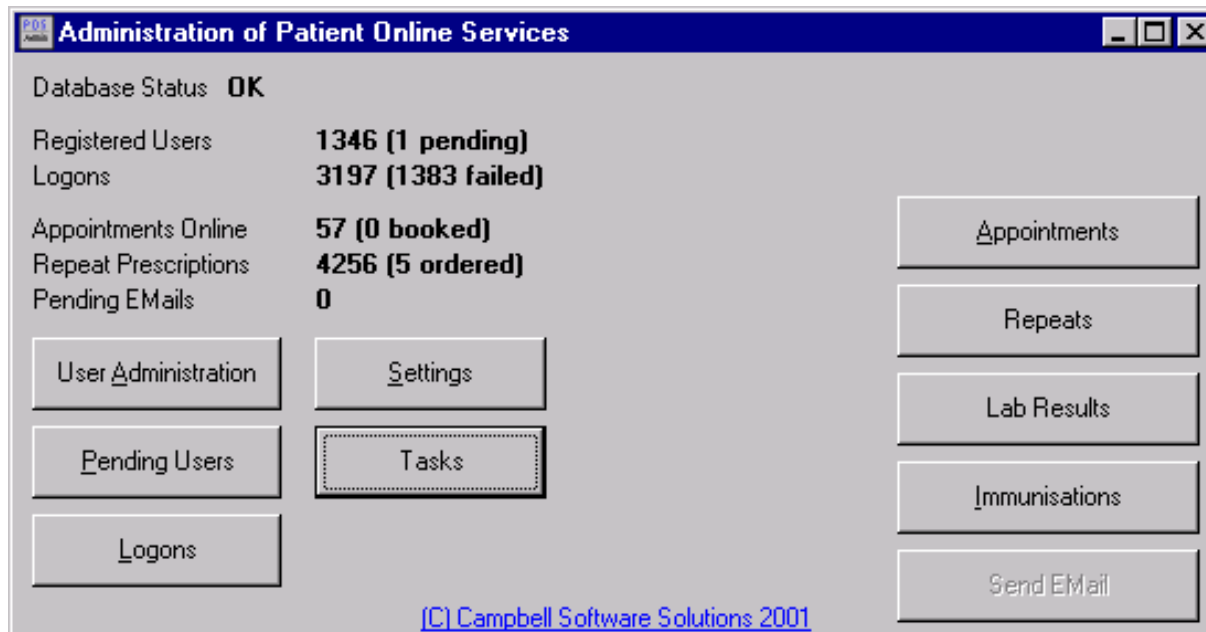
Time	Clinician	Book
09:00	Dr Auld	<a href="#">Book</a>
09:07	Dr Auld	<a href="#">Book</a>
09:15	Dr Auld	<a href="#">Book</a>
09:20	Nurse Angel	<a href="#">Book</a>
09:22	Dr Auld	<a href="#">Book</a>
09:30	Dr Auld	<a href="#">Book</a>
09:30	Nurse Angel	<a href="#">Book</a>
09:37	Dr Auld	<a href="#">Book</a>
09:40	Nurse Angel	<a href="#">Book</a>
09:45	Dr Auld	<a href="#">Book</a>
09:50	Nurse Angel	<a href="#">Book</a>
09:52	Dr Auld	<a href="#">Book</a>
10:00	Dr Auld	<a href="#">Book</a>
10:00	Nurse Angel	<a href="#">Book</a>
10:07	Dr Auld	<a href="#">Book</a>

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



**User Administration**

### Registered Users

twadugs  
twins  
tyler104  
u0948  
u103294  
u110111  
uk082274  
valerie  
valetta  
venice  
**vic**  
vicky  
vijon  
vik  
villiers

Show

☒ All Users  
☐ Normal Users Only  
☐ Super Users Only

Account Settings

☒ All Accounts  
☐ Normal Accounts  
☐ Suspended Accounts

Details for vic

User ID **vic**

Name **Victor Ventricle**

EMail **jim@campbellsoftware.co.uk**

Show Details

Suspend


Account OK

Add

Edit

Delete

Match Patient


 Finished

**Patient Details**

Name **Victor Ventricle**  
DOB **01/02/1934**  
Sex **M**

Address CHI  
15 Cardiac Lane  
LAWTHORN  
IRVINE

Phone

 OK

**Edit User**

User Type

☒ Normal  
☐ Super User

Link to Patient in New GPASS

Name  (Linked)

