The role of technology in transforming primary care England

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National Clinical Lead – Digital Primary Care

September 2016

Key challenges facing primary care

Ageing population

Variations in outcomes

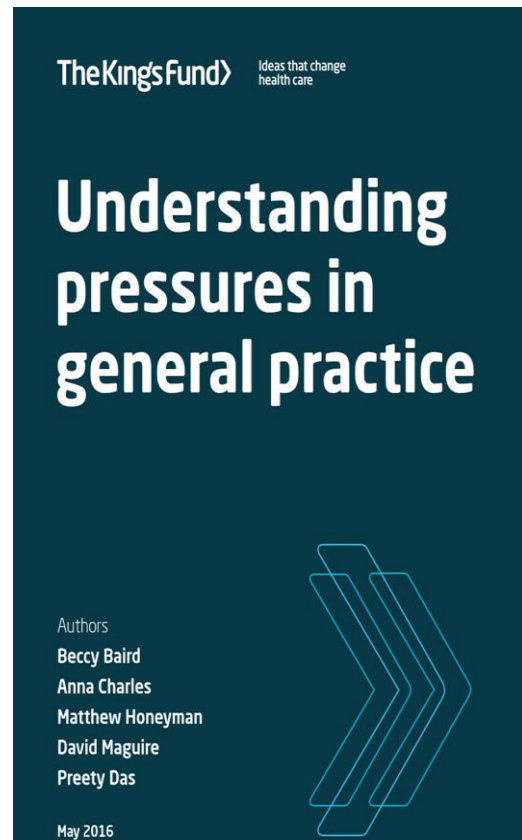Increasingly complex patient diagnoses

Changing user expectations

Slower than required growth in numbers of healthcare professionals

- **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

Quality first: Managing workload to deliver safe patient care

January 2015

RCGP Royal College of General Practitioners

A blueprint for building the new deal for general practice in England

May 2015

The King's Fund > Ideas that change health care

Understanding pressures in general practice

Authors
Beccy Baird
Anna Charles
Matthew Honeyman
David Maguire
Preety Das

May 2016

NHS England
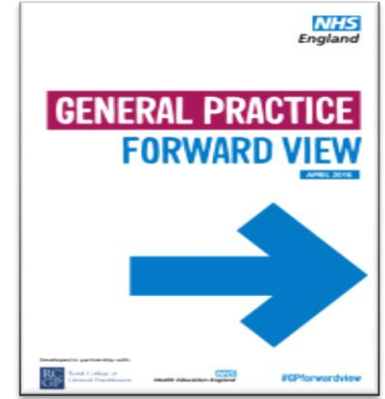
We need to address a wide range of commitments and opportunities in General Practice

- **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**
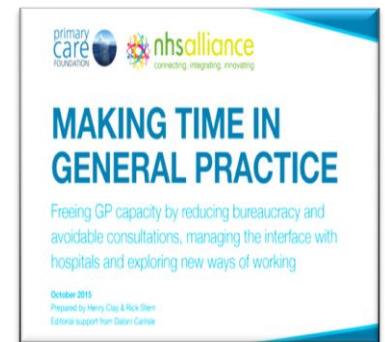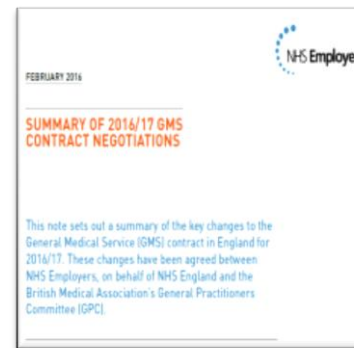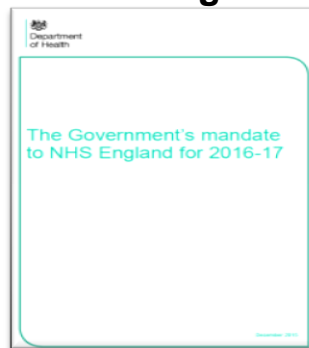
Current GP services offered online

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 ... BENEFITS?

Emailed
with ...
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... raight into
... medical record

Approximately 4 months

Calculate how much time you can save!

