

# Implementing Online Access

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Abbey Medical Centre  
Paisley

&

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NHS GG&C - eHealth

# My Practice

- GP (14 years)
- Practice IT lead
- 10,500 pts
- 7 GPs, 4 nurses, 15 admin, etc
- Paperlight (13 years)
- SMS reminders
- Website & Facebook & Google+
- Electronic Check-in
- Advanced Access

# Paisley Thread Mill







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[www.nhsggc.org.uk](http://www.nhsggc.org.uk)



# Abbey Medical Centre Paisley









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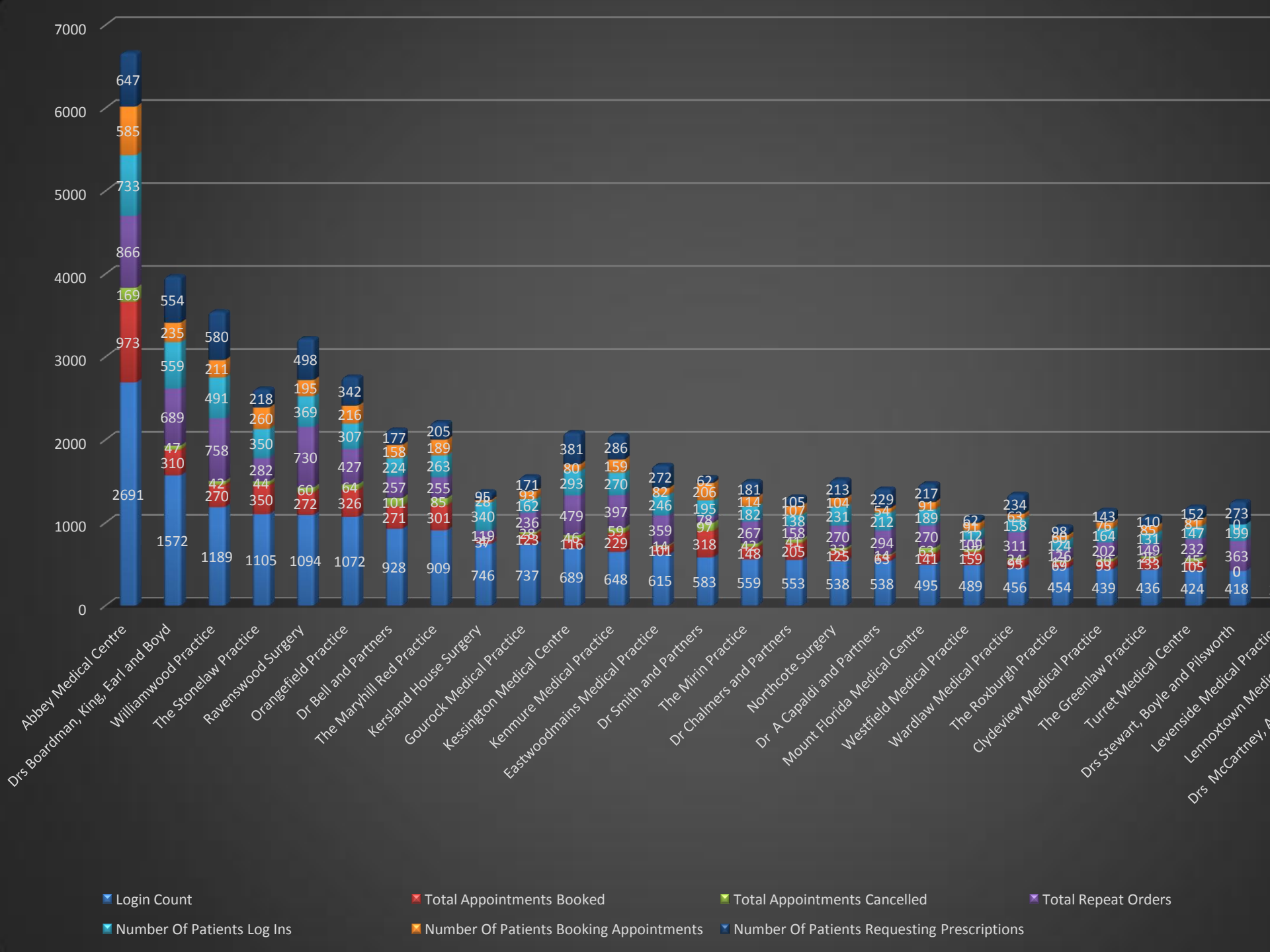






