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Scottish Clinical Information Management in Practice

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SCIMP & SNUG Conference 2015
General Practice eHealth Scotland

Venue: Beardmore Hotel and Conference Centre

Dates: 22-23 September 2015

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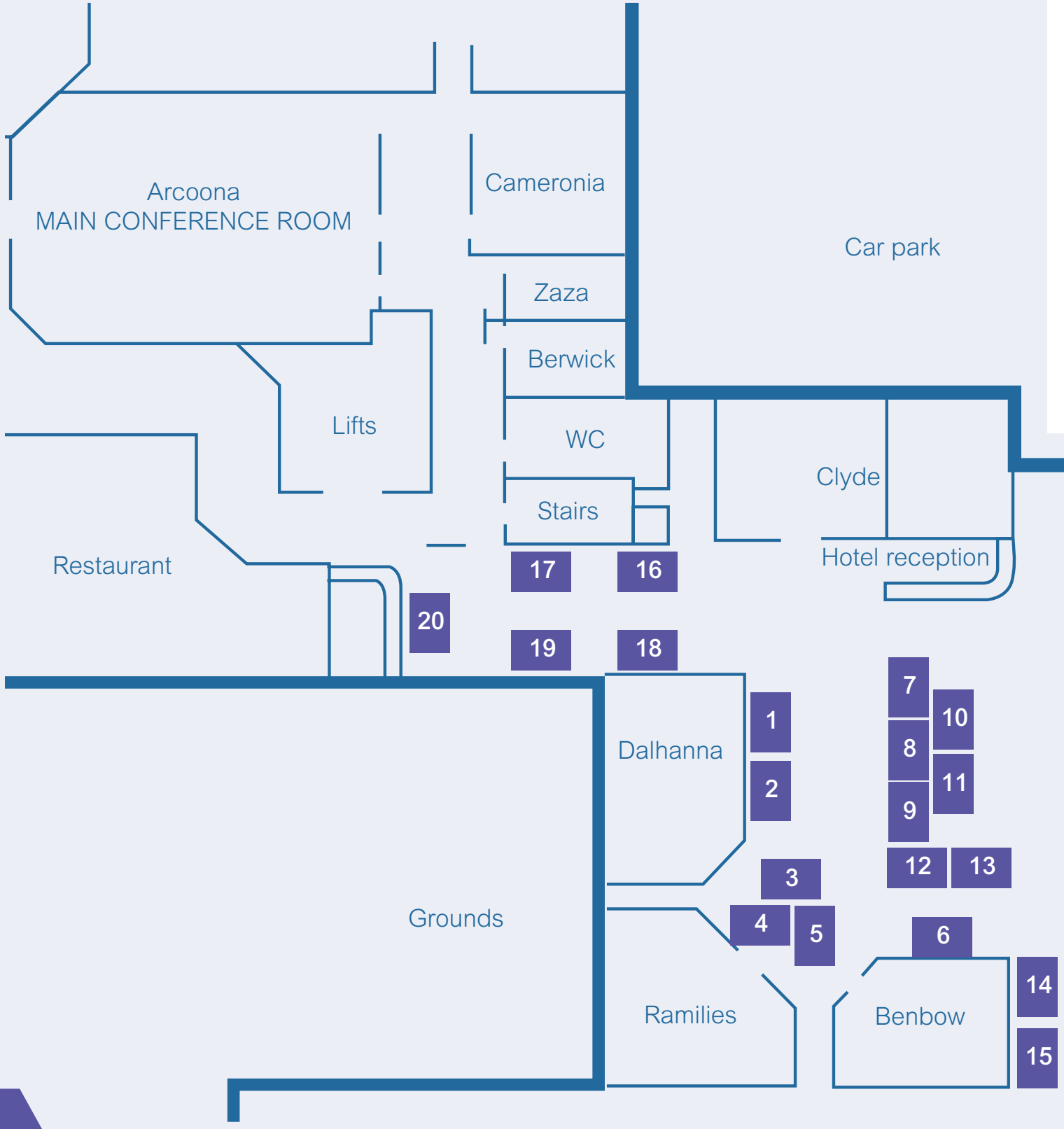
Conference Programme

SCIMP & SNUG Conference 2015
General Practice eHealth Scotland



Shared working with Vision

The GPs on Islay are using an innovative Vision solution to promote shared working, which is providing 24/7 access to patient records and allowing any GP on Islay to see any patient anytime, anywhere.

