

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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Abbey Medical Centre Paisley







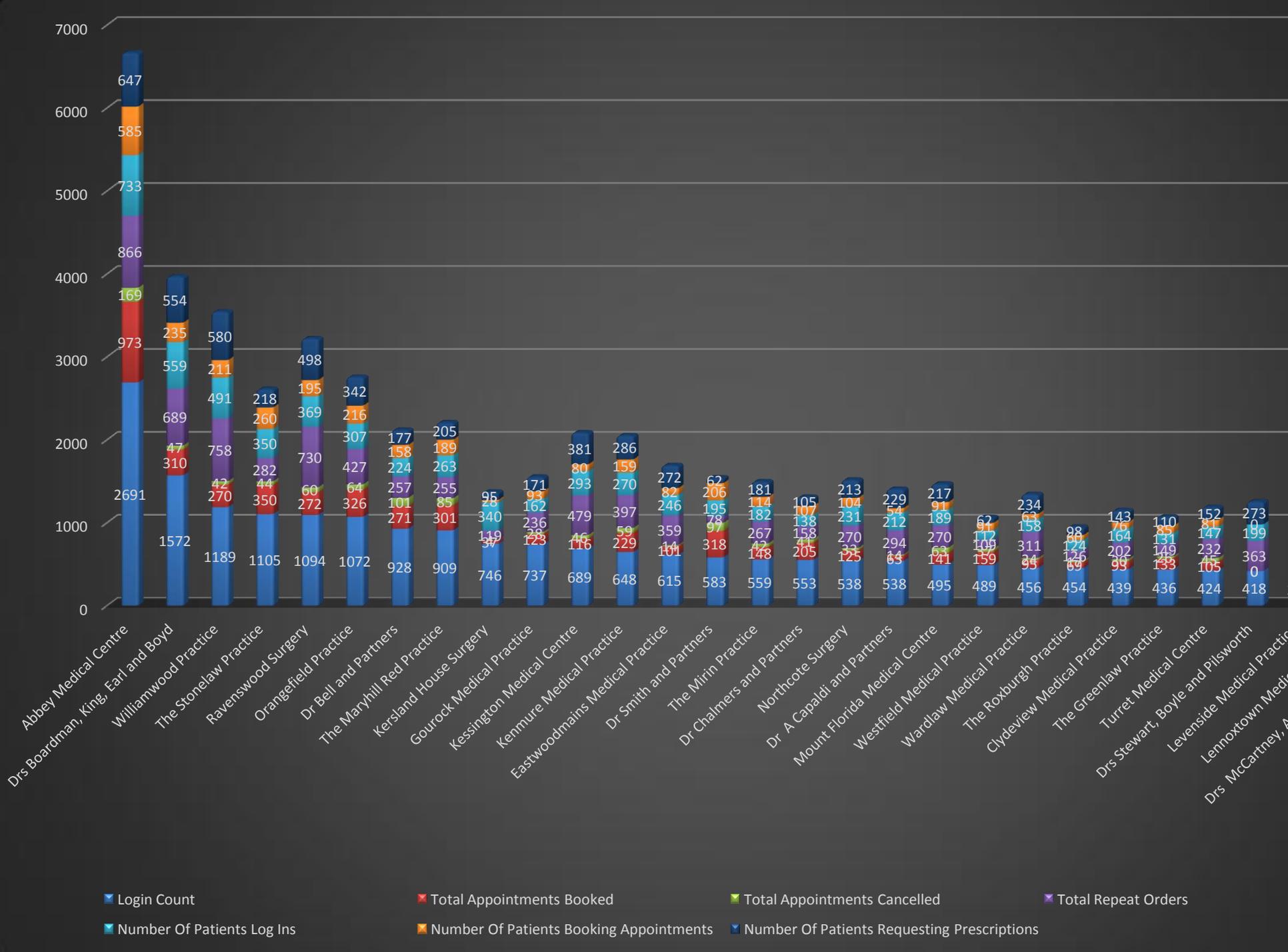
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Why am I here?

- 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](#)

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

*

* 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
31 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:

Pick a place:

Pick a clinician gender:

[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



i 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	Print Add to calendar Cancel

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 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
 Medical Record
 Prescribing
 Consultations
 Patient Information
 Task Owner
 Accept All Requests
 Reject All Request
 Edit Request
 Message to Patient
 Apply Filter
 Remove Filter
 Action
 Task Filters

Miss . Lily Dunphy Born: 04-Jan-1995 (16) Gender: Female Patient Id: 4 NHS: 6235912978 Usual GP: Dr Emis Blue Regular

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

Medicine Management

- Inbox
- Awaiting Filing (1)
- Requests
- Filed (10)
- Archived (22)

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

Workflow Manager

 Medical Record
 Prescribing
 Consultations
 Patient Information
 Task Owner
 Archive
 Find Patient Requests
 Remove Filter
 Task Filters

Kenneth 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
Request Management	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
g (2)	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

ABBEY MEDICAL CENTRE

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



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

Your Surgery



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!