# Why am I here?

- We implemented Online access in late January 2015
- Most successful implementation of Online Access in Health Board area
- Approx 10% of online activity within GG&C





# How did we manage that?

# Why Online Access

- Aware of functionality
- Personal belief in digital revolution
- Good feedback and results with SMS reminders and cancelling
- Patients already using email and website for scripts
- Phone congestion since started Advanced Access
- Improving safe prescribing



# Research

- EMIS tutorials
- Advertised for recruits on website
- Attended local presentation
- Session at practice with EMIS trainer & GP IT Facilitator
- Advantages vs limitations

# What is Online Access?

- Patients can book or cancel appointments online
- Patients can Request Repeat Prescriptions and order special requests
- Quick and easy registration process within EMIS
  - Select the registration letter you want
  - Print the registration letter and give it to the patient
  - Registration letters expire 14 days after their date of issue.



# Welcome to Patient Access

Patient Access lets you use the on-line services of your local practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details.

## Register

**Have a letter from your practice?**

Click register below and enter the details.

**No letter but would like an account?**

Click to register to see if Patient Access is available to you.



**Register**

## Sign in

[? Help](#)

User ID

[Get my User ID](#)

Password

I forgot my [User ID](#) or [Password](#)

☐ Remember my User ID

Requires cookies [?](#)

**Sign in**



**Patient Access app  
for your mobile**

Free on Android and iOS



**This site uses encryption**

[How can I tell that this site uses encryption?](#)



**Help with Patient Access**

[View our most frequently asked questions](#)

[View the current status of the Patient Access Service](#)

Access to this system is permitted to authorised users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted. Please read the [terms of use](#) and the information about your [privacy](#) which apply to this website.

Your progress



## Register

Have you visited your GP already and been given a PIN and an Access ID?

☒ Yes☐ No

You should have been provided with the following details. If not or if you have any problems please contact your practice.

PIN

\*

Practice ID

\*

Access ID

\*

Your NHS Number

\*

**Next**

\* Indicates a required field





**Your messages: you have 1 message**

▶ [Contact details - missing](#)

## Welcome Mr Ben Blue

You last signed in on: 28/8/2013 at 14:14 *If this is not correct, please [sign out](#) immediately and contact your practice for advice*

### Your Details

[Update your details](#) [Change password](#) [Change security questions](#)

**Name** Mr Ben Blue

**Address** 10 Broken Hedge, Leeds, Loopy Land, LS8 9UK

### Appointments

[Book an appointment](#)

| Date | Time | Clinician | Location | Action |
|------|------|-----------|----------|--------|
|------|------|-----------|----------|--------|

You have no appointments booked

### Repeat Prescriptions

[Make a request](#) [See your repeat prescriptions](#) [See requests detail](#)

| Date        | Drug   | Status          |
|-------------|--|-----------------|
| 02 Aug 2013 | Zuclopenthixol Dihydrochloride Tablets 10 mg                   | Awaiting Action |
| 01 Jul 2013 | Beclometasone Breath-Actuated Inhaler 100 micrograms/actuation | Awaiting Action |



## Book an Appointment

[Need help](#) booking an appointment?

To make a booking, please click on the time of your choice.

Currently showing **Asthma Review** appointments. Click the "< Back" button to choose a different appointment type."

[< Back](#)

### Too much information?

Use the choices on the right to find the person or place you want.