Integrates with EMIS systems as well as Vision

- Access patient records, anytime, from anywhere
- Make informed decisions with confidence
- Put patients at the heart of social and health care integration
- Book appointments for any GP at any practice

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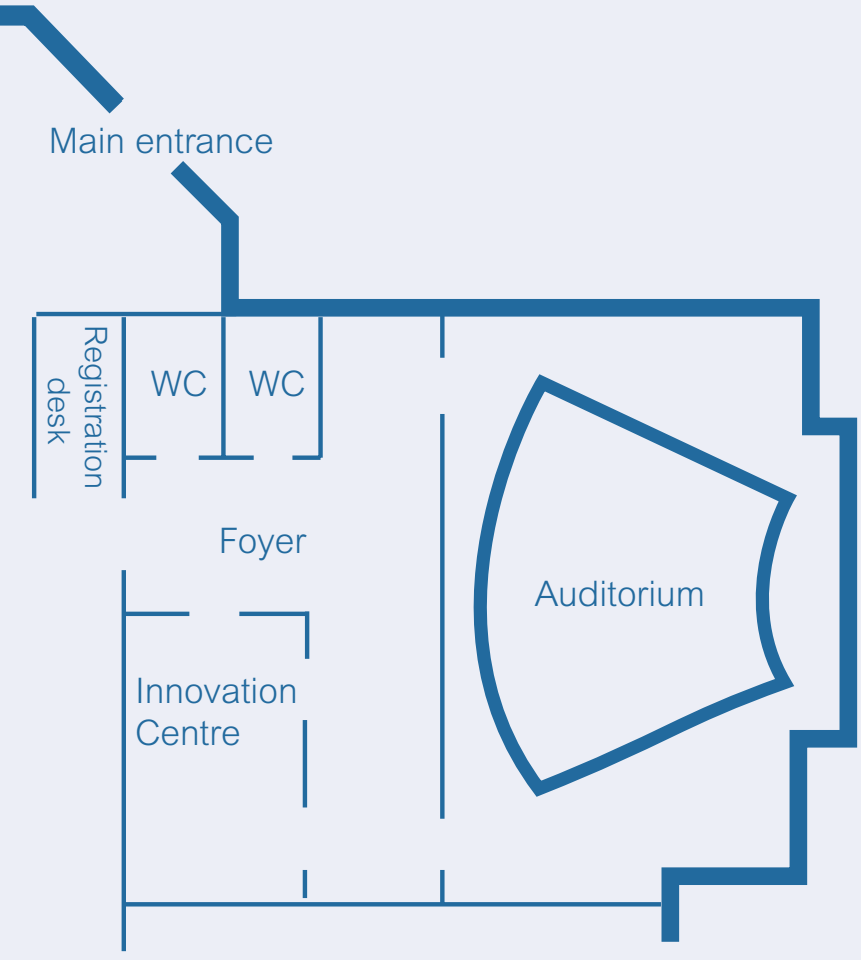

Exhibitors

1 InPS
2 Mjog Ltd
3 PinBellCom Ltd
4 Scottish Government eHealth
5 Lexacom
6 Bluebay Medical Systems
7 Medibooks
8 emis health
9 Egton
10 Advanced Health & Care
11 MSD Healthcare Services
12 Brother UK Ltd
13 Microtech Support Ltd
14 Apollo Medical Software Solutions Ltd
15 Care Is Ltd
16 Mazars LLP
17 cfh Docmail Ltd
18 Numed Healthcare
19 SPIRE
20 Voice Connect Ltd

Programme Day 1

08:30 **Registration**

09:45 Welcome and introduction – *Dr Ian Thompson / Dr Neil Kelly*

09:50 **Plenary:** Whither the GP Record? – *Dr Paul Miller, SCIMP Clinical Lead*

