Commissioning digital services
The role of a GP and clinical commissioner

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General practice provides **safe**, **high quality** and **efficient** care, with very high levels of patient **satisfaction**. It has a **unique** and **vital** place in the NHS...

**Holistic perspective** understanding the whole patient not just a disease

**Accessible, personal** care built on a relationship from cradle to grave

**Comprehensive skills** to diagnose & manage almost anything

**Community based** responsible for prevention and care of a registered population

**First port of call and central** point of care for **all**, for **life**

Personal and population-orientated primary care is central ... if general practice fails, the whole NHS fails. Simon Stevens, General Practice Forward View
All hail our new GP robot overlords

19 September 2017
Dr Pete Deeson

Thanks goodness the silly season is over, and we can look forward instead to more sensible news as our leaders attend conferences to pontificate on the future of healthcare. Which brings me to Jeremy Hunt’s announcement at NHS Expo that within the next ten years doctors will have been replaced by computers. I know what you’re thinking: when those 5,000 extra GPs he reckons he’s recruiting hear about this they’re gonna be well miffed.

At the same event, Sir Bruce Keogh said we’ll have computer-generated radiology reports by 2021, and this, at least, is not hard to believe. I mean, my IT skills make Derek Zoolander look like Dennis Nedry but even I could write that programme.
Future commitments
NHS Mandate, GMS Contract and National Information Board

2016/17
• 10% of patients registered for online services across England
• Joint BMA and NHS England commitment of 10% at each GP Practice (non contractual)

2017/18
• 20% of patients registered for online services across England
• Increase in access to records, especially for patients with long term conditions

2018/19
• Patients able to view information from across all clinical settings across the health system
• Patients able to write in to their clinical record
• 15% of patients using apps/smartphones to access NHS services

2019/20
• Patients able to view information from all health and social care settings
• Paper free at the point of care

Announced by SofS at Expo 2017
• Double the number of appointments slots available to book online
• A significant increase in patients using online prescription ordering
• Increase access to detailed coded records five fold
The GP Forward View
General Practice is under pressure, with increased demand and workload, growing patient concerns about convenient access and relative under investment

Chapter 1: Investment
We will accelerate funding of primary care

Chapter 2: Workforce
We will expand and support GP and wider primary care staffing

Chapter 3: Workload
We will reduce practice burdens and help release time

Chapter 4: Practice infrastructure
We will develop the primary care estate and invest in better technology

Chapter 5: Care redesign
We will provide a major programme of improvement support to practices
Making time in General Practice report by Primary Care Foundation and NHS Alliance

The report also estimated that around 27 percent of appointments could potentially be avoided if there was more coordinated working between GPs and hospitals, wider use of primary care staff, better use of technology to streamline administrative burdens, and wider system changes.

Source: General Practice Forward View, NHS England and Making time in General Practice, report by Primary Care Foundation and NHS Alliance
Digital Transformation in General Practice

**OBJECTIVE:** By 2020 we will have transformed the way in which technology and information supports General Practice to:

- **Enable self-care and self management for patients**
  Reduce burden in General Practice through patient services. Enable patient self-care through access to record

- **Reduce workload**
  Reduce the burden in general practice to free up time to better serve patients

- **Help practices who want to work together to operate at scale**
  Support practices that want to work together at scale and new models to deliver integrated care

- **Support greater efficiency across the whole system**
  Support the integration of services across the NHS and support the ambitions from other care settings to implement new services for patients

Objectives agreed by the Digital Transformation in General Practice Domain Board and referenced in General Practice Forward View

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Overview of Digital Transformation in GP

A summary of the Programmes

GP Operational Systems and Services
Running the live GP systems and GP Payments services, transitioning GP systems to the SNOMED clinical terminology, and delivery of GP Workload Tool and GP Connect

Existing GP Technologies
Increasing the uptake of online access to GP services such as appointments or prescriptions.

Technology for GP Transformation
Developing the next generation of digital solutions to support clinicians and give patients greater access to online services.

GP Data Implementation
Improving the availability of operational data for general practice performance management, commissioning and research under appropriate governance.