Pick a person:

All ▼

Pick a place:

All ▼

Pick a clinician gender:

All ▼

[View](#)

Monday 20th January 2014

**BURNS, Robert (Dr)**

*(General Medical Practitioner)*

**PATIENT MIXED**

EMISWebCR1 50003

[09:00](#)[09:10](#)[09:20](#)[09:30](#)



## Confirm your booking

You've requested an appointment with **BURNS, Robert (Dr)** at 09:00 on **Monday 20th January 2014** at **EMISWebCR1 50003**.

To confirm the booking, please click the "Book" button below

Enter your reason for the appointment (optional), maximum 36 characters.

[Book](#)

Alternatively, you can still [choose a different appointment](#)

.. or [cancel](#) the appointment booking altogether







## Your messages: you have 2 messages

- › Hi its tim here
- › Your have 1 unread message from your practice

## Welcome Mr Andrew Smith

You last signed in on: 15/01/2014 15:55:38 *If this is not correct, please [sign out](#) immediately and contact your practice for advice*



### Your Details

[Update your details](#) [Change password](#) [Change security questions](#)

|         |   |
|---------|---|
| Name    | Mr Andrew Smith   |
| Address | 13 Chester Road, Stone Chair, Grange Moor, West Yorkshire, LS18 4ZJ |




### Appointments








[Book an appointment](#)

| Date            | Time  | Clinician          | Location         | Action   |
|-----------------|-------|--------------------|------------------|--|
| Mon 20 Jan 2014 | 09:00 | BURNS, Robert (Dr) | EMISWebCR1 50003 | <a href="#">Print</a> <a href="#">Add to calendar</a> <a href="#">Cancel</a> |

## Your Repeat Medication

Select the medicine(s) you want to request by ticking the check box. Add a message related to the request if required and click the "Submit Request" button.

You can search for information on each item by clicking the  icon. This will open in a new window. This information is taken from [www.patient.co.uk](http://www.patient.co.uk) where you can find information on medicines and other medical topics.

| Select                   | Drug   | Details   | Last Issued |
|--------------------------|--|---|-------------|
| <input type="checkbox"/> | Amoxicillin Capsules 250 mg                                     | two puffs twice a day,30 capsule                | 02 Oct 2012 |
| <input type="checkbox"/> | Beclometasone Breath-Actuated Inhaler 100 micrograms/actuation  | one to be taken daily,20*1 inhaler              | Not issued  |
| <input type="checkbox"/> | Captopril Capsules 2 mg   | one to be taken twice a day,40 capsule          | 02 Oct 2012 |
| <input type="checkbox"/> | Indometacin Capsules 50 mg                                      | one to be taken three times a day,63 capsule(s) | 02 Oct 2012 |
| <input type="checkbox"/> | Salbutamol Accuhaler 200 micrograms/dose                        | as directed,1 inhaler                           | 02 Oct 2012 |
| <input type="checkbox"/> | Zirtek Allergy Oral Solution 5 mg/5 ml                          | 5 ml daily,150 ml                               | 18 Mar 2013 |
| <input type="checkbox"/> | Zuclopenthixol Dihydrochloride Tablets 10 mg                    | ,28 tablet(s)                                   | 18 Mar 2013 |

You may include a message relating to your request.

If you need to request something that is not listed above, contact your practice.

The only characters allowed are numbers, letters, full stops, commas and apostrophes.

Maximum characters 200. You have 200 characters left.

If your doctor works at more than one place, *please remember* to say where you usually collect your repeat prescriptions

Submit Request



## Workflow Manager

Close Workflow  
Exit

Medical Record

Prescribing

Consultations

Patient Information

Task Owner  
Owner

Accept All Requests

Reject All Request

Edit Request

Message to Patient

Action

Apply Filter

Remove Filter  
Task Filters

Miss . Lily Dunphy Born: 04-Jan-1995 (16) Gender: Female Patient Id: 4 NHS: 6235912978

Usual GP: Dr Emis Blue Regular

Global View

## Medicine Management

Inbox

Awaiting Filing (1)

