

BHR Local Digital Roadmap

Increasing the use of digital technology across
health and social care

Havering Health Scrutiny Committee
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Looking to the digital future

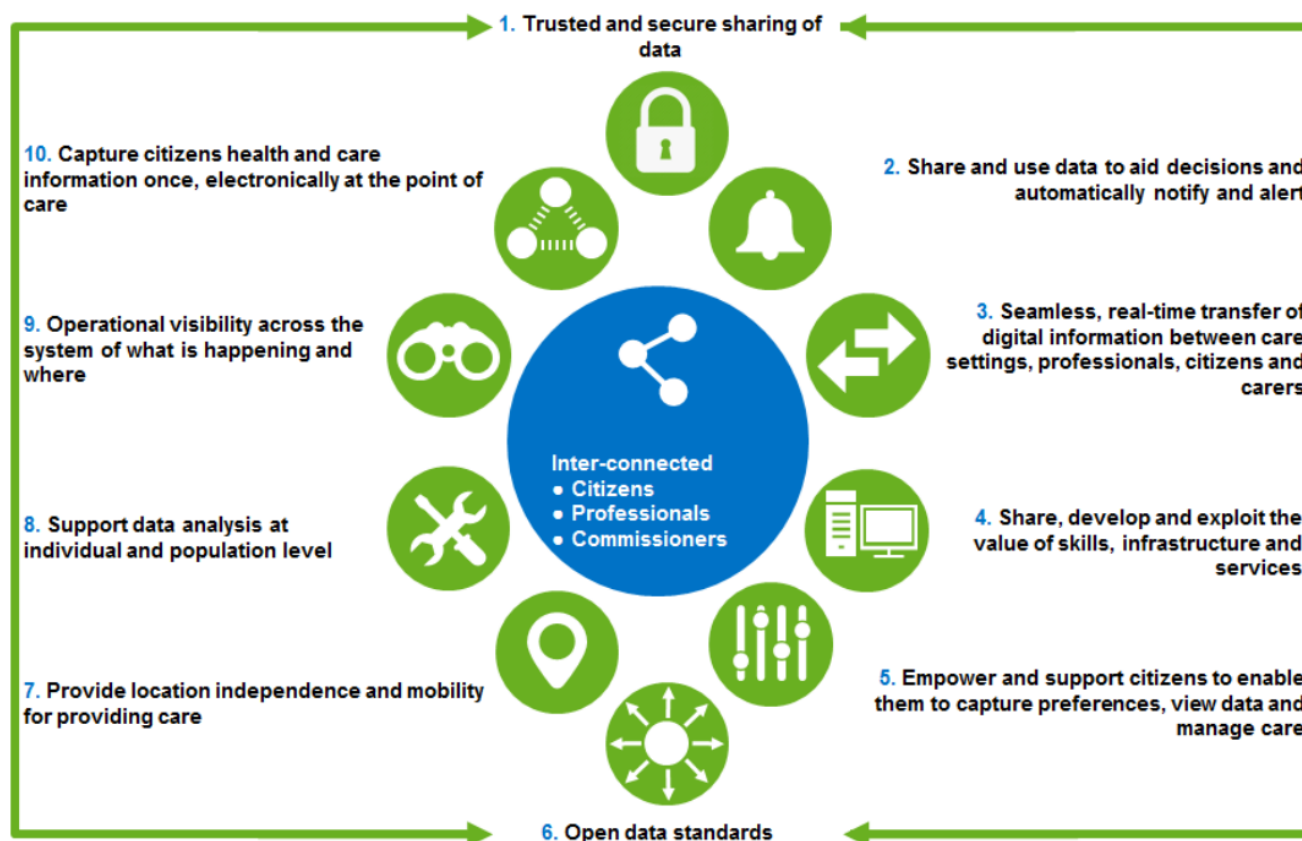


Demand for health services is rising and we know that building our digital capacity will give healthcare professionals the technology they need to be more efficient and respond to this demand.

Local health and care systems nationally were required to produce 'local digital roadmaps' setting out how they will achieve the ambition of 'paper-free' at the point of care by 2020', outlined in the NHS Five Year Forward View.

What are local digital roadmaps?


Roadmaps have 10 national guiding principles which provide a set of rules for digital transformation.



Barking and Dagenham, Havering and Redbridge digital roadmap was developed jointly by the CCGs, councils and local providers.

Our roadmap presented our vision for the next five years to address local challenges. The plan outlined how we would through better use of technology make the local NHS more efficient, and improve patient experience.

Our digital roadmap will support to:


- enable local people to be able to read their own health record in the way they choose
 - enable GPs, nurses and other caregivers to access patient information when they need to
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Funding

We projected that we would need funding to implement our ambitions and estimated that the cost to deliver would require approximately £42million over five years.

BHR CCGs applied for funding from NHS England, unfortunately the bid was denied on the basis that nationally there is no money available.

However, our annual GP IT funding was approved and this has enabled us to focus on alternative local projects.



Making it easier to access patient information in different locations


Healthcare professionals are given one single log in that provides access to patient information across multiple locations.

This is currently being tested in one GP practice and if this goes well, there is a view to roll out in all GP practices over the next two years.



How does it work?

Doctors, nurses and healthcare professionals no longer have to log in and out of different computer systems.

- no need to repeatedly type in usernames and passwords
 - saves time logging into different computer systems to find out about each patient
 - enables access to applications across multiple health and social care sites
 - supports mobile working and quicker access to information when needed.
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Online portal

BHR CCGs and Health 1000 GP practice in Goodmayes jointly developed an online portal for the practice.

Patients can now access and view their care plans online, empowering them to have greater involvement in managing their health.



Video consultation

We have successfully enabled the technology for video consultation in all GP practices. The technology can be used for patient consultations or GP clinical conferencing.

- Patient video consultation is running in a limited number of sites as a pilot scheme across the three CCGs.
- We are supporting practices through the process through training and providing materials.



Self check-in

Patients can tap in their arrival digitally in just a few seconds. The screens can help to reduce queues and also:

- meet the needs of our diverse population as text can be customised to be multilingual
- inform patients about waiting times – for example if the clinic is running late that day
- reduce patient waiting time and allow reception staff to focus on other administrative tasks
- protect patient data as names, addresses and other identifying information cannot be overheard

TV screens

- promote practice services, general health promotion and national NHS patient surveys.
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Patient WiFi

In response to patient demand we are working to set up free internet access in all GP practices.

This is a 12 month programme with the ambition to have WiFi in every GP practice by the end of the roll out.

Installing WiFi allows patients to access health apps and their online GP record whilst at their appointment. This will not only empower patients to take an active role in discussing and managing their condition but also improve patient experience.



GP remote working

We have rolled out laptops to three quarters of GP practices enabling clinical remote working.

For example, a GP on a home visit would be able to access medical records whilst with the patient.



Questions

