eHealth in Primary Care
The Next Generation

SCIMP Conference 2011

The annual SCIMP Conference is the leading Primary Health Care Informatics conference in Scotland, attracting exhibitors from a broad spectrum of organisations across the health technology industry and the NHS.

To Register for this event visit www.shscevents.co.uk
For further updates and information www.scimp.scot.nhs.uk

Early Bird Discount available until 21 Sept 2011
eHealth in Primary Care
The Next Generation

With the change in the landscape of General Practice computing and the successful migration to new eHealth applications, Scottish Primary Care now stands at a crossroads. We ask: “Where do we go from here?” “How do we consolidate our advances and extract the full potential of the remarkable people and technologies we now have in place?”

Today we have at our fingertips a wealth of strategic data, and in clinics and consulting rooms across the country we have information tools that were unimaginable only a short generation ago.

Our conference will investigate and inform from the pragmatic to the outlandish how we can use these tools to best support and improve the health of the nation; and how we can inspire the next generation to meet the demographic and economic challenges we face by having a new vision for eHealth.

In addition to our usual mix of topical speakers and workshops we will introduce a panel debate with some of the leading lights in eHealth, and audience participation with live polling.

We anticipate a vibrant and inspiring conference and look forward to welcoming you to Crieff in November.

Registration Deadlines

21 September 2011
Early Bird Discount ends

3 October 2011
Sponsorship Deadline

28 October 2011
Closing date for Registrations

Ticket Details

Save £20 on all packages if you book before 21 Sept 2011.

A. Full Conference Package
   (One night’s accommodation and conference dinner)
   £320 + VAT

B. GPs, Nurses & Practice Managers
   (One night’s accommodation and conference dinner)
   £240 + VAT

C. Non-residential (both days)
   (Does not include accommodation or the conference dinner)
   £240 + VAT

D. GPs, Nurses & Practice Managers
   (1st November non-resident)
   £160 + VAT

E. GPs, Nurses & Practice Managers
   (2nd November non-resident)
   £160 + VAT

Register at www.shscevents.co.uk
# PROGRAMME DAY 1
1 NOVEMBER 2011

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>08:30</td>
<td>REGISTRATION – OUTSIDE MELVILLE HALL</td>
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</table>
| 09:30 | Welcome and Introduction  
Dr Paul Miller                                      |
| 09:35 | The Patient Experience  
Sue Kinsey                                         |
| 10:15 | STREAM 1                                                              |
| 11:00 | COFFEE & EXHIBITION – MELVILLE HALL                                    |
| 11:30 | STREAM 2                                                              |
| 12:15 | STREAM 3                                                              |
| 13:00 | LUNCH & EXHIBITION                                                    |
| 14:00 | Data quality and control in GP computing  
Kathie Applebee                               |
| 14:40 | Panel Discussion  
Chaired by Sean Brennan                                    |
| 15:40 | COFFEE & EXHIBITION – MELVILLE HALL                                    |
| 16:10 | STREAM 4                                                              |
| 16:50 | CLOSE OF DAY ONE SESSIONS                                              |
| 19:00 | RECEPTION – MELVILLE HALL                                              |
| 19:30 | DINNER – MELVILLE HALL                                                 |
| 21:30 | CEILIDH – MELVILLE HALL                                                |

### Additional Meetings

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>17:00</td>
<td>ePCS Meeting - Drummond Room</td>
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### CONFERENCE STREAMS – DAY ONE

Please choose one parallel session in each stream.