Requests

Filed (10)

Archived (22)

| Request Date | ID | Patient      | Source     | Owner |
|--------------|----|--------------|------------|-------|
| 15-Nov-2011  | 4  | Dunphy, Lily | EmisAccess | BLUE  |

Page 1 of 1

Drug Details Doctor Comment

Details

Last Issue

Warfarin Sodium Oral solution 1 mg/5 ml 2 ml - AS DIRECTED

27/10/2011H

Hypodermic Single use, disposable needles 0.4 mm/27 gauge 12 mm 2 needle - AS DIRECTED

14/11/2011H>

Document Management

Medicine Management



Medical Record  
Prescribing  
Consultations  
Patient Information

Task Owner  
Archive  
Find Patient Requests  
Remove Filter  
Task Filters

th Brown Born: 25-Oct-2003 (9) Gender: Male Patient Id: 10217 NHS:

Usual GP: Miss Jane Beever

| Global View           | « | Request Date | ID    | Patient        | Completed Date      | Source     | Owner |
|-----------------------|---|--------------|-------|----------------|---------------------|------------|-------|
| e Management<br>g (2) |   | 30-Apr-2013  | 10217 | Brown, Kenneth | 30/04/2013 09:31:15 | EmisAccess | JTB   |
|                       |   | 30-Apr-2013  | 10217 | Brown, Kenneth | 30/04/2013 09:23:57 | EmisAccess | JTB   |
|                       |   | 30-Apr-2013  | 10217 | Brown, Kenneth | 30/04/2013 09:24:02 | EmisAccess | JTB   |
|                       |   | 30-Apr-2013  | 10217 | Brown, Kenneth | 30/04/2013 09:26:28 | EmisAccess | JTB   |
|                       |   | 30-Apr-2013  | 10217 | Brown, Kenneth | 30/04/2013 09:18:06 | EmisAccess | JTB   |
|                       |   | 30-Apr-2013  | 10217 | Brown, Kenneth | 30/04/2013 09:17:03 | EmisAccess | JTB   |
|                       |   | 30-Apr-2013  | 10217 | Brown, Kenneth | 30/04/2013 09:12:36 | EmisAccess | JTB   |
|                       |   | 30-Apr-2013  | 10217 | Brown, Kenneth | 30/04/2013 09:12:44 | EmisAccess | JTB   |

Query Message:

Drug Details | Doctor Comment | Query Message

Details

Paracetamol Capsules 500 mg 1\*16 capsule 1D

# Managing Change

- Exploring attitudes
- Establish the need to change

## Concerns

- Don't need to change
- Patients won't use it
- Another new system to learn and check
- Will be unfair on those without computers
- Confidentiality
- Will be abused
- Extended hours diabetic Clinic

## Counter

- Complaints about phones
- Already patients signed up
- Show easy, and will mean less work
- Will free up phone lines
- Post letters or use photo ID
- Have an abuse policy
- Exclude special appointments



# Managing Change

- Exploring attitudes
- Establish the need to change
- Involve key people
- Create a vision
- Be enthusiastic and motivational
- Address concerns and use to strengthen plan

# Planning & Preparation

- EMIS publication
- Staff training – dummy patient
- Protocol to check prescribing workflow & other systems changes
- Which appointments to make available
- Agreed “terms and conditions”
- Designed registration letter
- Set up slots / clinics / clinicians on EMIS
- Advertise on website & link on website

# Our Choices

- Maximum 2 appointments
- GP only – any GP
- No chronic disease or extended hours
- Four weeks
- Misuse policy
- No tech support
- CAN use for special requests



## ABBAY MEDICAL CENTRE

Lonend, Paisley, Renfrewshire, PA1 1SU. Tel: 0141 889 4088

[Your Surgery](#)[Health Information](#)[Contact](#)

Your Surgery

**PROTECT  
YOURSELF  
AGAINST  
MENINGITIS**  
It's up to YOU

### Deadly strain of meningitis on the rise

It causes severe disease in healthy teenagers  
and young adults #StopTheSpread

**Take action now**

[Opening Times](#)[Appointments](#)[Prescriptions](#)[Register](#)[Online](#)[Urgent](#)[Latest News](#)

#### Follow us on Facebook

We have just set up a Facebook page on a trial basis. Please like our page, and we can keep you up to date with our news!