See supporting information for full breakdown of the Digital Transformation in GP Programmes
Primary care digital transformation

Provide expert knowledge, advice and support primary care in England to:

a. Enable self-care and self-management for patients;

b. Reduce workload;

c. Help practices who want to work together to operate at scale; and

d. Support greater efficiency across the whole system.
But it’s not just about digital…

“The wiring of healthcare has proven to be the ‘Mother of All Adaptive Problems’. Yet we’ve mistakenly treated it as a technical problem: simply buy the computer system, went the conventional wisdom, take off the shrink-wrap, and flip the switch.”

Robert Wachter

Whole systems approach required to enable technology:

1. Activating our patients
2. Adapting our workforce
3. New operational approaches to caseload management
Will it change us?

I used to call people, then I got into emailing, then texting, and now I just ignore everyone.
How I have been able to support my Patients and Practice

Practice Projects
• System Migration
• Implementation of EPS
• Patient Online
• Online Test Requesting
• Increase eReferral usage

CCG Projects
• Your Care Connected Programme
• Virtualisation (VDI)
• IP Telephony / Video
• City-wide WiFi (WiMax)
• Clinical Decision Support

• 26000 patients
• 20 Doctors
• 10 Nurses
• 60 Admin Staff
Between January and April 2017, 26,000 documents were received at the practice

- Over half (54%) are come in via paper or email, with 46% arriving electronically (EDT)

- HEFT and UHB account for close to 40% of all letters although if all hospitals in the trust are taken into account, over 50% of documents come from these two organisations.
Most documents arrive from A&E and Out of Hours

- Majority of A&E documents are received electronically
- Almost all OOH documents are received in hard copy or email

Where are 111 letters?

- Over 50% of documents classified as ‘Clinical Letters’
26,000 letters were received from 10,000 patients between January and April 2017

- Average 2.5 letters per patient (for patients that received letters)
- **40 patients** received average **19 letters** during the same period
Wide range in the number of documents allocated to GPs – data from Jan to April 2017

Average Documents Filed per session

Check Data
Practice websites/promoting digital services
Practice websites/promoting digital services
The potential of GP online services
Example of GP practice saving

6,000 prescriptions
285 Prescriptions a day

8,000 appointments booked
380 appointments a day
Only 10% usage of online services

Daily time saving – 1 hour 40 minutes

9,000 Patients

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Primary care patient pathway

NB: To be developed for a digital practice.
Continuity of primary care records – ‘as is’ position
Simplify reporting and regulation
Streamline the payment systems
Move away from micro-incentives

Demand Management
Self-help and Patient Online
Better sign posting
• Care navigation
• Social prescribing
• Minor ailments
• Remote triage/care
• Open access AHPs
Reformed 111/Urgent Care

GP PRACTICE
Resilience Programme
GP Development Programme
10 High Impact Actions
Upskilling staff
GP Health Service

WORKLOAD

Collective working in primary care networks

HOSPITAL
Changes to the Standard Contract
Greater Specialist Support

GP  PRACTICE

www.england.nhs.uk
#GPforwardview
Creating a digital primary care
Freeing up valuable clinic capacity for value added services

**Online Repeat Prescriptions**
Offering a ‘click and collect’ or ‘click and deliver’ service for repeat prescriptions (i.e. order repeat prescription online, GP signs off in electronic prescription service, Pharmacy dispenses and patient either collects or Pharmacy delivers), all being trackable online by the patient.

**Online Appointment Booking**
Patients able to book appointments online. This may also include the capability to inform patients if an appointment is actually needed. Depending on presenting conditions there may be more appropriate services to meet the patient’s needs.

**Practice Infrastructure**
Installing WiFi and other enabling infrastructure in practices, specifically allowing patient access to Patient Online services (e.g. repeat prescriptions, online appointment booking) and viewed from their own mobile devices.

**Pre-referral Diagnosis**
Patients able to provide information prior to seeing the GP to aid pre-referral diagnosis and maximise effectiveness of patient-GP face time.