<table>
<thead>
<tr>
<th>Time</th>
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<th>Stream 4</th>
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| 10:15 | E health – enabling high quality and coordinated community care for people living with Long Term Conditions  
ATOS  
S1a                                               |
| 11:30 | E health – enabling high quality and coordinated community care for people living with Long Term Conditions  
ATOS  
S2a                                               |
| 12:15 | What makes a relationship legitimate?  
Dr Jimmy Courtney                                  |
| 16:10 | Supporting General Practice through Quality Practice Team Information  
Dr Annemarie van Heelsum & Duncan Buchanan        |
| 17:00 | Supporting General Practice through Quality Practice Team Information  
Dr Annemarie van Heelsum & Duncan Buchanan        |

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| 10:15 | Lab results: what Lablinks can do for you  
Dr Colin Brown  
S1b                                               |
| 11:30 | Lab results: what Lablinks can do for you  
Dr Colin Brown  
S2b                                               |
| 12:15 | Improving GP Summaries  
Dr George Fernie & Dr Andrew Power                 |
| 16:10 | Improving GP Summaries  
Dr George Fernie & Dr Andrew Power                 |
| 17:00 | Supporting General Practice through Quality Practice Team Information  
Dr Annemarie van Heelsum & Duncan Buchanan        |

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| 10:15 | Beyond Docman Transfer...  
Dr Leo Fogarty & Martin Morrison  
S1c                                               |
| 11:30 | Beyond Docman Transfer...  
Dr Leo Fogarty & Martin Morrison  
S2c                                               |
| 12:15 | Patient Experience of eHealth  
Sue Kinsey                                        |
| 16:10 | Patient Experience of eHealth  
Sue Kinsey                                        |
| 17:00 | Supporting General Practice through Quality Practice Team Information  
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| 10:15 | Telehealth Strategy  
Dr Neil Houston  
S1d                                               |
| 11:30 | Telehealth Strategy  
Dr Neil Houston  
S2d                                               |
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Dr Annemarie van Heelsum & Duncan Buchanan        |
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| 10:15 | Making Care Safer in Primary Care  
Dr Neil Houston  
S1e                                               |
| 11:30 | Making Care Safer in Primary Care  
Dr Neil Houston  
S2e                                               |
| 12:15 | The English Experience of Electronic Transfer of Prescriptions  
Dr Tony Kaye                                       |
| 16:10 | The English Experience of Electronic Transfer of Prescriptions  
Dr Tony Kaye                                       |
| 17:00 | The English Experience of Electronic Transfer of Prescriptions  
Dr Tony Kaye                                       |
PROGRAMME DAY 2
2 NOVEMBER 2011

09:30 Welcome
Dr Bob Milne

09:35 The Irish Experience
Dr Jimmy Courtney

10:10 STREAM 5

10:50 COFFEE & EXHIBITION – MELVILLE HALL

11:25 STREAM 6

12:10 Progress & Prospects for National eHealth Strategy
Alan Hyslop

12:55 CLOSE & LUNCH

CONFERENCE STREAMS – DAY TWO
Please choose one parallel session in each stream.

10:10 STREAM 5

S5a GP Extraction Service
Dr Ralph Sullivan

S5b KIS ePCS ECS
Dr Libby Morris

S5c Bringing global eHealth initiatives in primary care back to Scotland
ATOS

S5d ePharmacy Update

S5e Can we have a single medication record
Dr Ian McNicoll

11:25 STREAM 6

S6a GP Extraction Service
Dr Ralph Sullivan

S6b KIS ePCS ECS
Dr Libby Morris

S6c Bringing global eHealth initiatives in primary care back to Scotland
ATOS

S6d ePharmacy Update

S6e Can we have a single medication record
Dr Ian McNicoll

Crieff Hydro
Set in 900 acres of Scottish countryside, 4 star Crieff Hydro offers a centrally located unique business venue, only an hour's drive from both Glasgow and Edinburgh.

With 12 flexible function spaces to choose from, we can create your ideal event ranging from small traditional gatherings to large residential conferences accommodating up to 500 delegates.

Delegates can relax in between meetings when taking advantage of the wide range of discounted activities available onsite.

Relax and unwind in our adults only Victorian Spa where you can enjoy a leisurely swim, followed by the delights of the spa bath, sauna and steam room for the discounted rate of only £5.00 per person.

Visit our Clarins Gold Beauty Salon and indulge in a pampering massage, facial or nail treatment provided by our professional team of therapists.