10:35 Workshops Stream 1

S1a	S1b	S1c	S1d	S1e
ROOM	**ROOM**	**ROOM**	**ROOM**	**ROOM**
Intradoc247 Make work easier: Improve practice efficiency	EMIS Consultation Hints & Tips	Using Vision Plus for Contract Management	SCI Gateway Integration	Shared Medication PRSB
Mary Caramanlis	Dr David Cooper	Andrew Vickerstaff & Gaby Ormerod	Lois Fleming & Dr Grant Forrest	Dr Libby Morris & Dr Ian McNicoll

11:15 **Coffee, Exhibition & Networking**

11:45 **Plenary:** Information Sharing Board – *Murdoch Carberry, Chair, Information Sharing Board*

12:30 Workshops Stream 2

S2a	S2b	S2c	S2d	S2e
ROOM	**ROOM**	**ROOM**	**ROOM**	**ROOM**
Filling in the gaps, connecting and sharing with Vision	Making EMIS Templates work for you	Death Certification Review – a successful launch of a new service	How a computerised dose syntax can work, save lives and costs	Managing Docman Efficiently in Practice
Shona Wares	Sarah Everett	Dr Peter Wiggins	Dr Ian McNicoll & Dr Colin Brown	Neil McNeil & Natalie Berry/Mark Gonnella

13:15 **Lunch, Exhibition & Networking**

14:15 **Plenary:** eHealth Implications on 2017 Contract – *Dr Alan McDevitt, Chair of SGPC, BMA Scotland*

15:00 Workshops Stream 3

S3a	S3b	S3c	S3d	S3e
ROOM	**ROOM**	**ROOM**	**ROOM**	**ROOM**
EMIS Health in Scotland	Vision Online Services	Apps in the new health care market	SPIRE – Putting it into Practice	SCIMP – How to summarise GP records and make them useful
Mark Mulholland	Gordon Carmichael	Dr Sam Leighton & Dr Ian McNicoll	Dr Libby Morris	Dr Paul Miller & Ros O'Connor

15:45 **Coffee, Exhibition & Networking**

16:15 Workshops Stream 4

S4a	S4b	S4c	S4d	S4e
ROOM	**ROOM**	**ROOM**	**ROOM**	**ROOM**
BlueBayCT & Vision + Q&A Session	Prescribing Support in EMIS	Making Vision Prescribing Decision Support work for you	Re-provisioning of GP Clinical Systems: What do we want for 2017?	Online Patient access to records and services
Dale Smith	Dr Ian Thompson	Dr Paul Miller	Dr Neil Kelly & Dr Bruce Thomson	Dr Libby Morris & Dr Jim Campbell

17:00 Close of Day 1

17:00 SNUG AGM

19:00 **Pre-dinner reception**

19:30 **Dinner**

Programme Day 2

08:30 **Registration**

09:15 Welcome and introduction – *Dr Ian Thompson/ Dr Neil Kelly*

09:30 **Plenary:** Scottish Government eHealth – *Paul Gray, Director General Health & Social Care and Chief Executive NHSScotland*

10:15 Workshops Stream 5

S5a	S5b	S5c	S5d	S5e
ROOM	**ROOM**	**ROOM**	**ROOM**	**ROOM**
BlueBayCT & Vision + Q&A Session	Intradoc274 Make work easier: Improve practice efficiency	EMIS Online Services	Clinical Noting in Vision – how to record your consultations	Back Scanning GP Records Project – NHS Greater Glasgow & Clyde
Dale Smith	Mary Caramanlis	Patrick Clarke & Natalie Dobson	Dr Paul Miller	Louise McTaggart & Madge Durkan

11:00 **Coffee, Exhibition & Networking**

11:30 Workshops Stream 6

S6a	S6b	S6c	S6d	S6e
ROOM	**ROOM**	**ROOM**	**ROOM**	**ROOM**
EMIS Health in Scotland	Filling in the gaps, connecting and sharing with Vision	Managing Docman efficiently in practice	Top 10 Tips for getting ready for GP2GP	A National Clinical Decision Support Roadmap for NHSScotland
Mark Mulholland	Shona Wares	Neil McNeil & Natalie Berry/Mark Gonnella	Dan Hull & Ros O'Connor	Dr Ann Wales