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#### Organ Donation

Join the thousands of Scots who

Join the thousands of  
Scots who support

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[Your Surgery](#)[Health Information](#)[Contact](#)

[Your Surgery](#) » [Appointments](#) » [How to Book or Cancel your Appointment](#)

## Appointments

Online  
APPOINTMENTS

Book or Cancel

Sign In

No Account?

Register

### How to Book or Cancel an Appointment

- 1. By Telephone:**  
Call **0141 889 4088** during our opening hours.
- 2. Online using Patient Access:**  
Book your Appointment using Patient Access  
You will need to register for our online appointments service  
See our Registration Notes for details.
- 3. In Person:** Visit reception during opening hours.

**Remember if you can't come – PLEASE cancel your appointment.**

*[Click Here for further information](#)*

About our Appointments System

### Free Text Reminders

Never forget another appointment with FREE text reminders

This service reminds you of an appointment via a text message. All registered patients are automatically opted into the service.

**Please ensure if you wish to use this service we have your correct mobile telephone number and inform us as soon as possible if your number changes.**

If you do not wish to subscribe please contact the surgery and inform reception that you wish to opt out.

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Lonend, Paisley, Renfrewshire, PA1 1SU. Tel: 0141 889 4088

[Your Surgery](#)[Health Information](#)[Contact](#)

Your Surgery



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**Take action now**



#### Opening Times



#### Appointments



#### Prescriptions



#### Register



#### Online



#### Urgent



#### Latest News

##### Follow us on Facebook

We have just set up a Facebook page on a trial basis. Please like our page, and we can keep you up to date with our news!

facebook

[Read more](#)

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## On-line Patient Services

We use a secure website called **Patient Access** which provides:

- **Booking & Cancellation of Appointments**
- **Ordering of Repeat Prescriptions**

*To access this service you will need to register for an account prior to your first log in:*

### How to Register for Patient Access

If you are interested in using the service, please let us know by using our [Comments & Suggestions form](#).

**The simplest way to register is to contact us and express interest. We will then POST you a letter containing the information you will need to register.**

You may ask for the registration letter at our reception desk, but if so we need to verify identity and each applicant would require to attend in person with passport or driving license photo-card.

Please also refer to our [Patient Access Guidance Notes](#) prior to your first use of the system.



### Are there any other Online Services I can use?

We have a number of other online services that do not require a registration process, please see the following links:

- **[Smoking Status Update](#)**
- **[Health Questionnaire](#)**





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**Register**

### Sign in

[? Help](#)

User ID

[Get my user ID](#)

Password

[I forgot my user ID or password.](#)

☐ Remember my user ID

[?](#)

**Sign in**



**Patient Access mobile app**

Free on Android and iOS



### This site uses encryption

How can I tell that this site is encrypted?



### Help with Patient Access

[View our most frequently asked questions](#)

