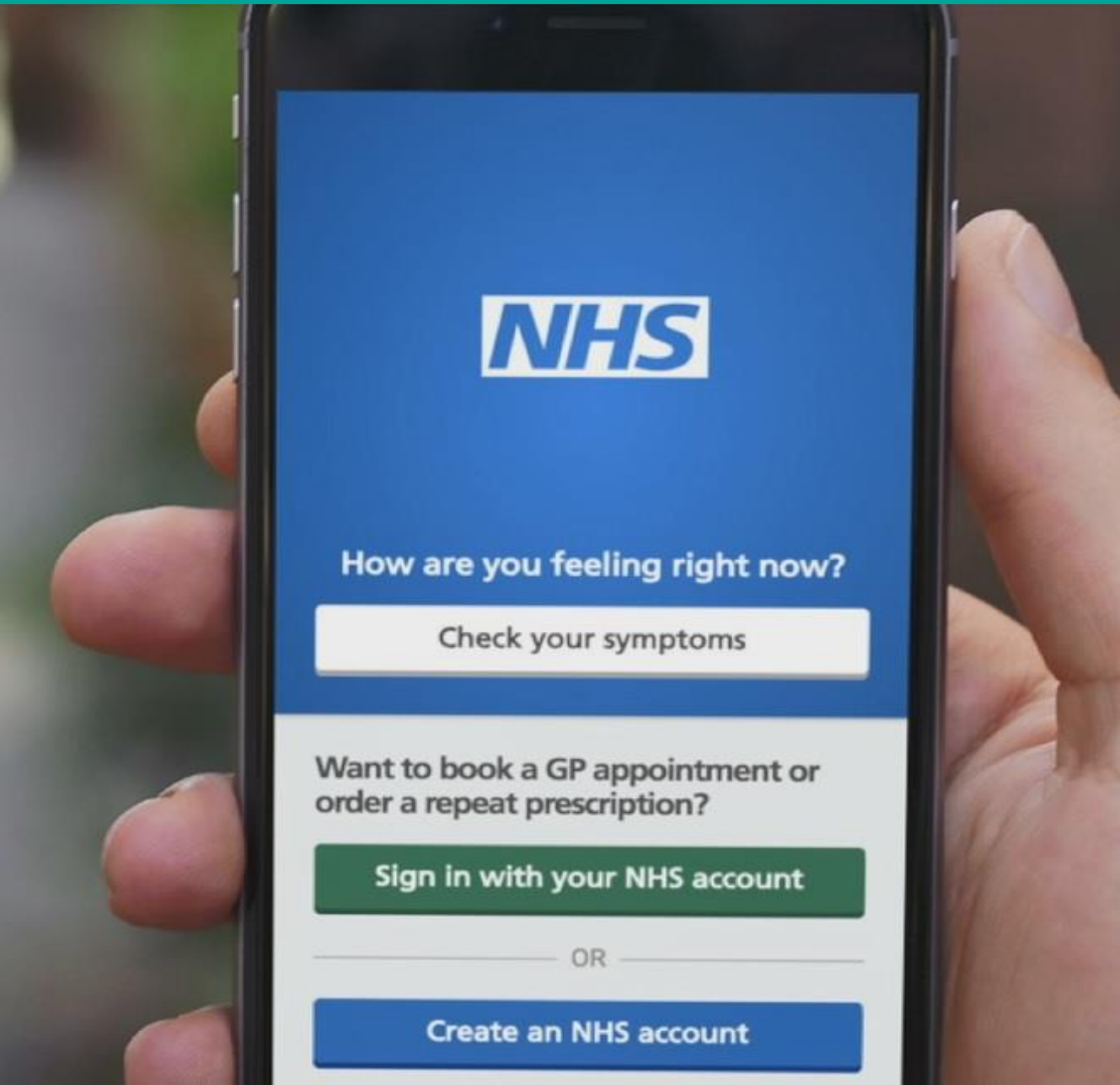# National tools / services available to help support these aims

Presented by
Kieron Martin, NHS Digital
Emma Halliday, NHSX

NHS App – at launch

NHS x

Symptom Checking & Triage

Booking Appointments

Repeat Prescriptions

Access to medical records

National Data Opt-Out preferences

Organ Donation Preferences

Emerging Benefits

NHS

Patients are using the app to book and cancel appointments successfully

The NHS App is increasing traffic to Organ Donation, increasing the amount of patients on the register

Patients really like the repeat prescription process on the app – it is saving them time

Increase in the number of patients signing up for online services without any practice involvement

Patients have said the NHS App is better than or similar to other health apps they use

* These are the emerging benefits based on a small sample size and a few weeks of live app use

Highlights Jan – July 2019

NHS

46,737
registered users

10,396 reverified	28,478 Never had online account	7,878 Patient Online

234,210 downloads

16,423 repeat prescriptions

123,391 patient record views

225,656 logins

10,214 booked appointments

3,257 cancelled appointments

Future developments

Third party apps the NHS App will connect to apps which have been assessed through the NHS Apps Library