Username

E-Mail Address

Password

Confirm Password


Place of Birth

Memorable Date

Favourite Place

Mothers Maiden Name

OK

 Print User Details Letter

Cancel



Victor Ventricle  
6 High Street  
Irvine

**Townhead Surgery**  
6-8 High Street  
Irvine  
KA12 0AY



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**

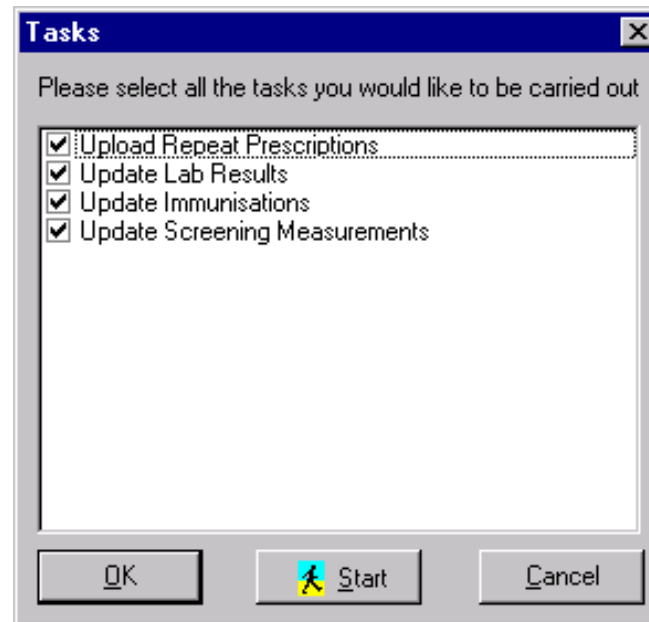
Password      **BJ3DbT**  
**Bravo-Juliet-Three-Delta-bravo-Tango**

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

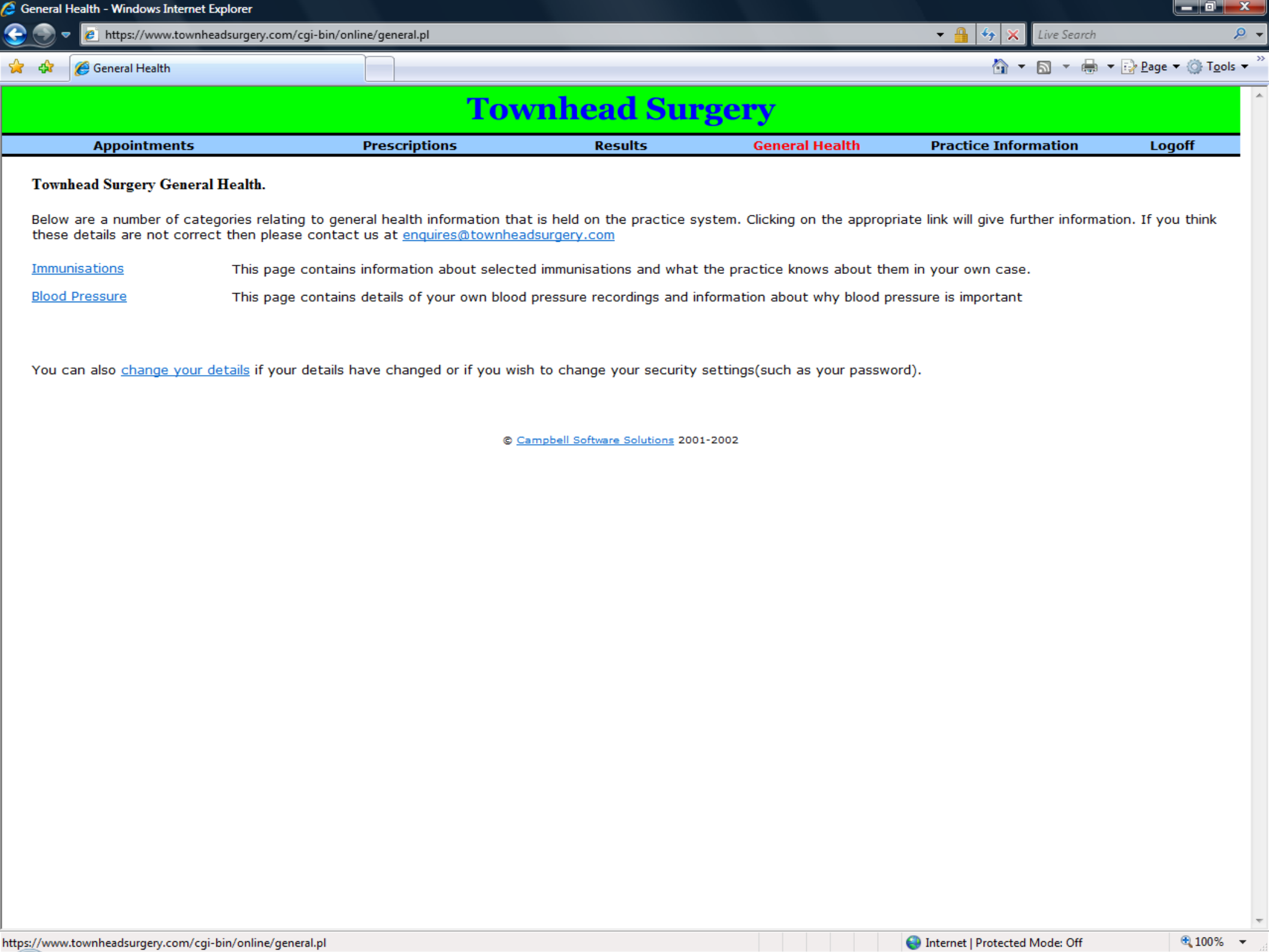
Dr James A Campbell  
On behalf of Townhead Surgery