Example of potential time-saving (work in progress to collate evidence)

NHS England

- 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…

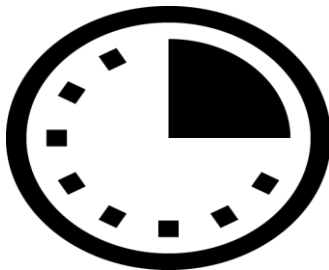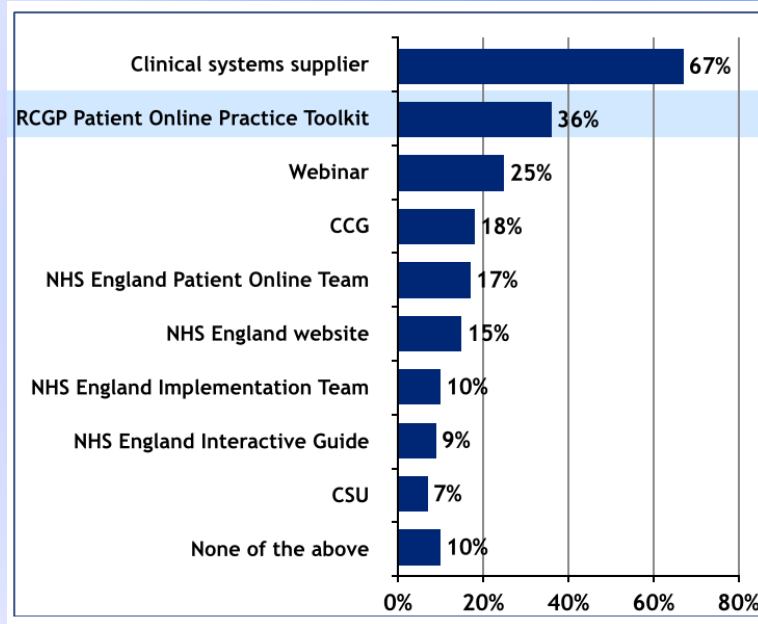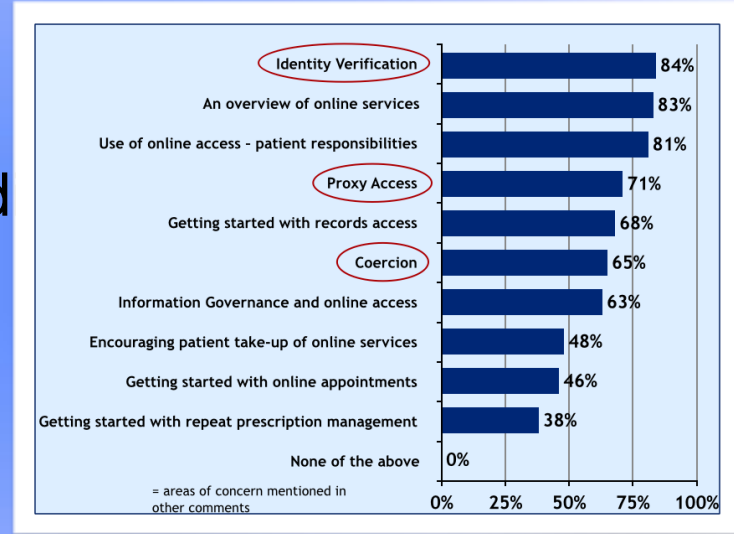| Calls reduced from 70 per day to 25 per day |
| --- |
| 75 minutes of phone calls daily |
| 135 potential minutes saved per day |
| 11.25 potential hours saved per week |
| 585 potential hours saved per year |

SOURCES OF GUIDANCE

Research for RCGP by Insight Track August 2015.

230 online participants, 17 telephone - 97% GPs and PMs
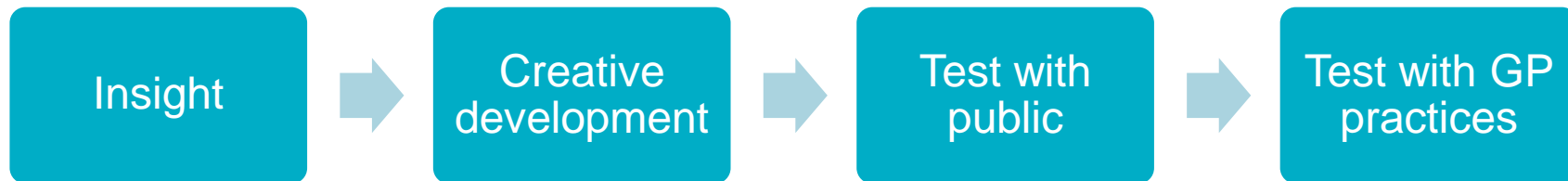
Link distributed by RCGP and NHS England