Nominated pharmacy allowing users to set their preference via the app

Organ donation developing the existing functionality of the NHS App so people set their preferences via the app itself

Geographical enabler will allow things to be surfaced which have been locally commissioned or are available in an area a user lives in

Push notifications functionality enabled for a variety of services within the app

Delegated access and proxy access for families and carers to help manage health and care on someone's behalf

Electronic Referral Service will be integrated to allow people to book secondary care appointments and manage their referrals

Online consultations provider services integrated within the NHS App

Web browser version of the NHS App

NHS App service desk support

NHS^x

General Enquiries

- I would like further information
- My GP practice would like to be connected to the NHS App sooner than planned
- Non-technical or security related issues

NHS Digital contact centre
Monday – Friday 09:00 – 17:00

0300 303 5678
enquiries@nhsdigital.nhs.uk

Technical Issues

- The NHS App is not working
- A patient cannot verify their identity
- Security or safety related concerns

NHS Staff ONLY	Patients and public
Tel: 0300 303 5035 Email: ssd.nationalservicedesk@nhs.net (include "NHS App" in the subject)	FAQ available at https://www.nhs.uk/apphelp Issues can be reported online or via the NHS App https://www.nhs.uk/contact-us/nhs-app-contact-us

NHS Login

NHS[X]

"To deliver a single process for people and their nominated carers to simply, securely, consistently and conveniently access any approved digital health and social care service."

- All users are required to verify their identity in order to access the full range of NHS App functionality
- Most patients will be able register and verify their ID without the need to come in to practice
- ID is verified by NHS Digital and usually takes up to 2 hours

NHS Login journey
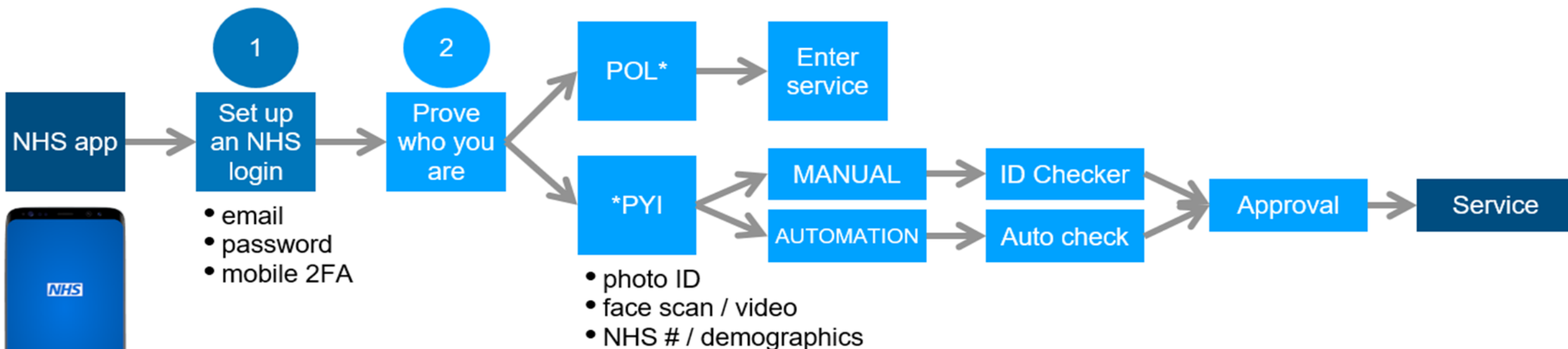
Service Level

Users that already have GP Online Services are provided with the level of access they currently have.

Users that do not have access to GP Online Services are provided with access to online appointment booking, repeat prescription requests and summary information.

*POL - letter from GP (linkage key, ODS, Account ID)
PYI – Prove your identity

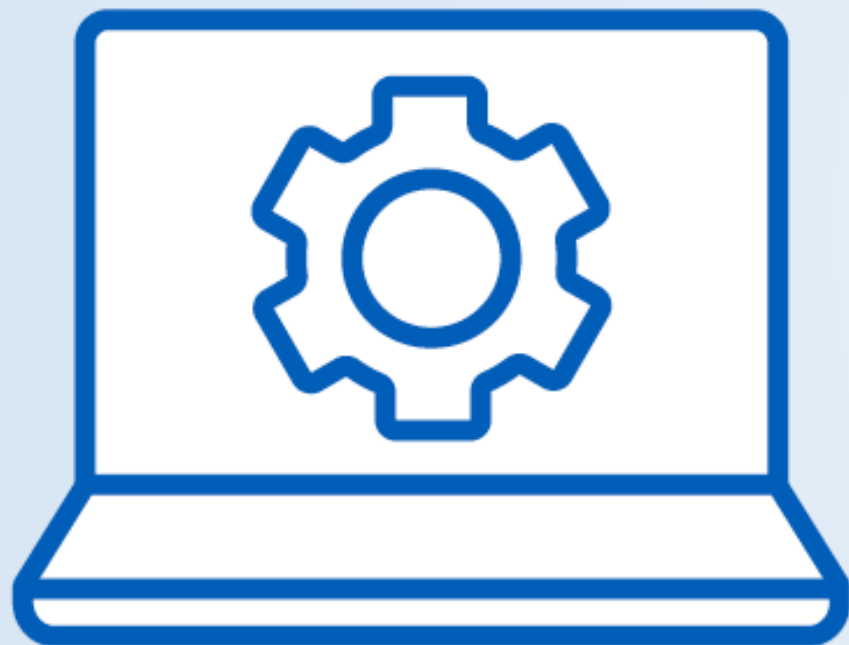**NHS**

Are you ready for the NHS App?