12:15 **Plenary:** Out of Hours review – *Professor Sir Lewis Ritchie*

13:00 **Lunch, Exhibition & Networking**

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STRATEGY BACK OFFICE INNOVATION

Supplier Workshop Synopses

Intradoc274 – Make work easier: Improve practice efficiency

Mary Caramanlis

Intradoc247 helps busy practices and busy practice managers save time and improve efficiency on a daily basis. It helps organise and centralise areas of documents and all types of practice information to avoid any errors occurring or things being missed.

It also significantly helps cope with all types of operational and administrative challenges throughout a practice and reduces extra workloads.

Key Benefits:

- Provides efficient communication methods
- Targeted information to individuals or groups
- Effective Document management i.e version control, reading tasks and automatic review reminders
- Improves HR process management i.e holiday cards, training and rota management
- Intradoc247 is IGSoC compliant
- Intradoc247 can be tailored and customised.

Filling in the gaps, connecting and sharing with Vision

Shona Wares

Feeling isolated and not having access to the information you need to make informed decisions can not only be frustrating but can be dangerous for patients. Shona Wares reveals how Vision's flexible approach to patient record sharing gives authorised clinicians and healthcare workers the confidence to make informed decisions about diagnosis and treatment without delay.

EMIS Health in Scotland

Mark Mulholland

The eHealth strategy and 2020 Vision sets Scotland a technology challenge in achieving sustainable quality in the delivery of healthcare services. EMIS Health is a long standing supplier of products and services to Scotland across many care settings. We work in close collaboration with our Scottish customers to take a patient centred approach to delivering technology that supports improved patient outcomes. In this session we will demonstrate how EMIS Health products and services are being used in Scotland to meet our customers challenges around integration and interoperability, mobilising data away from traditional care settings and enabling patients through emerging technology to actively participate in their health and the care they receive. We also take a speculative look at what health care in Scotland might look like beyond 2020 in the era of 'the Internet of Things'.

BlueBayCT & Vision + Q&A Session

Dale Smith

This workshop will generally be an open forum for delegates to learn more about features of the software that they are unsure of, or alternatively to cover the some of the more common requests for support on the software.

Biographies

Natalie Berry

Natalie Berry works as Project Manager & Trainer at Microtech Group where she regularly coordinates with both practices and stakeholders, ensuring both have the opportunity to highlight any concerns, and address issues before they reach a national level.

Beginning with Microtech Support in 2012, Natalie has gained valuable experience from working in various roles throughout the company; moving from Sales to Training before becoming Prince2 practitioner qualified and taking on a Project Management role, handling a variety of projects within both Microtech Support & Telehealth Solutions including EDT & Docman roll outs, Windows 7 Updates, Back scanning & transfer of Telehealth Solutions to Microtech Group.

Murdoch Carberry

Murdoch has been Chair of the national Information Sharing Board (ISB) since 2011. In that period the group has overseen the establishment of a new partnership based agenda in support of integration and collaboration in health and social care. ISB has published a Strategic Information Sharing Framework (2014-20), endorsed by the eHealth Programme Board, the Local Government ICT Board and other relevant senior groups as a key document to inform local, regional and national information sharing initiatives.

An experienced public sector professional, Murdoch was previously Head of Reform and Change Management at Renfrewshire Council. At Renfrewshire since 1996, he managed: Social Work Information Systems, Business Administration, Customer Services, ICT and the council's Programme Management Office. He has initiated, driven and delivered a range of programmes/projects encompassing service review and redesign, technology innovation, ICT strategy development and new ways of working – producing lasting change and significant financial savings.

Gordon Carmichael

Gordon is an experienced Manager who has worked in Primary Care for six years. A qualified counsellor with nearly 40 years in Public Service, he is an enthusiastic advocate of Participatory Leadership, encouraging his staff where possible, to take positive action in terms of patient care.