[Read more](#)

Organ Donation

Join the thousands of Scots who

[Join the thousands of Scots who support](#)

[View All News](#)

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

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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.



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!
[Read more](#)

Organ Donation
Join the thousands of Scots who
[Join the thousands of Scots who support](#)

[View All News](#)

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

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Click "Register" and enter the details.

No letter but would like an account?
Click "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

[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](#)

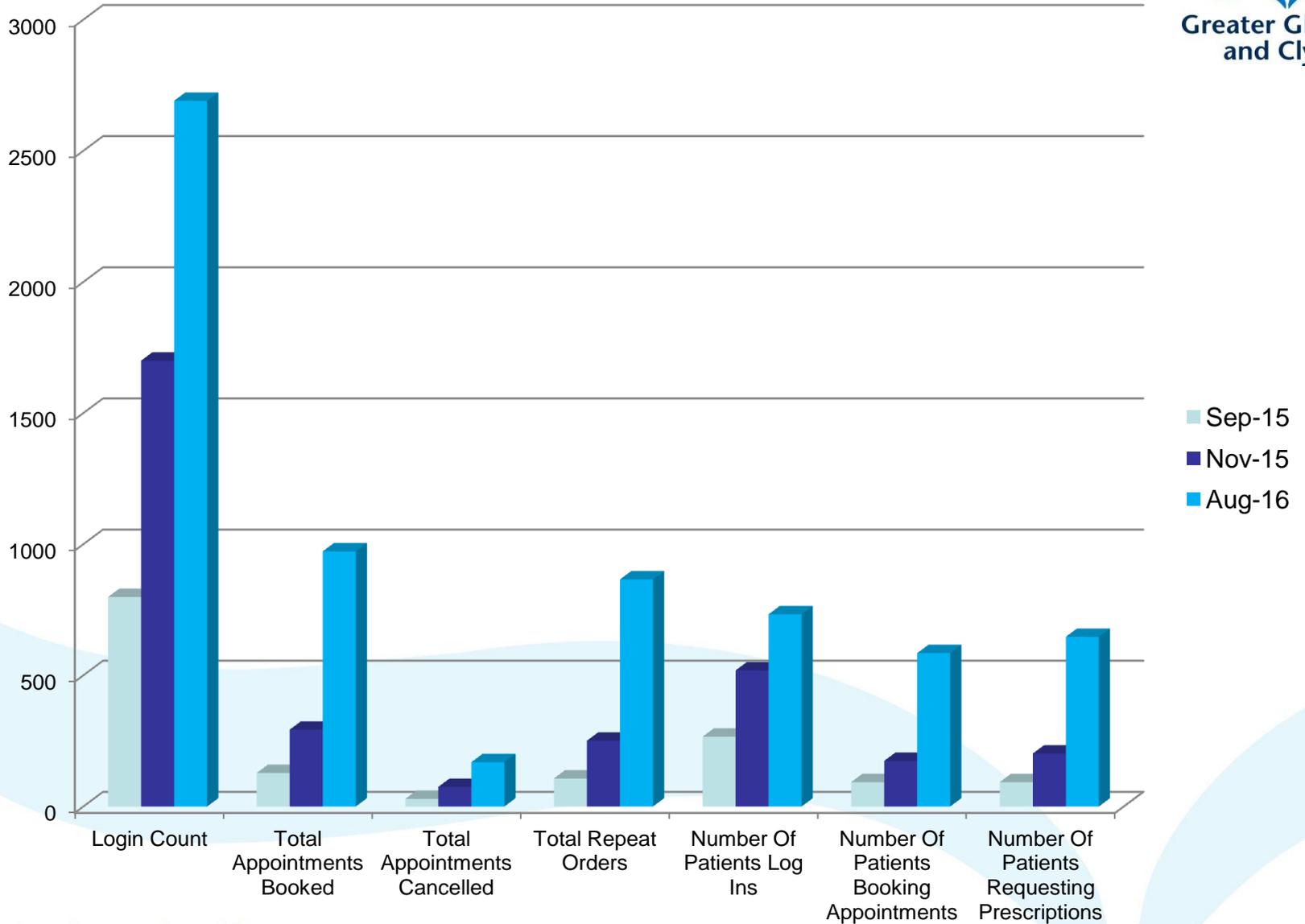
[View the current status of the Patient Access Service](#)

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.

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 $866 - 3\text{mins} = 43$ 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

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