Top tips

- Encourage all staff to download and register to use the NHS App
- Familiarise yourself with the App and available functionality
- Identify and discuss benefits of digital for your practice and patient
- Review the toolkit and available resources

Step 2

Prepare your systems

NHS

Are you ready for the NHS App?

Key recommendations

- Set up a test/dummy patient to see what your patients will see

- Review appointment availability and the types of appointments made available online

- Set up appointments in a way that patients can understand

Promoting the NHS App

- Practice website and social media
- Posters, leaflets and waiting room screen film
- Text message, email, website and social media templates
- Images for websites and social media
- Telephone message script
- SMS campaign

GP Connect is a service that will allow GP practices and authorised clinical staff to share and view GP practice clinical information and data between IT systems, quickly and efficiently.

This will make sure patient medical information is available to clinicians when and where they need it, improving patient care.

What is GP Connect?
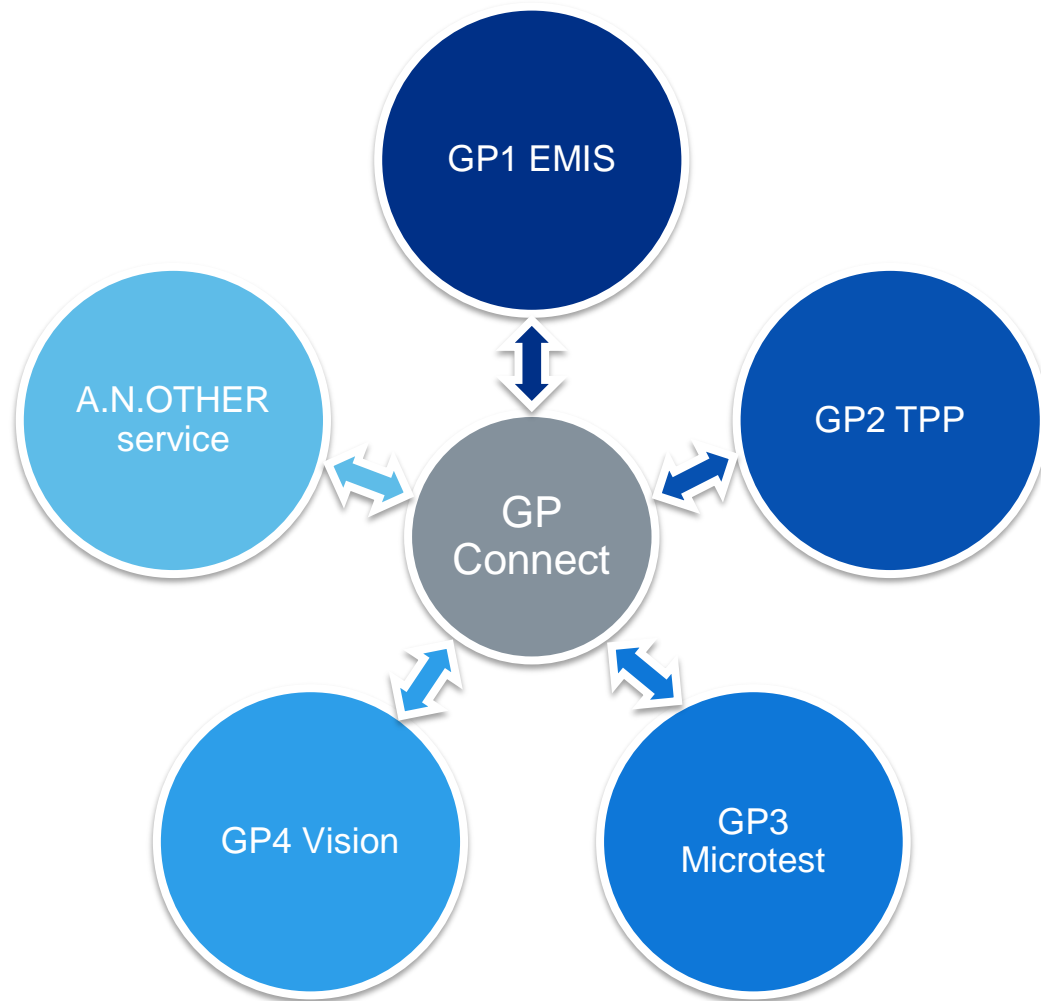
GP Connect enables the exchange of messages between different systems, based upon a data sharing agreement between practices and organisations.

The four capabilities we are delivering support the Improving Access to GP Services initiative.

