

MLCSU Delivering the Digital Transformation Programme into Primary Care

Phase One – End of Phase Review

Locality **Lancashire & South Cumbria.**

Project Summary & Scope

As part of Lancashire’s and South Cumbria’s Local Delivery Roadmap (LDR), Midlands and Lancs CSU (MLCSU) have deployed a number of initiatives supporting the Digital Transformation Programme of works within Lancashire and South Cumbria Practices. The first phase included supporting three practices from each CCG listed below; although the scope was amended to increase delivery to all Blackpool Practices (but with limited visits).

Blackburn with Darwen CCG	Blackpool CCG	Chorley & South Ribble CCG
East Lancashire CCG	Fylde & Wyre CCG	Greater Preston CCG
North Lancashire CCG	South Cumbria CCG	West Lancashire CCG

The Digital bundle includes solutions and guidance for Patient Online Access (GP Online Services), Electronic Prescription Services; additional solutions were considered during the lifecycle of the project. These included MyHealth, Advice & Guidance and the IGPR software solution.

MLCSU provided Programme Management, Reporting and Transformation Facilitators supporting guidance to General Practices during the deployment of the Digital Transformation bundle. The first phase of this assignment had been agreed to run from March 2017 to end September 2017.



1. GP Online High-level Overview

- 48 Practice ‘Kick Off’ Meetings (evidenced within attached daily activity spreadsheet).
- 199 Face to Face Practice/Patient events (evidenced within attached daily activity spreadsheet).
- 35 Practice Training sessions (evidenced within attached daily activity spreadsheet).
- Regular meetings with Practice Managers forums and GP IT leads.
- 10893 Additional Patients registered to use GP Online services.
- 98% Increase in Patients using on line services to book appointments.
- 168% Increase in Patients requesting prescriptions via GP online services.

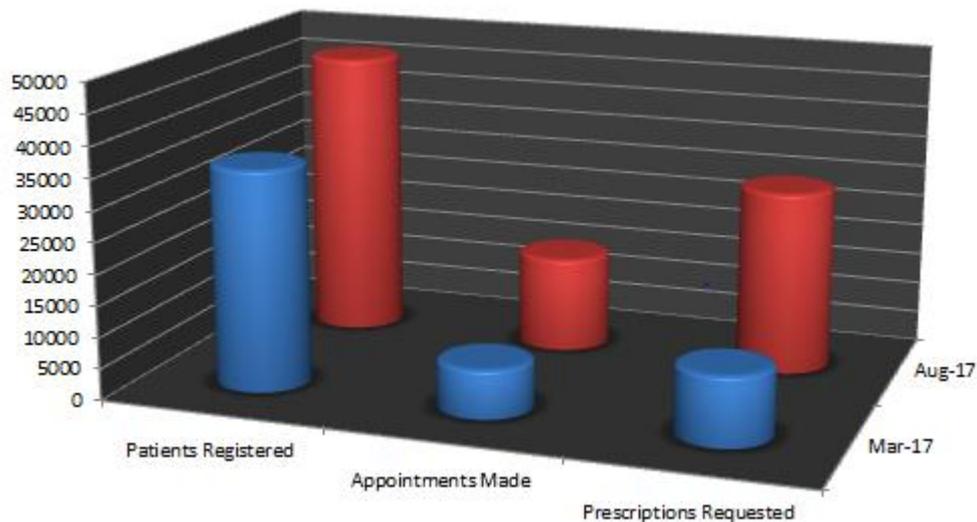


Chart 1.

Demonstrating increases in utilisation of Patient Online Services

2. Training

In addition to the original scope of the project, the MLCSU transformation facilitators and clinical application specialists have delivered 35 training and support sessions to empower practices and provide best practice for the promotion and management of patient online services focussed upon clinical system functionality supporting GP Online services, including all aspects of patient account management, online registrations and clinical system configuration to increase utilisation.

3. General Practitioner & Practice Manager Forums

Stewart Cooper has attended GP forums across Lancashire except Fylde & Wyre.

Regular meetings with GP IT Leads and Chief Finance Officers or their authorised representatives, to discuss the Transformation Programme; providing regular updates as requested.

4. Engagement, Promotion, Advice & Guidance

Ongoing provision of advice and guidance to all Practices on the best use of GP Online services and Apps.

This has been extended beyond the original scope to include all Practices that has approached the CSU for information.

Empower practices to increase the numbers of patients registered for online services by;

- Advise Practices of current expectations and targets of patient registrations required by the end of March 2018 and indicate how many patients are still required to achieve this target.
- Use of current digital services:
 - MJog (short message service), Email, Social Media including Facebook, Advertise on TV Monitor in Waiting Area
- Encourage practices to nominate a GP Online champion.
- Advise practices on best practice to increase patient registrations. Using seasonal campaigns such as the Flu Campaign.

5. Use of Third Party Applications

NHS Healthier Lancashire and South Cumbria, via the MLCSU Transformation team, wished to promote the following third party Apps.



8 Practices have been trained and technically live with this App.



iGPR

Niche Health and NHS England's Patient Online team have worked together to develop and successfully pilot a medical record screening tool - iGPR Patient Online toolkit.

iGPR, after meeting with MLCSU, were happy to provide two free trial instances for Practices.

To date both Limefield Surgery in Blackburn and Worden Health Centre in Chorley South Ribble, have successfully been using this App.

Electronic Web based Advice and Guidance



The Transformation team have met with both Marc Hadwin (Morecombe Bay Development Team) and Peter Aspinall (Digital Health & Lancs Team) regarding delivering Advice & Guidance to Lancs and South Cumbria Practices. At present only Morecombe Bay have this available, although through Peter Aspinall from the Digital Heathier Lancashire team is working with other secondary care providers to offering this service back to Practices across Lancashire.