Gordon welcomes the opportunity to discuss with his peers the opportunites and challenges of introducing On Line Services to a patient list of nearly ten thousand. He aims to broker an open and honest dialogue to explore and hopefully de-mystify the many issues involved.

Patrick Clarke

Since the days of leaving school, with the skint knees and short troosers, Patrick has been working in the NHS for 21 years. He started as a YTS (Youth Training Scheme – for those old enough to remember!) and worked his way up through the various roles including Office Manager, IT Manager and finally reached the height of becoming Practice Manager 13 years ago. Patrick works in the lovely West End of Glasgow with a practice dedicated to serving a large community.

Dr David Cooper

David has been a General Practitioner in Aberdeen for 13 years having trained locally in Inverurie. He is a GP Trainer and has been a member of NHS Grampian Primary Care IMT Group since 2006. He took over as chair of the NHSG Primary Care IMT Group in 2013. He is currently the Grampian regional co-ordinator for the Scottish National Users Group and as such sits on the SNUG executive committee. An enthusiastic EMIS PCS user and chair of the local EMIS User Group. In his spare time he is a fanatical cornet player and conductor of the local brass band and regularly can be found assisting the local ambulance service as a BASICS responder.

Sarah Everett

Sarah is a Practice Nurse/ Clinical Manager working in Govan Health Centre. She has been creating EMIS templates for the last 10 years ever since she created an EMIS version of all the Chronic Disease Management LES's CDSS Templates. This came about because there were very few EMIS practice back then and the health board wanted practices to use paper templates as EMIS did not correspond with CDSS, and so she decided to create her own and the health board subsequently adopted them for other EMIS practices to use.

Lois Fleming

Lois Fleming has been the Service Delivery Manager for SCI Gateway within Greater Glasgow and Clyde for the past 6 years. The role entails being responsible for the SCI Gateway application across all sectors of Greater Glasgow and Clyde (primary, secondary, mental health and community services), from the technical support and system administration of the application to business engagement and analysis when establishing or reviewing referral pathways. Lois began her career with the NHS in 1999 on the GPASS helpdesk before joining NHS Greater Glasgow and Clyde as GP IT Facilitator in 2003.

Mark Gonnella

Mark joined Microtech in December 2014 as Trainer and project Manager. He has been involved in learning and development since 1998, having worked with companies such as Airtours International and First Choice Holidays, delivering training solutions to overseas reps, cabin crew and UK retail staff.

Most recently Mark was responsible for Project Management and training solutions for the British Red Cross.

Paul Gray

Paul is Director General, Health and Social Care. He was previously the Scottish Government's Director General Governance and Communities, prior to that Director General Environment and then Director General Rural Affairs, Environment and Services.

Up to July 2009 Paul was the Scottish Government's Director of Change and Corporate Services, with responsibility for senior staff development and deployment; human resources; information systems and services; accommodation and estates services; corporate learning; employee engagement; and the Scottish Government's business improvement and change programmes. Before that, he was Director of Primary and Community Care – having joined Health in October 2005. His responsibilities included Primary Care, Community Care, Care of Older People, Adults at Risk, Dental services, Pharmaceutical services and General Medical Services. He held the role of Director of eHealth simultaneously. Prior to that he was the Scottish Executive Director for Social Justice, covering Social Inclusion, Equalities and Voluntary Issues, from October 2003, and before that, he was the Scottish Executive Director of Information and Communications Technology.

Biographies

Paul's career has covered such diverse areas as Criminal Injuries Compensation, fisheries quota management and licensing, and work with Her Majesty's Inspectorate of Education.

Dr Neil G Kelly

Neil has been a General Practitioner in Annan in Dumfries and Galloway for 22 years having trained in Aberdeen and Dumfries. Prior to this he worked in Southern Alberta in Canada. He is a GP Trainer and has been the Clinical Lead for the Community Health Partnership in NHS Dumfries and Galloway for 15 years. He is currently the eHealth Clinical Lead for the Board and the Co-chair of SNUG (The Scottish National Users Group) representing GP computer users on a number of national committees and boards.