GP Connect capabilities

Access Record: HTML

View the detailed patient record

- GP Connect will support hub working by enabling the detailed patient record to be shared regardless of GP system used
- This will be shared in a static view, similar to a screen shot
- Other care settings can also access information where agreements are in place

Access Record: Structured (medications and allergies)

Access structured information

- Systems can consume data in machine readable format, so no need to transcribe from one system to another
- Medications and Allergies being prioritised as the most valuable information for the majority of clinical interactions

Appointment Management

Access appointment books across GP Systems

- Enabling patient appointments to be created, amended and cancelled between practices and across a GP Federation
- Provide support for other care settings to create, amend and cancel a patient into an available GP appointment slot.
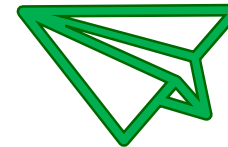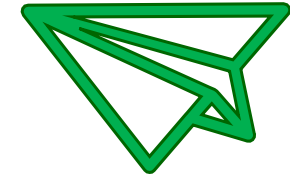
Send document

Write Back into Host System

- Systems can automatically send messages back to the patients registered practice detailing the consultation and any actions taken

Supplier progress to date

Supplier	Access Record: HTML	Appointment Management	Access Record: Structured	Send document:
EMIS	Approved	Final Testing	Ready to test	In development
TPP	Approved	Final Testing	In testing	In development
Vision	Ready for final testing	In testing	In development	TBC
Adastra	Final testing (view only)	Final testing (book only)	-	-

NHS

Online and video consultations allow people to make contact with their GP practice without having to wait on the phone or take time out to come into the practice.

Online consultations enable patients to ask questions, report symptoms and upload photos. **The practice usually responds within a stated timeframe** with some practices even responding within a few minutes.

NHS

Practices have the option to implement one or more of three main modalities:

Questionnaire based consultations using a web-based form. The patient fills in a form that gathers information about a query which is sent to the clinician (including a photo where applicable). There is no real-time communication (asynchronous).

Online triage where the patient enters symptoms and, with the use of an algorithm, receives algorithmically-generated advice and is directed to the right person or service in real-time (synchronous).

Video conferencing remote consultations via video technology between a patient and a clinician in real-time (synchronous).

Case studies

Tools library

Reference library

Contact us

Online Consultations
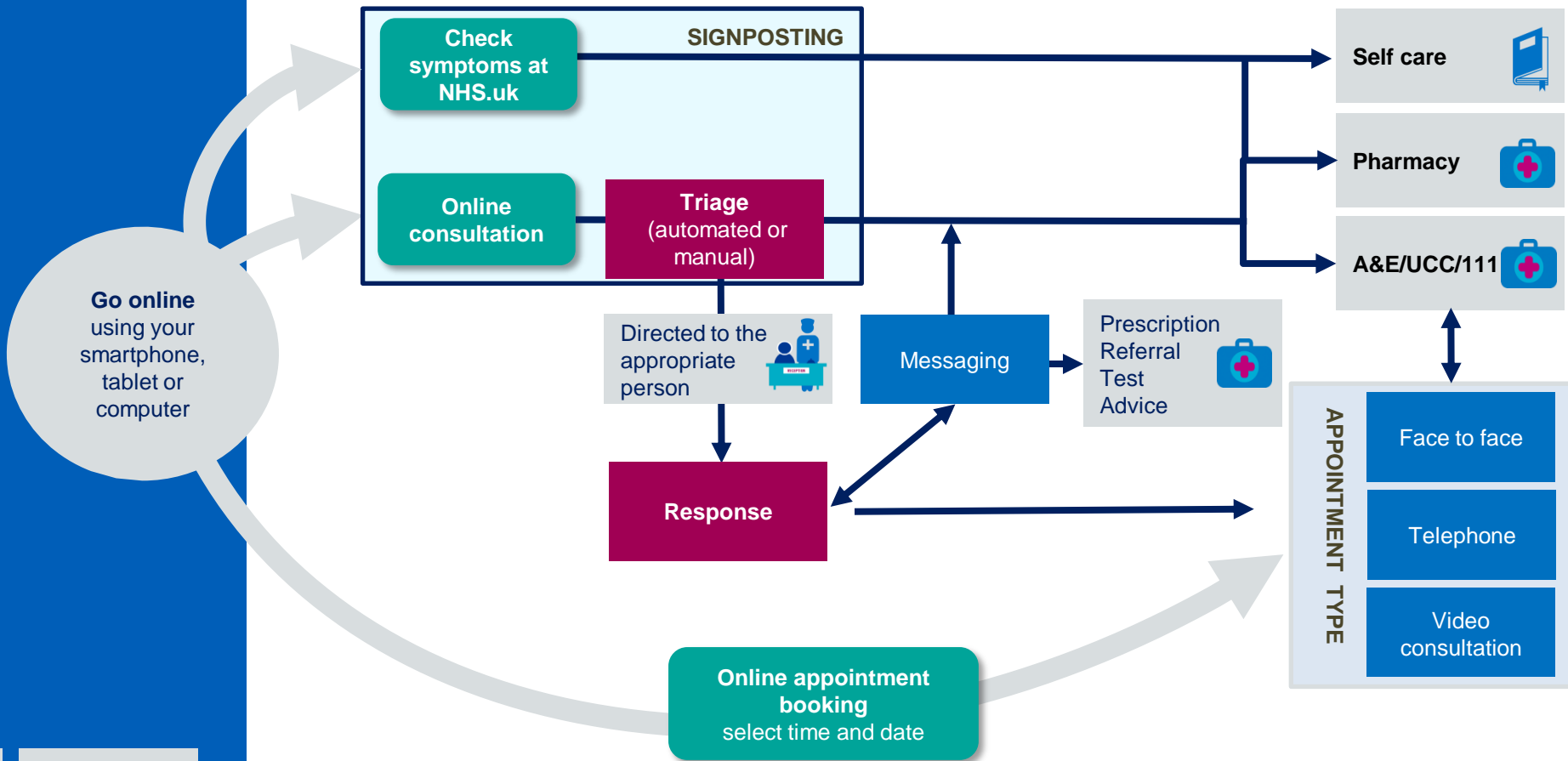
What are the benefits?