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50 minute treatment soothes and eases tired muscle. £70.00 per person

Crieff Hydro Facial
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Minx Nails Design
A unique treatment that promises not to chip or smudge and requires no drying time!
Only £25.00 per treatment

Find out more! Contact our Beauty team on 01764 651609

With over 40 onsite activities to choose from it is easy to mix business with pleasure at Crieff Hydro. Our Outdoor Activity Centre provides a wide range of exhilarating pursuits ranging from quad biking and outdoor laser quest to bespoke team challenges. SCIMP participants can save 25% on all outdoor activities.

Find out more about the activities available when contacting our team on 01764 651622.
Session Synopses

S1a & S2a  E health – enabling high quality and coordinated community care for people living with Long Term Conditions
ATOS
The session will give an overview of how e health can support the delivery of high value, coordinated and personalised care in the community for people living with Long Term Conditions. There will be particular focus on how we can support the Reshaping of Older People’s Care pathway from a whole systems perspective. The key challenge being the delivery of positive outcome around the experience of people within the system, quality of the care provided and cash releasing efficiency savings. We will also focus on how we can build and integrate with existing e Health initiatives.

S1b & S2b  Lab results: what Lablinks can do for you
Dr Colin Brown
What are the types of results provided by the labs in your Health Board? Would you like lab results to automatically feed into the patient record in your EMIS or Vision practice system? Who needs to do what to supply results in a full Lablinks system? Finally, discuss how to streamline the processing of results in your practice.

S1c & S2c  Beyond DocMan transfer – roadmap for GP electronic record transfer
Martin Morrison & Dr Leo Fogarty
A discussion of the future roadmap of GP electronic records, leveraging the investments made to date to improve information flows and quality of care.

S1d & S2d  Telehealth Strategy

S1e & S2e  Making Care Safer in Primary Care
Dr Neil Houston
• Why we need to improve patient safety in Primary care
• How we can improve safety in Primary Care
• What part can IT play in making care safer

S3a & S4a  What makes a relationship legitimate?
Dr Jimmy Courtney
Legitimate relationships and models of consent.

S3b & S4b  Improving GP Summaries
Dr George Fernie & Dr Andrew Power

S3c & S4c  Patient Experience of eHealth
Sue Kinsey
**Session Synopses**

**S3d & S4d Supporting General Practice through Quality Practice Team Information**  
*Dr Annemarie van Heelsum & Duncan Buchanan*  
Consistent recording and collection of data is the first step to understanding variation and hence to controlling and improving processes in practices. While Scotland has a wealth of consistent data nationally to analyse what happens to patients in secondary care, the picture for primary care is very different. However, Information Services Division (ISD) of NHS National Services Scotland has, for many years, been working with a number of GP practices across the country on recording patient morbidity and related activity. The feedback aims to support practices in understanding and benchmarking their activity.

This presentation will highlight some recent examples of how this work benefits practices and CHPs and also provides an insight into consultation patterns in primary care across Scotland. We will discuss the implications of the large-scale migration of GP IT systems, which has created challenges as well as opportunities for improvement of collection, analysis and reporting of primary care data.

**S3e & S4e The English Experience of Electronic Transfer of Prescription**  
*Dr Tony Kaye*  
The session will explain the functionality of the English Electronic Prescription Service and how it works within the Vision system (as an example). I hope to show the key benefits for patients, pharmacists, and of course for the prescribers. EPS allows us to send acute and repeat prescriptions electronically to the patients preferred pharmacy, without paper; to bulk sign many prescriptions with one electronic signature; to electronically cancel prescriptions if necessary; and the biggest key benefit to us, is electronic Repeat Dispensing, where we set up batch prescriptions for a defined duration, and the prescriptions pass automatically to the pharmacy at the appropriate intervals, until the next clinical review is required. This could be the biggest work saver for GP practices. Ultimately, when all pharmacies in England are enabled for EPS release 2, patients will be able to collect their electronic prescriptions at any pharmacy.

**S5a & S6a FP Extraction Service**  
*Dr Ralph Sullivan*  
**S5b & S6b KIS ePCS ECS**  
*Dr Libby Morris*  
Building on the success of the Emergency Care Summary which is now connected to all GP Practices in Scotland, a new development called the Key Information Summary is now underway to extend the information available to clinicians.