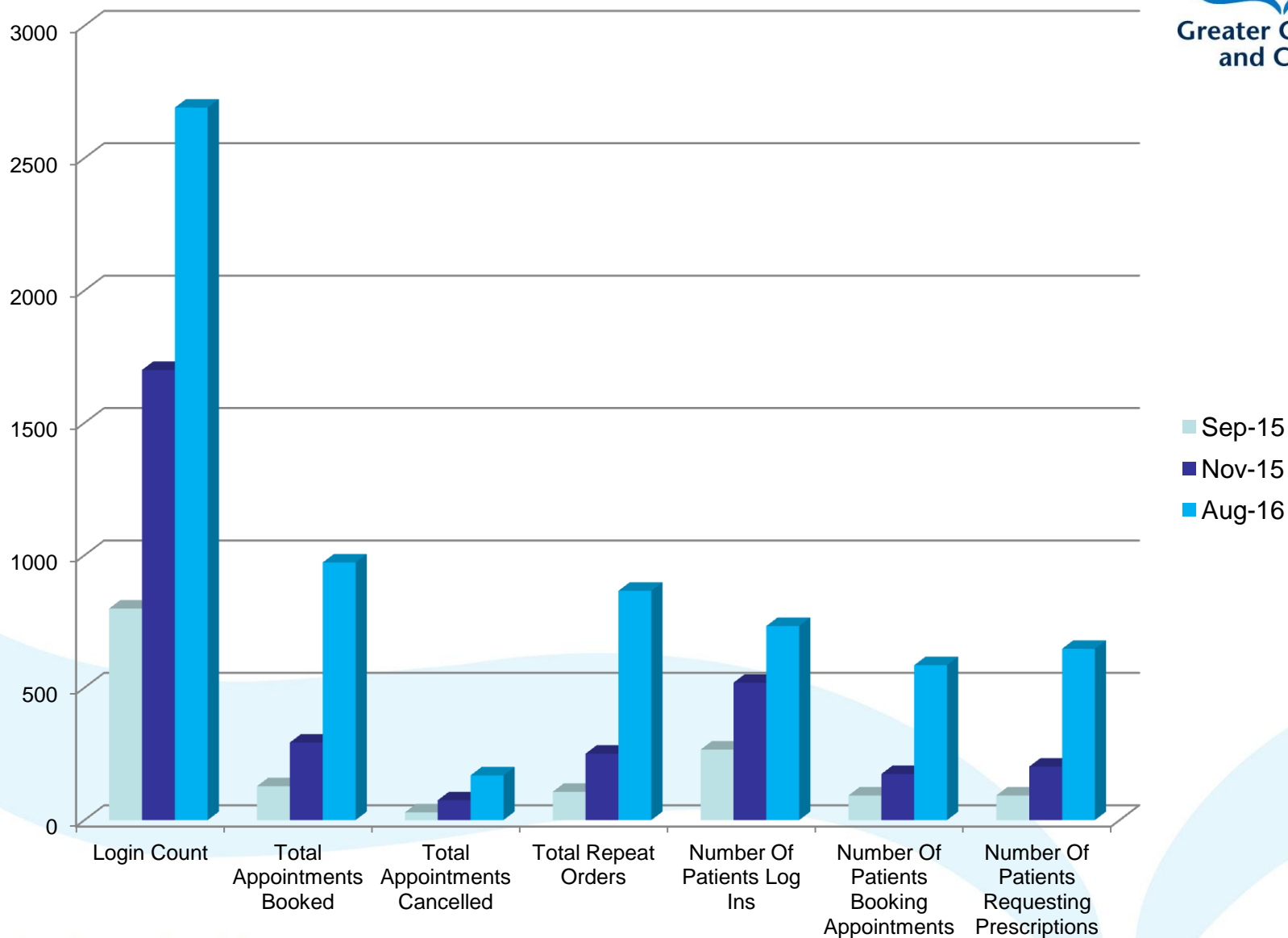
[View the current status of the Patient Access Service](#)

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# Implementation

- Initial pilot with 50 volunteers
- Run old processes in parallel initially
- Quickly rolled out as no concerns
- Encourage uptake
  - Consultations
  - If complain about phones / repeats
  - Advert website
  - Leaflets in waiting room
  - SMS message

| Month                                       | Sep-15 | Nov-15 | Aug-16 |
|---|--------|--------|--------|
| Login Count                                 | 799    | 1700   | 2691   |
| Total Appointments Booked                   | 128    | 293    | 973    |
| Total Appointments Cancelled                | 29     | 75     | 169    |
| Total Repeat Orders                         | 107    | 251    | 866    |
| Number Of Patients Log Ins                  | 266    | 519    | 733    |
| Number Of Patients Booking Appointments     | 93     | 174    | 585    |
| Number Of Patients Requesting Prescriptions | 93     | 202    | 647    |