- All Activity is Logged
- 27,395 Logons
  - c1500 since 1<sup>st</sup> Jan
  - 21 on Easter Monday
- 20,083 Repeat prescriptions ordered
  - c 1625 since 1<sup>st</sup> 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

[Appointments](#) [Prescriptions](#) [Results](#) [General Health](#) [Practice Information](#) [Logoff](#)

## 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](mailto:enquires@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).

# Practice Benefits

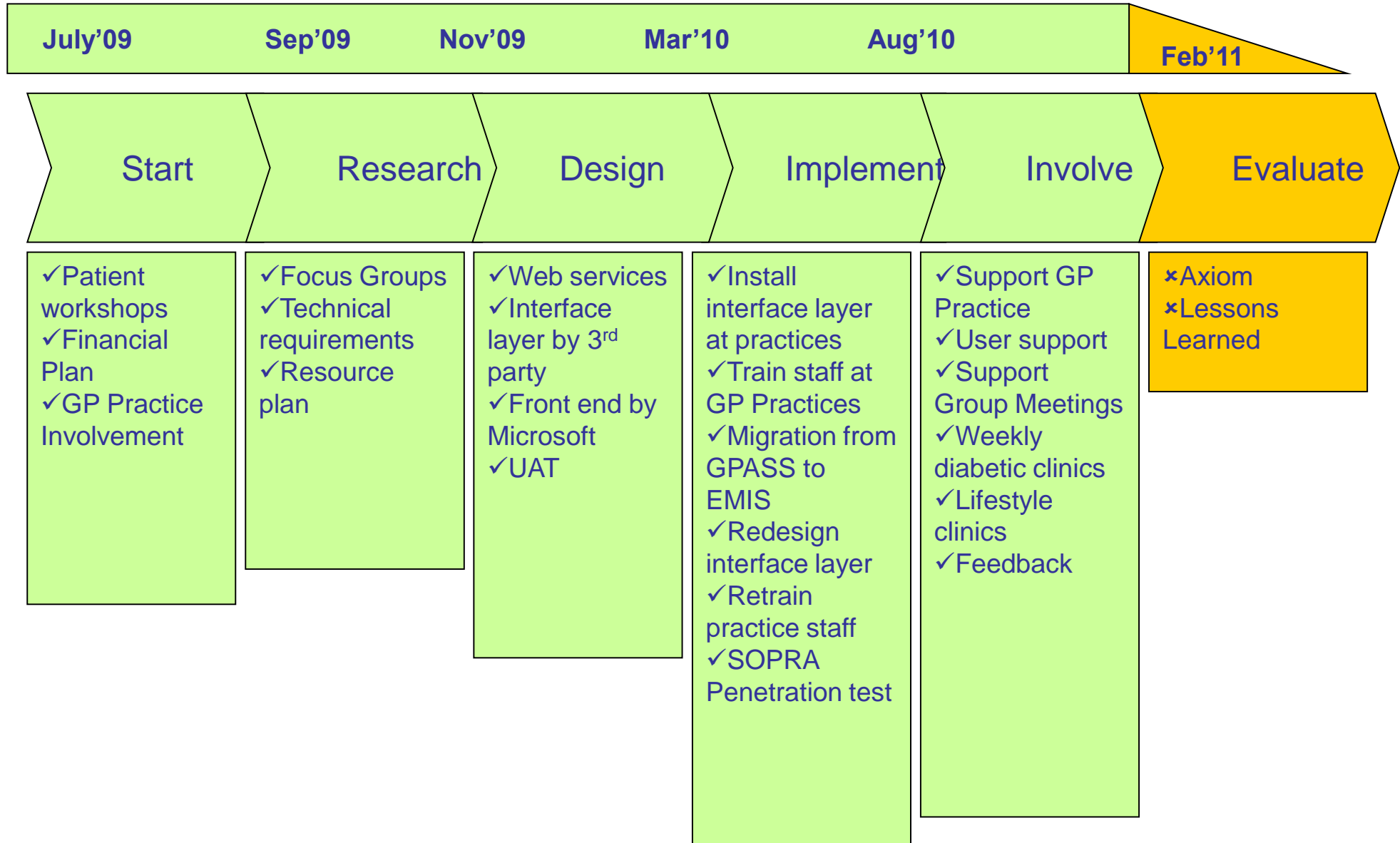
- Reduced workload for mundane tasks
- Easy to manage
- Integrated with GPASS clinical system
- Improved patient communication
- Spontaneous positive feedback from patients