MITIGATE THE RISKS

- Identity verification

- Proxy access, includ

- Coercion

- Appointments and prescriptions

- Data fit for sharing?

www.elearning.rcgp.org.uk/patientonline

Royal College of General Practitioners

New promotional materials

Insight → Creative development → Test with public → Test with GP practices

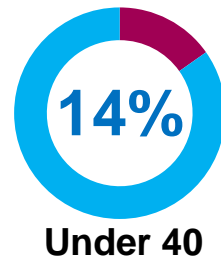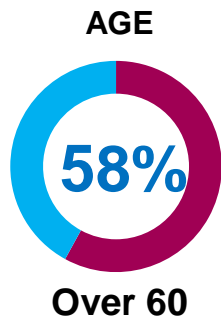Objective: to develop new promotional materials that influence people to register to use GP online services.
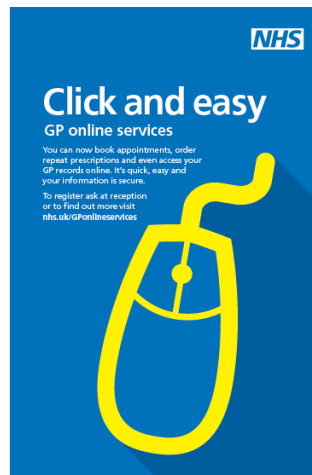
A few recent highlights
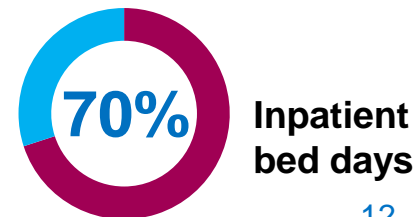
Long-term conditions and multi-morbidity

NHS England

In England **15 Million** people have a **long-term condition**

AGE

58% Over 60

14% Under 40

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.

http://www.kingsfund.org.uk/time-to-think-differently/trends/disease-and-disability/long-term-conditions-multi-morbidity

PATIENTS WITH LTC

50% GP appointment

64% Outpatient appointments

70% Inpatient bed days
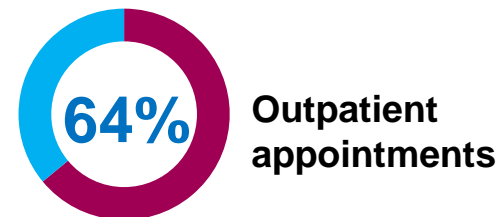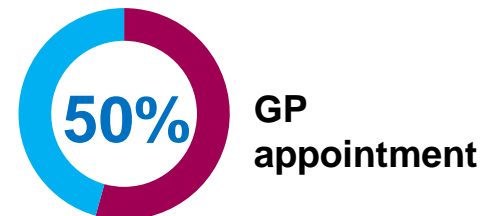
Getting Practice nurses engaged

Opportunities
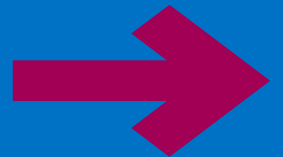
LTC patients often managed by practice nurses