# Breaking Down The Numbers

- Don't know how many patients actually registered vs those using
- 733 unique logins per month – 7% patients – but some of our more frequent customers
- Numbers still rising – patients asking every day
- Time Saved
  - Appts booked and cancelled  $1150 \times 2\text{min} = 38$  hours
  - Repeats 866 – 3mins = 43 hours
  - **Total time saved - 20 hours per week**



# Progress

- Good uptake
- Encouraging feedback
- Very few complaints / technical issues
- Have switched off “old” systems to discourage inertia
- Some applied then did not register (PIN expired)
- Invited to speak at local awareness session for EMIS access
- Give reports back to staff with uptake

Abbey Medical Centre [commentform@abbeymedical.scot.nhs.uk]

**Sent:** 07 December 2015 11:36

**To:** prescriptions abbey (NHS GREATER GLASGOW & CLYDE)

*PT*

---

Name: [REDACTED]

Postcode: [REDACTED]

Telephone: 0141 [REDACTED]

Email: [REDACTED]

IP: 82. [REDACTED]

Comments:

Congrats on a bold step into the future with introducing the New Vista web page with all its multitude of searches, knowledge and systems searches. Also for the new Patient Access which I think still needs tweaking like for eg choice of selecting the Pharmacy for collection and in time include a adding or changeing box to save phoning etc and let Prescribing Doctor Decide. I have been with you for 78 years and it has always been the best. It is not unexpected to me that your Practice Manager is ahead of many others yet again.

Take care and Best Wishes for Xmas.

[REDACTED] (Dr Pete's Patient)

-- End of Message --



**dsmith13@nhs.net**

# eHealth 2020 Vision:

*‘All GP practices will be encouraged to provide online repeat prescribing and online appointment booking as online services, with a view to at least 90% of practices offering this service by 2017. This will provide benefits for patients and administration time savings for practices as well as important experience of the impact of these options which will inform wider developments’*

eHealth Strategy 2014-17

# Where are we now?

- 130 practices enabled – EMIS & INPS
- New practices online every month
- Appointment Booking increased 720% in last year
- Repeat Ordering increased 630% in last year



| Month                                       | Sep-15 | Nov-15 | Aug-16 |
|---|--------|--------|--------|
| Login Count                                 | 10403  | 18763  | 30933  |
| Total Appointments Booked                   | 986    | 2103   | 7107   |
| Total Appointments Cancelled                | 233    | 518    | 1679   |
| Total Repeat Orders                         | 2191   | 4194   | 13776  |
| Number Of Patients Log Ins                  | 3350   | 5778   | 9901   |
| Number Of Patients Booking Appointments     | 663    | 1417   | 4757   |
| Number Of Patients Requesting Prescriptions | 1458   | 2862   | 9771   |

# Achieving the Vision

- Awareness Sessions & Events
  - System supplier demonstration
  - Practice Representative(s)
  - Follow up post event
- Practice Visits
- Provide Ongoing Support

# Supporting Practices

- Practice visits to configure and train on use of system
- Registration Letters
- T&C's
- Build practice confidence & enthusiasm
- Assist with promotional materials

# Promoting Online Services

- Posters
- Text Reminder campaign
- Patient Displays / Call Systems
- Flu clinic
- Leaflets
  - Doctors/nurses to hand out
  - New patients Registration packs
  - Front desk / Waiting area
- Notes on scripts / right side of prescriptions
- Website / Newsletters
- Admin / Reception team

# Moving Forward

- Further awareness sessions planned
- Online Digital Services Funding from SG
- GG&C seeking practice bids for implementation or increased uptake
- Criteria & funding to be agreed but going out soon!
- Work with suppliers to improve the product
- Continue to encourage & promote the benefits of online services



Neil McNeil  
Business Analyst / Project Lead  
Strategy & Programmes  
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