6. Impact & Benefits

- Engaged with practices to increase their knowledge of GP Online Services providing change management guidance and best practice solutions for GP online elements.
- Empower practice to increase the number of online appointments available in order to increase the number of appointments booked by patients using online services, providing the practice reductions in reception time, telephone time and footfall within the practice.
- Promotion of online services to patients, empowering them to take control of their own health taking ownership of booking online appointments, requesting repeat prescriptions and viewing their medical record whilst being educating around the security and confidentiality of their records.

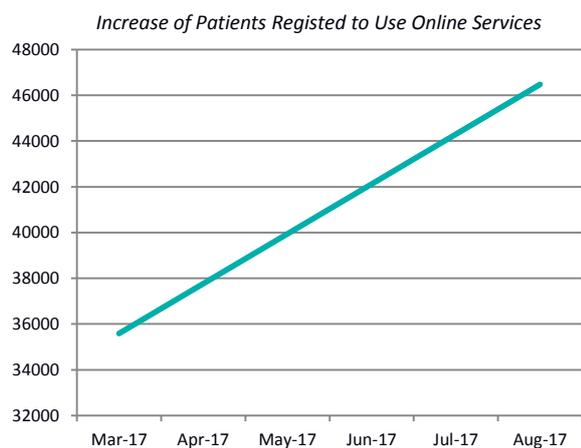
30.6% increase in Patients registered to use Patient Online Services

98% Increase in Appointments made using Patient Online Services

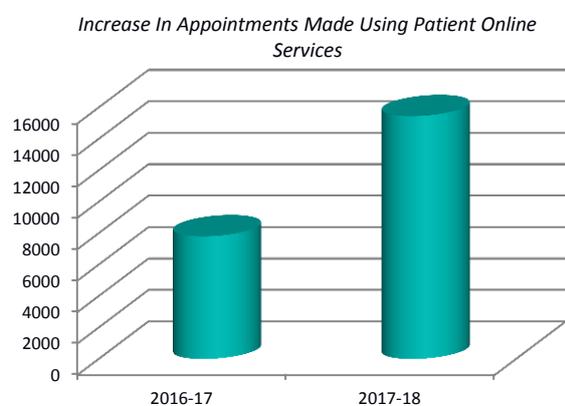
167.9% Increase in Prescriptions ordered using Patient Online Services



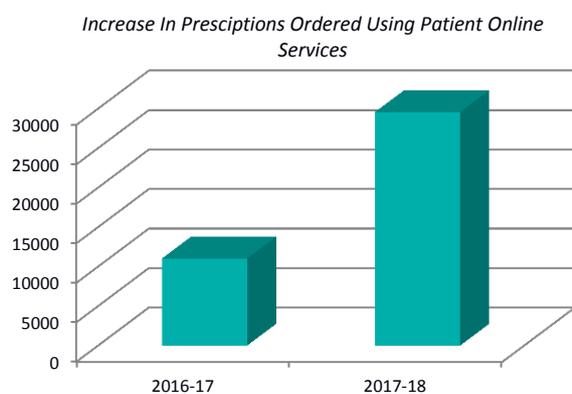
Increased number of registered patients for online services by 10893



Increased number of appointments made using online services by 7647



Increased number of prescriptions requested using online services by 18535



*End of year increases are predicted figures based upon actual increases recorded from March to August 2017.



7. Reasons for not wishing to use any of the above

GP Online:

General Practice Related

At various practices we have been dealing with, photo ID and a utility bill is required to register, even for the fundamentals, booking appointments and ordering repeats. Not all patients can provide these items.

Single handed GPs have limited amount of appointments to offer online and don't feel comfortable offering a small amount of appointments to book.

Limited staff resources to manage and promote GP Online when a practice is busy.

The practice does not have sufficient appointments online to meet the patients demand.

The patient has a mixture of acute and repeat prescriptions and only repeats can be processed online.

Staff feel threatened their job maybe at risk by introducing these electronic services.

Patient Related

Lack of Internet access due to area of high deprivation, age, financial constraints or a lack of skills.

Elderly patients living alone prefer to have the opportunity to chat with the receptionists as it is their only human contact, either face to face, by telephone.

Patients only visit the Practice once or twice a year.

A family member manages their appointments and repeat medication.

The patient's first language is not English and finds it challenging to understand.

The patient has registered, forgotten their username or password and hasn't known how to reset their credentials.

The pharmacy orders repeat prescriptions on behalf of the patient. (However, a number of practices are stopping this re-ordering process and encouraging patients to register for GP Online).

The patient does not think the system is secure and is nervous their private information could be breached.

iGPR

Practices are suggesting by using iGPR they are not receiving the usual fee from the insurance companies if they use the electronic approach to produce insurance reports. By using the traditional method they can command a higher fee to produce a report.

MyHealthUK

Progress has been slow due to GP reviewing usefulness of software against existing products.

Practices are content to continue using their current working practices without the need of introducing this APP.



8. Summary

Activity	Statistic	
Number of Kick off meetings.	48	
Number of Face to face meeting.	199	
Number of Training Sessions.	25	
Total number of patients registered to use GP Online Services.	46483	(Increase of 30.6%)
Total number of appointments made using GP Online Services.	15451	(Increase of 98%)
Total number of prescriptions requested via GP Online Services.	29570	(Increase of 167.9%)

9. Appendices

Appendix 1 – Daily Sheet – shows all visits undertaken by date.



VisitlogEOPR.xlsx

Appendix 2 - Transformation Programme Stats Phase One End



Transformation
Programme Stats Pha

Appendix 3 - Patient Feedback



Communal Patient
Feedback.docx