The Key Information Summary has been designed to support patients with Long Term Conditions, mental health problems or special alerts and includes information on medical history, patient wishes, carer details and DNACPR. This information will be available to all users of ECS including NHS24, Out of Hours and A & E clinicians. Development is underway and pilots are planned for later this year.

**S5c & S6c Bringing global eHealth initiatives in primary care back to Scotland**  
*John Crawford*  
**S5d & S6d ePharmacy Update**  
**S5e & S6e Can we have a single medication record?**  
*Dr Ian McNicoll*
Biographies

Kathie Applebee
NVUG Chairman
Kathie is an organisational psychologist and management consultant and has worked with over 650 general practices since 1980. She is also a part-time strategic management partner in a large rural dispensing practice in Cornwall. Additional roles include Chairman of the National Vision User Group and RCGP Clinical Commissioning Champion. Kathie also writes regularly for the GP press.

Dr Colin Brown
GP, Glenburn Health Centre
Colin has been a GP in Paisley for 30 years and a member of Scimp for 10 years.

Duncan Buchanan
Head of Programme for Primary Care Information in ISD, NHS National Service Scotland
Duncan is currently Head of Programme for primary care information in Information Services Division, NHS National Services Scotland which covers, for example, information on GP practices, QOF, Practice Team Information, prescribing & dispensing and the PRISMS system. He also holds the post of Head of Statistics. A statistician by training, he returned to ISD in 2007 after secondment to the Scottish Government Health Directorate for 3 years working on resource allocation. Before joining the NHS Duncan worked in medical research at the Institute of Occupational Medicine and as a lecturer at the University of Paisley.

Dr Jimmy Courtney
GP and Honorary secretary of Eastern LMC
Jimmy Courtney is a GP in Holywood in County Down. He is an LMC Secretary, a member of NIGPC and chairs NIGPC’s IT sub-committee. He is a member of the Northern Ireland Primary Care ICT Programme Board, the Emergency Care Summary project Board and the Electronic Care Record project Board. He has an interest in patient consent and the confidentiality of care records and is a member of NI Privacy Advisory Committee.

Dr George Fernie
Senior Medicolegal Advisor, Medical Protection Society

Dr Neil Houston
GP and National Clinical Lead, Patient Safety in Primary Care, Healthcare Improvement Scotland
Neil Houston has been a GP Principal in Central Scotland for 19 years. He is currently National Clinical Lead for the Safety Improvement in Primary Care programme. He is a Patient Safety Fellow with Healthcare Improvement Scotland.

Alan Hyslop
Head of eHealth Strategy, Scottish Government
Alan has worked in various nursing and management jobs before moving into NHS Scotland IT. He has been with the Scottish Government Health Directorate for the last 10 years or so.
Biographies

Dr Tony Kaye  
GP, Davyhulme Medical Centre, Manchester
Tony has been a full time GP in South Manchester for 30 years, always with a special interest in medical informatics, and ePrescribing but is non techie! His practice has 8 partners, with 12000 patients, and has always been IT progressive, being the first in the locality to have path links, and also to become paperless. He has special clinical interests in Men’s Health, Diabetes and Minor surgery. He is a member of the National Vision User Group national panel. Having been a vision user for many years. He has been involved with the development of the English Electronic Prescription Service (EPS) in a variety of ways; as part of the GP and Pharmacy advisory group to CFH for several years; worked part time as National Clinical Lead at CFH on the EPS team for 18 months; am the Clinical Lead for the PCT EPS implementation board locally; and our practice was one of the first 5 Vision practices in the UK to go live with EPS Release 2, the full service, in May 2011. So he has had experience from many perspectives and is feeding back to In Practice Systems the functionality of the service. He is married with 2 sons, and 2 granddaughters, enjoys a game of bridge, swimming, whisky and wine!

Sue Kinsey  
Chair of RCGP Scotland Patient Participate Group (P3)
Sue Kinsey is the Chair of P3, Patient Partnership in Practice, the Patient Group of the RCGP (Scotland). A retired teacher, she has been involved in volunteering and community activities most of her adult life.