# Patient Portal Demonstrator Project



# What is Patient Portal?

# Implementation Plan





your portal  
demonstrator

- information
  - welcome
  - links
- my health
  - weight
  - mood
  - bloods
  - life goals
- healthcare
  - appointments
  - prescription
  - health record



your portal  
demonstrator

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 web site 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



- information
  - welcome
  - links
- my health
  - weight
  - mood
  - bloods
  - life goals
- healthcare
  - appointments
  - prescription
  - health record
- portal
  - feedback
  - messages
  - preferences
  - logout

your messages ...

.. no new messages ..





your portal  
demonstrator

Vic



information

welcome

links

my health

weight

mood

bloods

life goals

healthcare

appointments

prescription

health record

portal

feedback

messages

preferences

logout

## your prescriptions

Ramipril Capsules 1.25 mg

Essential hypertension

Quantity: 28 capsule  
ONE TO BE TAKEN FOUR TIMES  
A DAY

Status: Accepted

Order

Simvastatin Tablets 10 mg

Angina pectoris

Quantity: 28 tablet  
1 TABLET TWICE DAILY

Status: Accepted

Order

Paraffin White Soft white petroleum jelly

tell me



Ayrshire & Arran

your portal  
demonstrator

Vic



information

welcome

links

my health

weight

mood

bloods

life goals

healthcare

appointments

prescription

health record

portal

feedback

messages

preferences

logout

blood pressure

systolic

+

142

units

diastolic

+

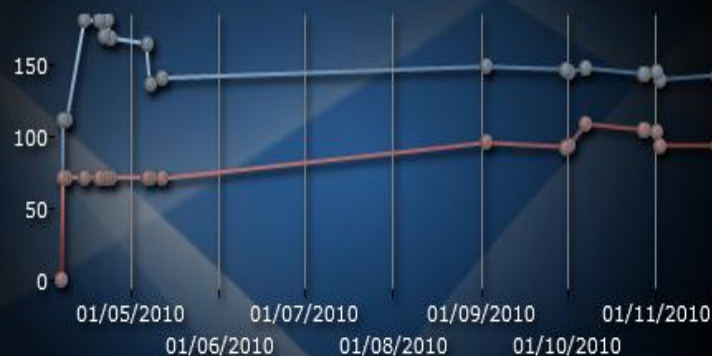
93

units

manage your blood pressure

pressure chart

Systolic  
Diastolic



blood  
sugars



tell me  
more





Ayrshire & Arran

your portal  
demonstrator

Vic



information

welcome

links

my health

weight

mood

bloods

life goals

healthcare

appointments

prescription

health record

portal

feedback

messages

preferences

logout

manage your weight

measurements

weight

+

83.5

kilograms

waist

+

69

centimeters

BMI 25.2



bmi vs goal

Goal  
BMI



tell me  
more

# Patient Registrations

## Registered users

Townhead Surgery	136
Kilwinning Medical Practice	255
Total	391

Townhead Surgery have existing online portal offering patients repeat prescription service



# Statistical Information

Function	Users	Entries
Repeat Prescription	95	782
Weight	49	140
Mood	49	137
Appointment	46	62
Bloods	24	79
Goals	12	23

# A Practical Perspective

- Managing Registration
- Managing Logins
- Ensuring Data extract working successfully
- Dealing with User Problems
- Dealing with feedback

# Administration

## Patient Portal Administration v1.6.0.0


User: Dr Jim Campbell  
(AAPCT\jim.campbell)  
Practice: Townhead Surgery  
Last Extract: 27/10/2010 05:49

Registered Users: 85  
Appointment Requests: 0  
Prescription Requests: 0



User Prescription Appointment Stats Feedback Admin Tool Users

User Name:    
EMIS ID:   
CHI:

Forename:   
Surname:   
DOB:  

New Password:   
Confirm Password:

Address:

Postcode:

Notification:

Your recent bloods are fine

Expires:  

# 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?