Dr Alan McDevitt

Dr Alan McDevitt is a senior partner of a practice in Clydebank (since 1989). Chairman of the Scottish General Practitioners Committee of the BMA and has been a member of GPC UK since 2006. Also a GPC UK negotiator with special interest in IM&T. He is a deputy chair of BMA Scottish Council. Dr McDevitt is a past Medical Secretary and Chair of Glasgow Local Medical Committee. Past Chair of Clydebank LHCC and past Vice Chair of West Dunbartonshire Community Health Partnership. He is a GP Trainer and a Fellow of the Royal College of General Practitioners

Neil McNeil

Neil has extensive knowledge and experience with Docman gained throughout his years as Head of Software with Microtech Support Limited. He was instrumental in successfully implementing Docman in Scotland, from the first installations through to the last, working closely with both users and the developers to help shape Docman into the application it is today. He was at the forefront of the Docman EDT and Docman Transfer rollouts in Scotland and enjoyed delivering Docman training courses. Two years ago Neil brought his expertise of Docman, EDT and IT within Primary Care to Greater Glasgow & Clyde Health Board when he took up the post of GP IT Facilitator.

Dr Ian McNicoll

Ian is a former Scottish GP, and has been involved in healthcare informatics for nearly 30 years, working with and promoting openEHR technologies for the last 8 years, latterly as an independent consultant with freshEHR Clinical Informatics Ltd..

He is a Co-chair of the openEHR Foundation, Director of the UK not-for-profit HANDIHealth CIC, a member of the NHS Scotland SCIMP group and an Honorary Senior Research Associate at CHIME, UCL, UK

His current focus is on the promotion of the HANDIhealth open e-health platform ecosystem, with openEHR at its core, and the development of a related Development Platform, adopted by NHS England as a key part of their Code4Health initiative.

Louise McTaggart

Louise McTaggart is currently employed by NHS Greater Glasgow & Clyde as Contractor Services Manager, managing a team of Facilitators who provide IT and contract support to all Contractor groups. Louise has previously worked in Training and Development with Glasgow Local Medical Committee for 3 years and as a Practice Manager for 11 years. Louise represents the Facilitator network and GG&C on a number of national groups. Louise is also the Treasurer for SNUG.

Dr Paul Miller

Paul is a GP in Paisley, the Clinical Lead for SCIMP and a member of the National Vison User Group executive. Paul has worked in practices across Scotland using a variety of GP clinical information systems and has been working in health informatics since 1997 in many different capacities and projects. He is a member of UK wide informatics groups including the RCGP Health Informatics Group, the BCS Primary Care Group and UKCHIP. He believes passionately that IT should make the business of health care easier, safer and better for both practitioners and patients.

Dr Libby Morris

Libby is a GP partner in a suburban practice in Edinburgh. She also works as a Clinical Advisor for Primary Care in the eHealth Division of the Scottish Government. She has been a GP informatician for many years and has represented practices on the RCGP Health Informatics Group and the joint GPIT group for UK. She set up Scottish Clinical Information Management in Primary Care (SCIMP) in 1999 and as part of that group has been able to lead the development of ECS, KIS and the Docman Transfer Project. She is now working on the GP2GP project, SPIRE and e-Pharmacy. She is leading the communications group of the national Out-of-Hours review in order to improve sharing of information for patients.

Roslynne O'Connor

Roslynne O'Connor has been a Practice Manager for 15 years, initially in the Central Belt and then on Skye. She has been a member of SCIMP for 10 years with experience in both EMIS and INPS Vision clinical systems and has been involved with numerous projects including Docman Transfer, ePCS, KIS and SCCRS backfill.

Professor Sir Lewis Ritchie

Lewis Ritchie has been James Mackenzie Professor of General Practice at the University of Aberdeen since 1992 and is former Director of Public Health, NHS Grampian. He holds Chemistry and Medical Degrees from the University of Aberdeen and a Degree in Community Medicine from the University of Edinburgh. He previously served as a GP Principal at Peterhead Health Centre & Community Hospital. He has also served NHS Grampian in the past as Consultant, and continues as an Honorary Consultant in Public Health Medicine.