"Online consultations have been amazing for my patients. This morning my 25 year old patient said he couldn't believe how he no longer needed to battle through on the phone and could now do his online consultation at his leisure".

*GP Partner,
The Project Surgery*

Case studies

Tools library

Reference library

Contact us

NHS

What improvements have practices seen?

Access

Timely advice, information and services

Reduced waiting times

Convenience

Supporting people who prefer to access care remotely

Patient experience

High levels of satisfaction

Feeling more at ease

Continuity of care

Avoiding the waiting room

Quality of care

Picking up red flags early using triage

Comprehensive symptom enquiry

Empowering self-care

Efficiency

Signposting patients to the right place or person in the team

Optimising appropriate use of skill-mix

History available for the clinician before the consultation

Supporting staff

Greater control over workload

Opportunities for flexible and remote ways of working

Giving people the time they need

Staff satisfaction

NHS

Evaluation standards and guidance

Develop a framework for feedback, learning and **safety reporting**

Develop implementation guidance
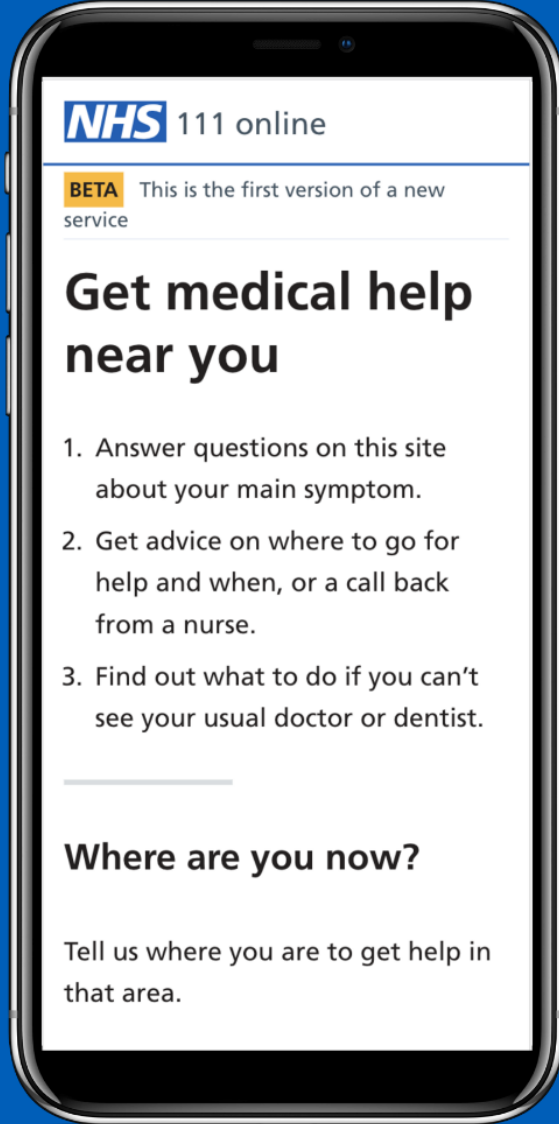
111.nhs.uk

- free and easy-to-use website
- in Thames Valley since July 2018
- uses same triage as 111 phone service (NHS Pathways)
- also part of NHS app

People can get medical help or advice at **111.nhs.uk** using a smartphone, laptop or other digital device.

