JOINT COMMISSIONING COMMITTEE

MEETING DATE:	Thursday 10 March 2016
AGENDA ITEM NUMBER:	Item 7.0
AUTHOR:	Jackie France
JOB TITLE:	Associate Director of IT
DEPARTMENT:	CCG

PURPOSE/ACTION REQUIRED:	For informative purposes
CONSULTATION AND/OR INVOLVEMENT PROCESS:	None
FREEDOM OF INFORMATION:	Public

1. PURPOSE OF THE REPORT:

To provide an update on current IT/digital service initiatives within primary care, noting in particularly, services that will have an impact on patients.

2. STRATEGIC OBJECTIVES SUPPORTED BY THIS REPORT:

Continue to improve the quality of services	X
Reduce unwarranted variations in services	X
Deliver the best outcomes for every patient	X
Improve patient experience	X
Reduce the inequalities gap in North Lincolnshire	

3. ASSURANCES TO THE JOINT COMMISSIONING COMMITTEE

N/A

4. IMPACT ON RISK ASSURANCE FRAMEWORK:

Yes		No	X

5. IMPACT ON THE ENVIRONMENT – SUSTAINABILITY:	**Yes**		**No**	**X**

6. LEGAL IMPLICATIONS:	**Yes**		**No**	**X**

7. RESOURCE IMPLICATIONS:	**Yes**		**No**	**X**

8. EQUALITY IMPACT ASSESSMENT:	**Yes**		**No**	**X**

9. PROPOSED PUBLIC & PATIENT INVOLVEMENT AND COMMUNICATIONS:	**Yes**		**No**	**X**

10. RECOMMENDATIONS:

To note for information only

Joint Commissioning Committee

IT/Digital Services – Primary Care Update – February 2016

Purpose

To provide an update on the current IT programmes of work within primary care

Patient Online Services

Since March 2015, Practices have been able to offer online access to patient's to; book, cancel and amend appointments, order repeat prescriptions and access summary information such as allergies, adverse reactions and medication.

There are plans to expand the use of online services in general practice from March 2016 – more patients, accessing more services and being able to view more information about their health and care.

From March 2016, all practices should be offering their patients access to the GP electronic coded record, which will provide access to; demographic information, allergies/adverse reactions, medication (dose quality and issue date), immunisations, test results (numerical values and normal range) values (BP and peak expiratory flow rate), problems and diagnosis, procedure codes, coded information recorded within patient consultations (signs, symptoms), and codes showing referrals made or letters received.

Practices will also provide patients with on line access to clinical correspondence such as discharge summaries, outpatient appointment letters and referral letters. Practices will have the ability to choose a prospective date (no later than March 2017) by which to do this.

It will be optional to offer access to; free text and administrative items such as; diary entries/recalls, special notes/warnings, tasks, emails and internal messages.

Support Available

There is a national patient online support team who have worked with the BMA and RCGP to develop guidance and materials to support GP practices implement this, and this includes resources such as; Awareness and Registration, ID verification, Proxy access, and Coercion, as well as a resource guide. In addition there is local support from the Commissioning Support who are assisting practices on request.

Service Uptake

Although it is not possible to monitor the number of actual patients within each practice accessing this functionality, as of January 2016

- 89% of practices have patients utilising online appointment services
- 89% of practices have patients utilising online prescription services
- 26% of practices have patients utilising online record access

Electronic Prescriptions (EPS)

EPS enables prescribers - such as GPs and practice nurses - to send prescriptions electronically to a pharmacy dispenser of the patient's choice, ready for collection.

Service Uptake

As of January 2016 - 47% of practices operate an electronic prescription service for their patients. The plan is to increase this to 100% by March 2017.

Electronic Referral Service

The Electronic Referral Service (ERS) was developed as the successor to Choose & Book, and will ultimately provide the opportunity for all patients to be referred electronically to any named health or social care professional, provider or service. In time the system will support electronic appointment booking through the patient pathway, and will include self-referral (into suitably approved services) ability to electronically book follow-up appointments, enable appointments to be linked to take place in a pre-determined order and include referrals to diagnostic and support services, e.g., transport and interpreter services. Patients will be prompted by alerts and reminders advising when and how to book.

Service Uptake

The reporting services are currently being updated; therefore it is not possible to access the latest utilisation figures. Our current plan is for a minimum of 80% of referrals to be made electronically by March 2017.

Summary Care Record (SCR)

The SCR provides health care professionals with key data which includes; demographics, medications, allergies and adverse reactions which is derived from the patient GP record

It is now possible to expand the information available on the SCR, such as significant medical history (past and present), reason for medication, anticipatory care information (such as information about the management of long term conditions), communication preferences, end of life care information and immunisations.

It's now also possible to extend access to other professions such as pharmacists and social care.

All GP Practices within North Lincolnshire have uploaded their SCR, we have yet to look at how we can use the additional information functionality and extend access to support service redesign, this is likely to focus on medicines reconciliation and End of Life, Long Term Conditions pathways.

Touchscreen Kiosks

A small amount of capital funding is available to invest in touchscreen kiosks for GP Practices, which makes information more accessible to patients, e.g., access to book appointments, view records, complete friends & family test. These are being installed over the next 6 months.

Jackie France, Associate Director of IT