He has contributed to the NHS in Scotland in a number of capacities, including as member or chair of national advisory committees to the Scottish Government. He presently chairs the Scottish Medical and Scientific Advisory Committee (SMASAC), and is currently leading a review of out-of-hours primary care services in Scotland.

His research and development interests include: cardiovascular prevention, immunisation, ehealth/telecare/computing and development of new models of prevention and healthcare delivery. He has published a number of national reports and wrote the book: Computers in Primary Care. He has a particular interest in promoting clinical professionalism and leadership within the health service.

He has received a number of professional awards for his contributions, including the Fellowship and Perry Prize of the British Computer Society, for his work on computer-assisted cardiovascular prevention. In 2001, he was appointed OBE for services to primary care and was subsequently knighted in 2011 for services to the NHS in Scotland.

Dr Ian Thompson

Graduating from the University of Newcastle's combined MD Ph.D. programme, Ian's first foray into eHealth was in 2001 when he worked as a Project Doctor for the NHS Grampian ECCI project. Around 10 years later, having completed GP training and a five-year stint working as a locum GP, Ian was spotted as a graduate of the Royal College of Surgeons of Edinburgh/University of Bath Masters in Healthcare Informatics and persuaded to join the efforts of SCIMP. Ian works as a portfolio GP combining his clinical work in practice with eHealth work, and family life with his 2 children. He chairs the Emergency Care Summary service board, is a member of the GP IT change advisory board, GP IT national service board, and acts as a joint regional coordinator for the Lothian Region of the Scottish National User Group. Ian is also active within the British Computer Society, Health Scotland special interest group.

Andrew Vickerstaff

Andrew has been a Practice Manager of a remote and rural Scottish GP practice since 2003. The practice is in the Highlands on the northwest coast, roughly in line with the northern tip of The Isle of Skye. There are three GPs looking after 2200 patients but this number increases significantly during the tourist season. Their patients are spread across an area of 720km^2 – roughly twice the size of Greater Glasgow. They cover out-of-hours for the practice area as the next nearest GP practice is more than 60 miles away. Other experience includes:

- Practice manager trainer for NHS Education Scotland
- Trainer on Scottish doctor dispensing in the Highlands and Islands
- Set up new Pharmacy business
- Member of National Vision User Group executive panel

Dr Ann Wales

Ann's initial career was as a research biochemist, after which she moved into library and knowledge management, with a focus on disseminating knowledge and translating it into healthcare practice. Since 2005, Ann has held the national role of Programme Director for Knowledge Management in NHS Education for Scotland, leading strategic development of knowledge management across the health and social care system. Since December 2014, Ann has been working part-time with the Scottish Government eHealth Team to develop and progress implementation of a national roadmap for clinical decision support.

Peter Wiggins

Peter Wiggins was a GP principal in Glasgow for over 30 years and is now one of the team of Medical Reviewers in this new service.

He has previously been a member of SCIMP and SGPC IM&T committee and was the IM&T Advisor (Primary Care) in Glasgow for nearly ten years.

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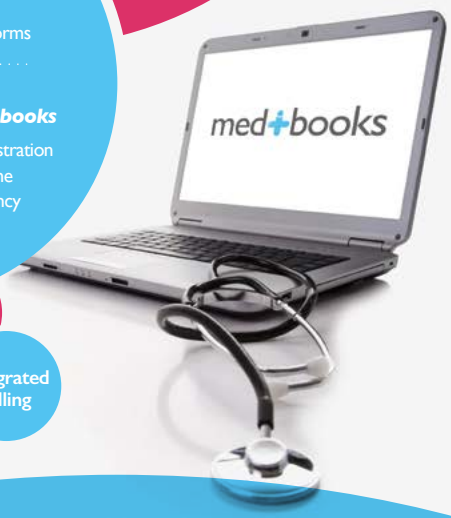

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PRIZE DRAW

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Fill in your name and organisation before tearing off your completed page. As soon as your card is complete, please post in the box on the registration desk. All cards must be received by the end of the 11 am coffee break on Day Two to be entered into the draw.

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ORGANISATION .....

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