They can:

- answer questions about their symptoms
- get advice on what to do and where to go
- if necessary, get further advice from a nurse, doctor or other trained medical professional

111.nhs.uk in Bucks Oxon & Berks W. STP
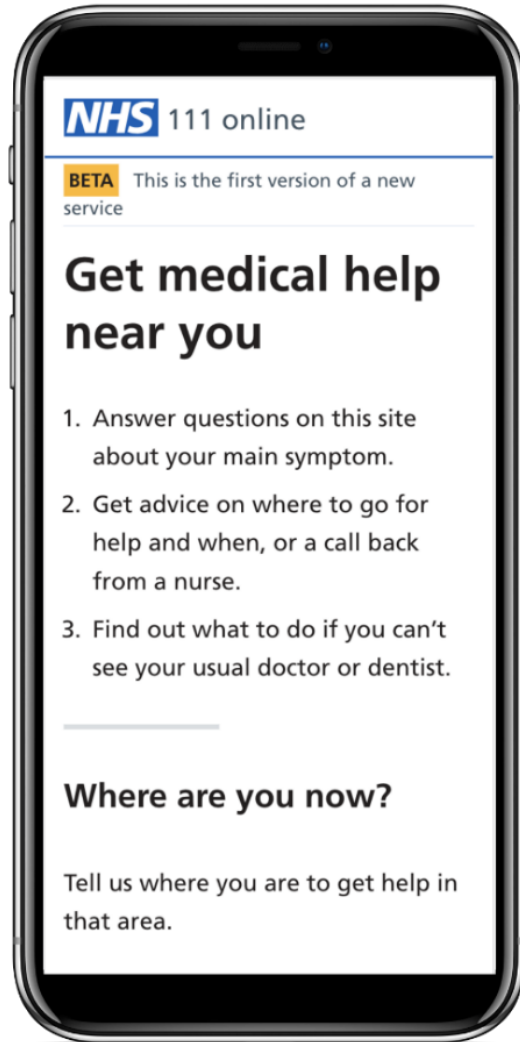
28,550	• Triages done in 2019
10.4%	• Of all 111 triages in June (online + phone)
94%	• Completion rate
118 seconds	• Median triage time

NHS 111 online

BETA This is the first version of a new service

Get medical help near you

1. Answer questions on this site about your main symptom.
2. Get advice on where to go for help and when, or a call back from a nurse.
3. Find out what to do if you can't see your usual doctor or dentist.

Where are you now?

Tell us where you are to get help in that area.

Telling patients about NHS 111 online

Add details for 111.nhs.uk to GP answerphones messages

When GP practices are shut patients are usually directed to ring 111 (after emergency options). Some practices include 111 online on their answerphone message, alongside the telephone service.

- This informs people at the point of need; their health concern already prompted them to ring the surgery

- Instructions should be channel-neutral, offering the telephone and online as equal options.

- NHS 111 IT & Telephony have recorded basic answerphone messages for national use (download them here).

Telling patients about NHS 111 online

Posters, flyers and videos

Materials from a NHSE/PHE publicity campaign are available to download here.

- Media campaign for 20-25 year-olds

- Print materials suitable for waiting areas, notice boards

- Video advert for social media

- Watch it here: https://youtu.be/N1flJsbM4es

SCR with Additional Information

96% patients have a Summary Care Record, with over 2 million having an SCR with Additional Information.

Benefits

- Supports information transfer and reduces the requests for information when patients are admitted
- Supports local and national priorities around frailty
- Supports end of life care beyond the footprint of the EPaCCS and local record sharing solutions
- Complements local sharing solutions by providing GP data for out of area patients

Proof of Concept (PoC) Future milestones (start dates):
- PoC Domiciliary Care – Early discovery started Q2 2019.
- PoC Care Homes – now live at two sites in North/North East Lincs.
- PoC Social Care – now live in two regions to begin viewing in Hull and Leicester.
- Improvements in usability of the SCRa and mobile/internet based access (no requirement for smartcards) – Now live with London Ambulance Service.

For further information contact – bau.operations@nhs.net & scr.comms@nhs.net

SCR Flow Diagram

NHS Spine
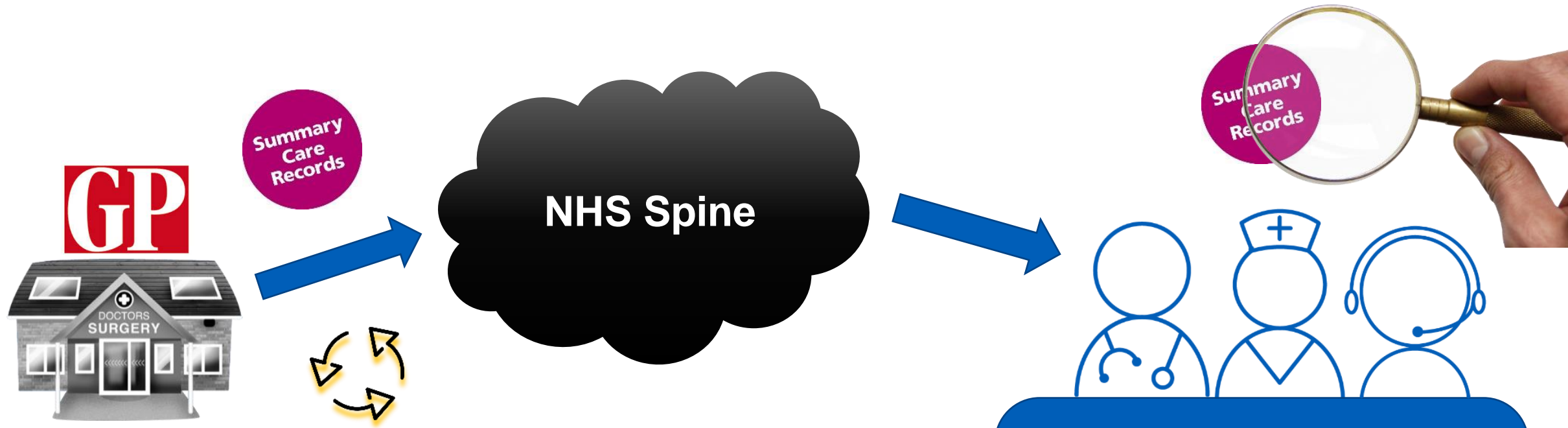
Patient choice:
- SCR Core (usually implied)
- SCR with AI
- Opt out