One of the on-going priorities of the work of P3 is to encourage practices to develop patient groups as part of a wider agenda of connecting, or re-connecting, practices with their communities and the organisations, both voluntary and statutory, which can support GP’s to support their patients.

As well as being active in her local health board area, Sue is a lay member of NHS Education for Scotland and is involved in the education and training of doctors and other health service staff. She is a board member of several voluntary organisations in North East Scotland including Aberdeenshire Volunteer Centre and GCRA, a voluntary organisation which runs all the Phase 4 cardiac exercise groups in the NHS Grampian area.

Dr Paul Miller  
General Practitioner and Health Informatics Consultant
Paul has been a General Practitioner since 1994 working mainly in Glasgow and Clyde, but with experience in practices across Scotland.

He is currently a GP principal in Paisley and combines this with work as a medical informatics consultant. Contributing to SCIMP since 2005, Paul represents the National Vision User Group, the UK wide independent user group for practices using InPS Vision clinical software. Paul has been involved in informatics since early on in his GP career and completed a Diploma in Medical Informatics at the Royal College of Surgeons in Edinburgh in 2005. He is a level 3 member of UKCHIP and contributes to the RCGP Health Informatics Group. Most recently Paul has authored two chapters of the revised Good Practice Guide for Electronic Records on behalf of the RCGP and Connecting for Health.

Dr Bob Milne  
GP, Cults
A GP in Cults, Aberdeen since 1978, Bob is currently Medical Director of the Primary Care Clinical Informatics Unit, Centre of Academic Primary Care, University of Aberdeen. He is also Chair of SCIMP (Scottish Clinical Information Management in Primary Care), Chair of RCGP (UK) Health Informatics Group and Co-Chair of the Joint GP IT Committee (RCGP and BMA).
Biographies

**Dr Libby Morris**
*Clinical eHealth Lead for Primary Care, Scottish Government Health Department*

Libby Morris is a GP principal in Edinburgh. Libby is a member of the Health Informatics Group of RCGP (UK) and the Joint GP IT group. While Chairman of the GPASS Users Group she helped to set up SCIMP and continues to be involved on behalf of the group in projects such as the Emergency Care Summary, the ePalliative care Summary, Key Information Summary and the Docman Transfer Project and supporting the IT facilitators. She works for the Scottish Government Health Department as a Clinical eHealth Lead for Primary Care.

**Martin Morrison**
*Assistant Director, Practitioner Services, NHS National Services Scotland*

Martin has worked in the National Health Service since 1991 in a number of financial, operational, information technology and senior management roles. In his current role, as Assistant Director of Practitioner Services, he leads teams across the whole of Scotland providing services to NHS Boards, GP practices and patients. Practitioner Services manage the Community Health Index of all patients registered with or in contact with NHS Scotland, ensuring the data is accurate and up to date, and pay nearly £700m to GP practices each year. We also manage the transfer of nearly 500,000 paper medical records between practices and to the rest of the UK and more recently have lead and supported the implementation of the electronic record transfer between Scottish Practices. The electronic record transfer service is now used by 98% of practices and transfers more than 1,000 patient records completely electronically end-to-end each day. Martin is a member of Practitioner Services Senior Management team and is Practitioner Services' eHealth Lead tasked with ensuring that the further development of primary care technology is always seen as a priority.

**Dr Andrew Power**
*Medicolegal Advisor, Medical Protection Society*

**Dr Ralph Sullivan**
*National Clinical Lead for Primary Care, NHS Information Centre*

Info tbc

**Dr Annemarie van Heelsum**
*Lead Analyst, Practice Team Information Healthcare Information Group, ISD, NHS National Services Scotland*

Annemarie moved to ISD in 2005 after well over ten years doing research in the field of quantitative genetics of farm animals. For the last four years she has been leading a small team of analysts who monitor, analyse and report on Practice Team Information (which developed out of CMR – Continuous Morbidity Recording). Her ambition is to improve the quality and scope of national reporting from GP practices, in part through improved feedback to practices and improved quality of recording.