**Consultation Access**
Transformed access options for patients that enable consultations with a GP via telephone, using email, webcam or instant messaging; where this is deemed to be appropriate and clinically safe.

**Patient Records**
Patients able to view their full coded medical record, including the option for them to download their record into third party applications, where required.

**Shared Records**
Federated practices will be able to view the full coded medical record. Providing vital additional capacity to support growing demand.

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Where are we going?

Voluntary sector: The 3rd workforce

- Empowered to stay well and make well-informed choices

Social Prescribing
- Minor ailment scheme
- Open Access Services e.g. physio
- Care navigation

Redirection

Consider Self Care

- NHS.UK
- Apps and wearables
- Patient Activation for LTCS
- 111 Online and 111 Hubs
- Community pharmacy
- Access to records Online

New Consult Models

- Phone triage and care
- Advanced Nurse Practitioner
- Physician Associate
- Online triage and care
- Clinical Pharmacist
- Mental Health Therapist

Attend A&E

Fewer patients see the GP

Specialist support

- Enhanced Advice and Guidance / Consult

Additional GP / nurse capacity
Locality MDTs
Specialist Clinics

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10 High Impact Actions to release time for care

1: ACTIVE SIGNPOSTING
2: NEW CONSULTATION TYPES
3: REDUCE DNAs
4: DEVELOP THE TEAM
5: PRODUCTIVE WORK FLOWS
6: PERSONAL PRODUCTIVITY
7: PARTNERSHIP WORKING
8: SOCIAL PRESCRIBING
9: SUPPORT SELF CARE
10: DEVELOP QI EXPERTISE

Innovations from around England that release time for GPs to do more of what only they can do.

bit.ly/gpcapacityforum
Online consultations

The idea
Offer web/app as first point of contact.
Options:
  – find out more about symptoms, a condition or treatment
  – send details of problem / query to practice

Impact
Promoting self care and community support
Clerical queries redirected to clerical staff
Some clinical problems addressed more quickly

bit.ly/GPcapacitynet2
GP IT Operating Model Arrangements

Q: How do we ensure that digital innovation and transformation is effectively reflected and embedded in GP IT operating arrangements?

• **Addendum 2017/18** – includes ‘core’ responsibilities:
  - HSCN, Wi-Fi, SNOMED CT
  - Cyber and Data Security

• **2018-20 Full Revision**, including funding model:
  - Better align with changing landscape/ transformation, new models of care, MCPs, PACS, ACS
  - Evolving contractual arrangements
  - Increased local flexibility
  - Protect & improve ‘core’
  - Underpinning assurance mechanism
Supporting Digital Transformation

1. Putting in the Technology
2. Supporting Practices
3. Engaging with Patients

SUPPLIERS
Risks

NHS CYBER ATTACK

www.england.nhs.uk
I’m looking for help on this, virtual team...

Save as

Fun......

It’s not in my P & L.

Country

It’s not in my objectives.

Product Group

I’d like to help, but...

Traditional silos getting in the way?
Clinical & Patient Collaboration
Clinical Engagement with Local Professional and National Bodies

NHS England

NHS Digital

DH Department of Health

General Medical Council

RCGP Royal College of General Practitioners

MDU

BMA

MPS

Confidentiality: Good practice in handling patient information

microtest Health Solutions

emishealth

VISION

systmone

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How might the NHS tackle digital transformation?

- Board level responsibility
- Clinical ownership & buy-in
- Robust delivery plans
- Recruit IT professionals from across NHS on delivery & support/operation/upgrade
- Open standards – insist on them
- Apply for Funding and then deliver
Key messages

• Digital services need to add value
• We need to support culture shift and work collaboratively (STPs)
• We need to involve those delivering care as well as the managers to ensure change works
• Solutions need to be not only technical appropriate, they need to be care appropriate
• Breakdown vision into manageable milestones, helps to keep momentum going & demonstrates achievements
ALONE WE CAN DO SO LITTLE; TOGETHER WE CAN DO SO MUCH."
- Helen Keller

Thank you