Permission to view via:
- SCRa
- 1-click
- 3rd party systems

Where are we now: Current status of National Systems in Oxfordshire

	Oxfordshire CCG	National	Notes
Electronic Prescription Service (EPS) – practices live	94% (67 out of 71)	94%	Goring and Woodcote / Morland Health / Sibford Surgery / White Horse medical not yet live. All dispensing practices.
Overall EPS usage	68%	74%	
EPS Electronic Repeat Dispensing (eRD) usage	14%	15%	
Summary Care Record with Additional information	6.6%	4%	
Patient Online - patients able to book appointment	31%	27%	
Patient Online – patients able to order repeat prescriptions	31%	27%	
Patient Online – Patients with detailed coded record	14%	7.5%	
Patients registered with NHS Login via NHS App	280	49,546	
Patients who have registered interest to get the NHS App	301	25,772	

GMS Contract 2019/20

Overview of GP contract – 2019/2020

5.10 NHS England and GPC England have agreed eight specific improvements, backed by agreed contract changes, in areas where it is realistic to make early progress, given available functionality

Reference	Description	Timescales	Programme name *Related programme*
5.10 (i)	all practices will be offering online consultations	By Apr-20	Online consultations
	all practices will be offering video consultation	By Apr-21	Online consultations
5.10 (ii)	**all patients will have online access to their full record, including the ability to add their own**	**From Apr-20**	**GP online services**
	new registrants having full online access to prospective data	**From Oct-19**	**GP online services**
5.10 (iii)	offering and promoting electronic ordering of repeat prescriptions and using electronic repeat dispensing	From Apr-19	GP online services
5.10 (iv)	**at least 25% of appointments are available for online booking**	**By Jul-19**	**GP online services**
5.10 (v)	all practices will need to have an up-to-date and informative online presence	By Apr-20	Enhancing practice websites
5.10 (vi)	**patients access online to correspondence**	By Apr-20	**GP online services**

2018/19 Joint commitment with the BMA and NHS England:

'Practices under 10% to work with NHS England to achieve greater use of online services.

Practices should work towards 30% of your patient population signed up for GP online services' by March 2019

GMS contract ' A contractor must **promote and offer to its registered patients**, in circumstances where the medical records of its registered patients are held on the contractor's computerised clinical systems, **the facility for any such patient to access online all information from the patient's medical record which is held in coded form**.'

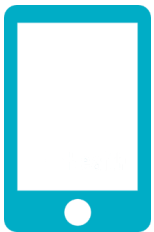# Records Access

NHS England

Detailed Coded Records Access (GMS 2015/16)

- **Demographics**

- **Allergies/Adverse Reactions**

- **Medication** (dose, quantity and last issued date)

- **Immunisations**

- **Results** (numerical values and normal range)

- **Values** (BP, PERF)

- **Problems/Diagnoses**

- **Procedure Codes** (medical or surgical) and codes in consultation (signs, symptoms)

- **Codes showing referral made or letters received** (no attachments)

- **Other Codes** (ethnicity, QOF)

Full records access (GMS 2019/20)

