

Digital transformation in north east London

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Digital transformation in the NHS

- We're using technology to help health and care professionals communicate better and enable people to access the care they need quickly and easily, when it suits them.
- From websites and apps that make care and advice easy to access wherever you are, to connected computer systems that give staff the test results, history and evidence they need to make the best decisions for patients, we're working smarter to provide better care than ever before.
- The 2019 NHS Long Term Plan set out the national priorities for digital transformation and NHSX is the national body that drives it.
- In north east London (NEL) we take a 'one London' approach to digital transformation - working closely with colleagues across the city.

Priority areas

NEL is part of the **NHS One London** digital transformation programme. This programme has four main priority areas (known as levels):

- Level 0 – Infrastructure: making sure our IT networks, hardware and systems are compatible and up to the job.
- Level 1 – Providing clinicians with access to comprehensive individual patient records, at the point of care.
- Level 2 – Combining data from all health and care settings across NEL to become a ‘learning health system’.
- **Level 3 – Providing patients with access to their records and the ability to interact with their clinicians electronically.**

Today we will focus on Level 3 with a short overview of Levels 0, 1 and 2

Digital transformation and the pandemic - examples

- The pandemic led to a big rise in the use of online consultation (OC) forms on GP practice websites and remote consultations – usually over the phone (only 1% of consultations have been done by video).
- Phone contact has remained available to all and face to face appointments have continued throughout.
- Digital information sharing technologies have been fundamental to the delivery of the vaccination programme by cohort and the generation of shielded patient lists.
- People have been updated directly (particularly on vaccinations) through digital communications like text messages rather than just letters.
- The NHS app is enabling people to easily access their vaccination status.

Level 3 - Online and video consultation

- Patients can contact their GP practice via electronic online consultation (OC) forms on the practice website, the NHS App or another app.
- The use of the tools by practices varies across NEL, similar to, but slightly ahead of, the rest of London.
- Around 60 (out of 281) practices are making significant use of the tools but all must provide them as an option as part of the GP contract.
- They have been popular - an average of 3000 OCs were submitted per day in NEL in the last week of April 2021.
- The vast majority of non-admin contacts result in a phone call with a clinician. Only around 1% of consultations use video and in general telephone is simpler for both parties.
- Re-procurement of OC tools is underway and there are plans to do an audit of local practice websites for better consistency across NEL.

Level 3 - Online and video consultation

- Where available, the tools have proved popular and take up has been significant to the point where we are considering how we manage the post-lockdown demand.
- There has been lots of patient feedback about the convenience and flexibility of it. For example working parents can submit a consultation, talk to a doctor and have a prescription sent straight to their local pharmacy. No waiting on hold on the phone or weeks to be seen.
- Online, flexible access can reduce inequalities e.g. disabled access, language barriers.
- We have anecdotal positive patient feedback and the NHS patient survey is due in summer. Staff satisfaction and morale has improved in many cases as it significantly reduces admin and the time spent on it.

Level 3 - Digital exclusion

- Access to primary and secondary care services is not 'digital by default'. Currently only around a quarter of NEL GP practices are significant providers of online consultation.
- Through the pandemic 50% of GP consultations (national figure) were face to face, with the rest almost all on the phone, and the NHS GP contract requires telephone access and face to face appointments if the patient needs one.
- Online access for those that want it helps free up phone lines and reception staff time to triage phone calls and allocate all appointments quicker.
- Referrals and appointment booking into secondary care are done digitally by the practice in the main. Where choice is offered, patients can call the hospital; digital is an additional route in, not an exclusive replacement.
- We are undertaking a mapping and planning exercise on digital exclusion across NEL to understand the scale of the issue and its impacts on health more broadly, particularly in relation to any benefits delivered by things like Patient Held Records (see next section).

Level 3 - Giving patients access to their record

In line with London plans, the NHS in NEL is developing a secure online tool called a **Patient Held Record (PHR)** that will allow patients to access their health and care record, but also manage their care online by enabling information sharing between patients and clinicians on things like:

- Clinic letters and discharge summaries
- Appointments
- Test results
- Care planning
- Medication
- Symptom tracking

Level 3 - Giving patients access to their record

The approach in NEL is to have:

- A single PHR for all NEL patients, independent of, but in sync with provider trust systems.
- A PHR accessed through the NHS App / NHS Login so all health and care records can be accessed in one place.
- A platform able to connect with systems across primary, acute, community, mental health and social care, complementing this with citizen generated data through integrated apps/devices/wearables, as well as manual input, providing one consolidated citizen-owned record.
- Strategically building on existing provider and shared information systems.
- We have procured one system for all of London to enable this.

Level 3 - Giving patients access to their record

PHRs have the potential to transform care by:

- Using the PHR to deliver care plans and remote outpatient clinics, track symptoms and improve medications compliance for people with long term conditions.
- Data can be collected in near real-time from wearable and other devices (e.g. oxygen levels, BP, blood sugar) and alert professionals of potentially serious deterioration in a patient's condition.
- Patients can record their own measures around physical and mental health.
- Letters can largely be eliminated by communicating via the PHR.
- Patients won't constantly have to give the same information to different parts of NHS.
- Patients can take a more active role in the management of their own health and easily see everything on their record.

Level 0 – Infrastructure

Making sure our IT networks, hardware and systems are compatible and up to the job. This has seen investment in and improvements to the following:

- Electronic prescribing and medicines administration
- Trust electronic patient record systems
- Health and social care network
- PC replacement
- Laptops for Covid-19 response in primary care and supporting trusts
- Imaging systems

Level 1 - East London Patient Record

We have provided clinicians with access to comprehensive individual patient records at the point of care with a digital patient record system called the **East London Patient Record**.

- This shared clinical record viewer started in Barts Health and Homerton in 2014 to allow GPs and hospital clinicians to see information from each others systems.
- It is now expanded to cover all GPs in NEL, BHRUT, NELFT, ELFT, LB Newham, LB Hackney, LB Waltham Forest, St Joseph and St Frances hospices, 111 CAS, Community Pharmacists in C&H, Out of Hours services.
- It is extremely well used by clinicians with over 242,000 views in March 2021 alone.
- It is now being expanded to cover all of London by installing similar systems in each ICS and linking them up.

Level 2 - Using data to become a 'learning health system'

Combining data from all health and care settings across NEL to become a 'learning health system' – a strategic digital project to improve data quality and use it to intelligently improve care.

This will involve:

- Bring systems together to form 'one version of the truth'.
- Improve data flows and classifications, including systematic collection of patient and public inputs.
- Ensure world class data analytic tools and skills to translate data and information into insight and intelligence.

Thank You



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