- 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

NHS England

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

NHS England

A Self Care and Prevention	1	Citizen Identity
	2	NHS.UK
	3	Health Apps Assessment & Uptake (inc wearables)
	4	Widening Digital Participation
B Urgent and Emergency Care	5	Clinical Triage Platform
	6	Patient Relationship Management
	7	Access to Service Information
	8	Out of Hospital Care
C Transforming General Practice	9	General Practice Operational Systems and Services
	10	Adopting Existing Technologies in General Practice
	11	Technology for General Practice Transformation
	12	GP Data for Secondary Uses
D Integrated Care	13	Integrated Care – Business Change
	14	Integrated Care – Interoperability and Architecture
	15	Social Care Integration
	16	Personal Health Record
E Digital Medicines	17	Digitising Community Pharmacy
	18	Pharmacy Supply Chain and Secondary Uses
	19	Integrating Pharmacy Across Care Settings
F Elective Care	20	Digital Referrals
G Paper Free at Point of Care	21	Driving Digital Maturity
	22	Digital Child Health
	23	Digital Diagnostics
	24	Workforce and Professional Capabilities
H Data Outcomes for Research and Oversight	25	National Data Services Development
	26	Data Content (inc. GP data, PLICS and PCOMS)
	27	Innovative uses of Data
I Infrastructure	28	Digital Interoperability Platform and Spine
	29	NHSmail2
	30	HSCN
	31	WiFi
J Public Trust and Security	32	Cyber-Security
	33	National Opt-Out Model

Domain descriptions

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…
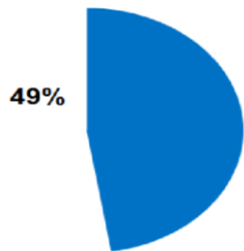
49% of patient go online for health information

1 in 20 of 1.2 trillion Google searches are health related

The NHS Choice website receives **50 million visits** per month

$$\frac{120}{80}$$

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**
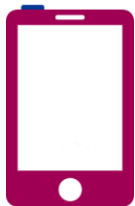
Digital basics for GP practices

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

NHS England

1 Active signposting
Online portal   Reception navigation

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

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

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

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

6 Personal productivity
Personal resilience   Speed reading
Computer confidence   Touch typing

7 Partnership working
Productive federation   Community pharmacy
Specialists   Community services

8 Social prescribing
Practice based   External service
navigators

9 Support self care
Prevention   Acute episodes
   Long term conditions

10 Develop QI expertise
Leadership of change   Rapid cycle change
Process improvement   Measurement

www.england.nhs.uk

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
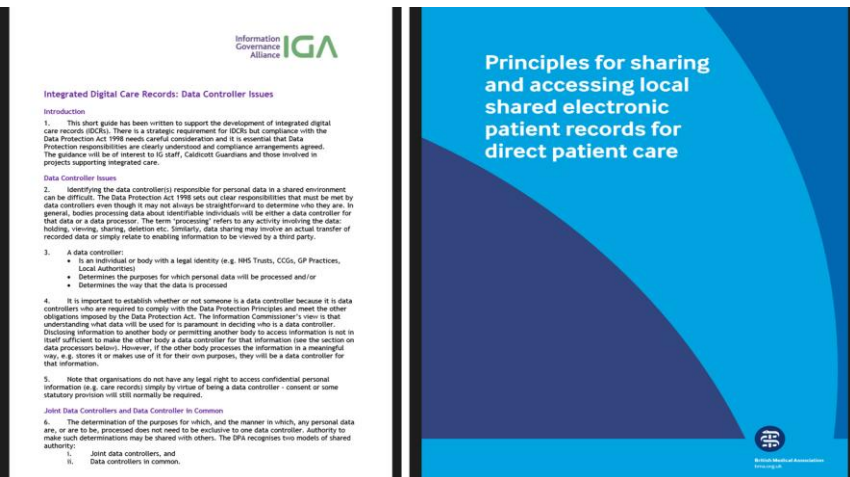
Record sharing across our practices and services

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

Many talk about how existing general practice is unsustainable but few provide solutions

NHS England

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

Access   Quality

The Iron Triangle

Efficiency
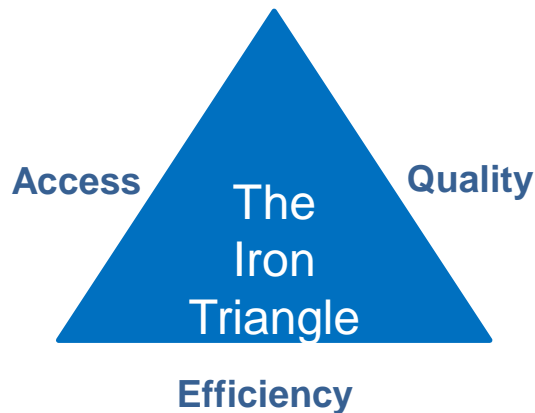
Health & Care Expo Sep 2016

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

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