Free Text

Letters and Attachments

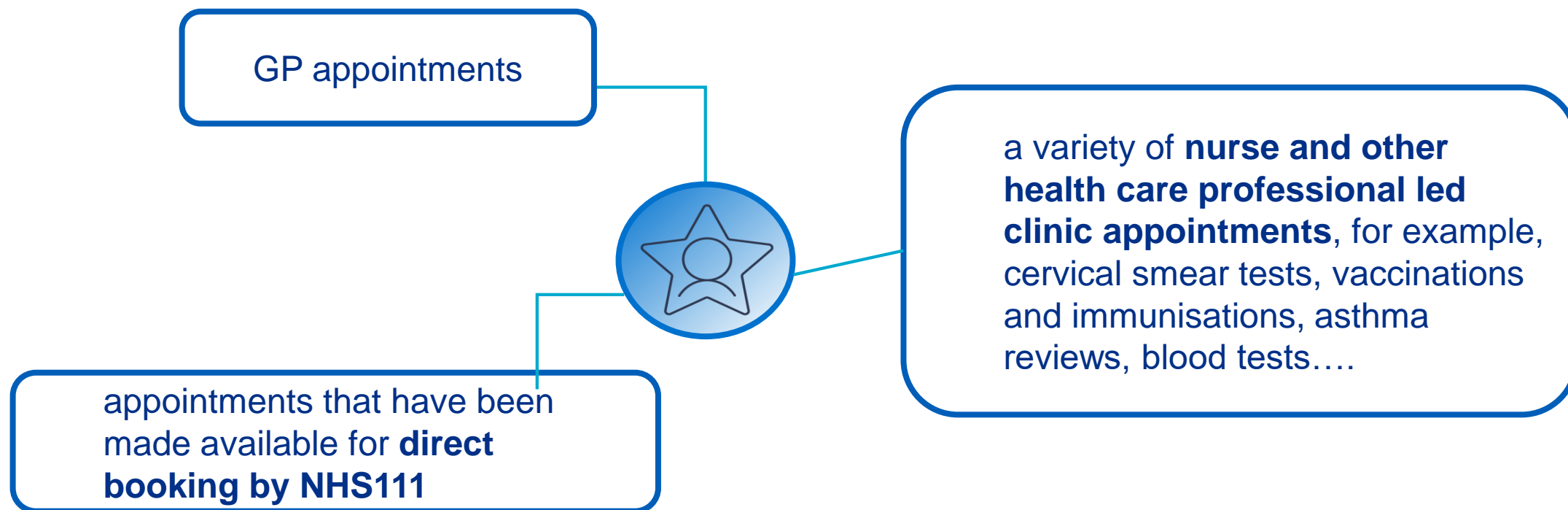| Date	Contractual requirement
Oct 2019	new registrants having full online access to prospective data
Apr 2020	all patients will have online access to their full record, (*including the ability to add their own*)

To note:
- **Assessment of access should be offered on a case by case basis**

Access to online booking of appointments

NHS England

From July 2019 **practices will be expected to make 25% of their appointments available for booking online**. GMS Regulations will be amended to make this a contractual requirement.

This requirement relates to the complete range of appointments practices offer, including, but not limited to:

GP appointments

a variety of **nurse and other health care professional led clinic appointments**, for example, cervical smear tests, vaccinations and immunisations, asthma reviews, blood tests….

appointments that have been made available for **direct booking by NHS111**

25% of appointments

These are not new or additional appointments, they are 25% of a practice's current appointments, providing an alternative route for patients to access the booking of appointments. Note: The appointments do not have to be face to face.

Type of appointments	Total available (per week)	Appointments available online (per week)
GP appointment	100	30
Nurse appointment	25	5
HCA appointment	25	5
Flu clinic	25	5
Physiotherapist	25	5
Total	**200**	**50**

Example of how practices can split appointments per week

2019/20 General Medical Services (GMS) contract
Guidance and audit requirements for GMS contract - May 2019

It has been a long-standing objective **to increase the use of electronic prescriptions** as this streamlines the prescribing process considerably, saves practice and patient time, and has wider system benefits including cost savings and contributing to our overall aspiration of a paperless NHS.

It is already a contractual requirement that, **once EPS Phase 4 has been installed at a practice, practices must use electronic prescriptions** if they are satisfied EPS is working properly and apart from some specific exemptions, where clinical need is identified.

After piloting, EPS Phase 4 will be rolled out across England during 2019/20 and use of electronic prescriptions will become mandatory, **with paper prescriptions used only by exception.**

From April 2019, practices are expected to use Electronic Repeat Dispensing (eRD) for all patients for whom it is clinically appropriate, and practices are encouraged to promote the use of eRD to their registered patients. eRD provides an efficient way to supply patients with repeat medication without the prescriber needing to sign repeat prescriptions each time. It allows the prescriber to authorise and issue a batch of repeat prescriptions, which will be available at the patient's nominated pharmacy, at a specified interval until the patient needs to be reviewed. This has significant benefits to practices and patients as a time saving measure. **GMS Regulations will be amended to make use of eRD, where clinically appropriate, a contractual requirement.**

EPS & eRD
Key Benefits

EPS

- More efficient processing of prescriptions

- Greater control and flexibility with tracking and cancellation

Enabling eRD

- **Reduction** in monthly repeat requests, issuing, signing, collection, medicines waste

- Improved Patient safety/compliance / adherence due to **regular clinical checks**

What is EPS Phase 4

The key change with Phase 4 is that the default route for all eligible prescriptions will be electronic. There will be two options for patients when Phase 4 is live:

1. If Patients continue to nominate their EPS pharmacy to receive their prescriptions (as with the current service) – No change continue as normal

2. If Patients are registered as Dispensing patients - No change. The prescriptions will print as FP10s

3. If no nomination is in place, or the patient chooses not to use their nominated pharmacy, patients must be provided with a token with a barcode to take to a pharmacy who will scan it and "pull down" the prescription from the spine

EPS will be the default method for the generation of prescriptions when Phase 4 is deployed across the prescribing estate

(Currently in pilot phase across 43 sites)

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➤ **www.digital.nhs.uk**

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for better health and care