

Patient Online Programme

Detailed Coded Record Access

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Digital Clinical Champion

27 October 2015



Ambition for Patient Online

Patients and Public – will be able to:

- a) more effectively share in the responsibility for their health and welfare
- b) have more convenient access to NHS Services

Clinicians/Practices – will be able to devote more of their time to supporting the clinical needs of patients rather than dealing with administrative and support tasks that patients can carry out for themselves

NHS – will benefit from improved health outcomes for patients, increased patient satisfaction and reduced administrative costs

Hitting the headlines

News story

Health Secretary outlines vision for use of technology across NHS

From: Department of Health and National Information Board
First published: 2 September 2015

Patients will be able to access and interact with their GP record online within 12 months, Jeremy Hunt announced today.



Speaking at the NHS Innovation Expo in Manchester, the Health Secretary challenged the NHS to make better use of technology so that patients can be empowered to manage their own healthcare needs, while ensuring that their data remains safe at all times.

Mr Hunt made clear that by 2016 all patients should be able to access their own GP electronic record online in full, seeing not just a summary of their allergies and medication but blood test results, appointment records and medical histories. By 2018 this record will include information from their health and care interactions.

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Friday 2 October 2015

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Majority of patients now have a summary care record

NHS England's National Information Board says most ambulance and 111 services have access to view the SCR

More than 98% of people of registered with a GP in England now have a summary care record electronic record of key patient data – according to the newly published [NIB Prospectus](#) from the National Information Board (NIB).

BATHCHRONICLE TUE 8.9 °C Sunny

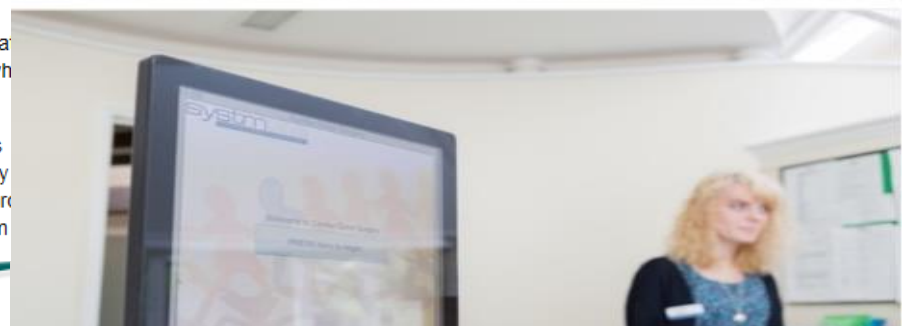
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People urged to go online to make GP appointments in Bath and north east Somerset

By [amandacameron](#) | Posted: October 09, 2015



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5,000 GP practices offer e-prescriptions



Image: More than 65% of GPs now offer the Electronic Prescription Service.

More than 5,000 GP practices in England offer electronic prescriptions and 15 million patients have signed up for the service.

The NHS Electronic Prescription Service has gained significant ground among GP

Over last 10 years:

- ✓ the demand on the NHS has increased significantly
- ✓ increase in ageing population
- ✓ increase in GP consultations from 260,000,000 to 360,000,000 per year
- ✓ consultations becoming more complex due to factors such as multiple LTCs.

General practice only receives about 7.7% of the NHS budget.

General practice is facing the challenge of being overwhelmed with the workload, as well as problems with recruitment and retention.

BMA and RCGP



Quality first: Managing workload to deliver safe patient care

January 2015

<http://goo.gl/TF5B5E>

www.england.nhs.uk



RCGP Royal College of
General Practitioners

A blueprint for building the new deal for general practice in England

May 2015

<http://goo.gl/wjmLwF>



MAKING TIME IN GENERAL PRACTICE

Freeing GP capacity by reducing bureaucracy and avoidable consultations, managing the interface with hospitals and exploring new ways of working

October 2015

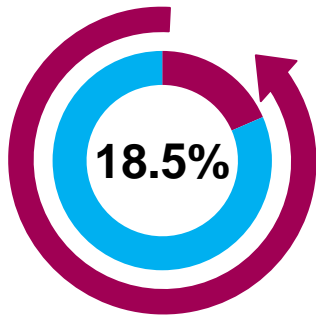
Prepared by Henry Clay & Rick Stern

Editorial support from Daloni Carlisle

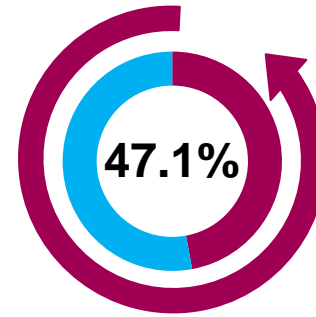
<http://goo.gl/49oD49>

Saving time for GP practices

↗ Every appointment booked and each prescription ordered is one less to deal with manually



18.5% Of activity takes place at the weekend




**On a typical weekday
47.1% of activity is
either before 08:00 or
after 18:00**

2015/16 GMS Contract commitments

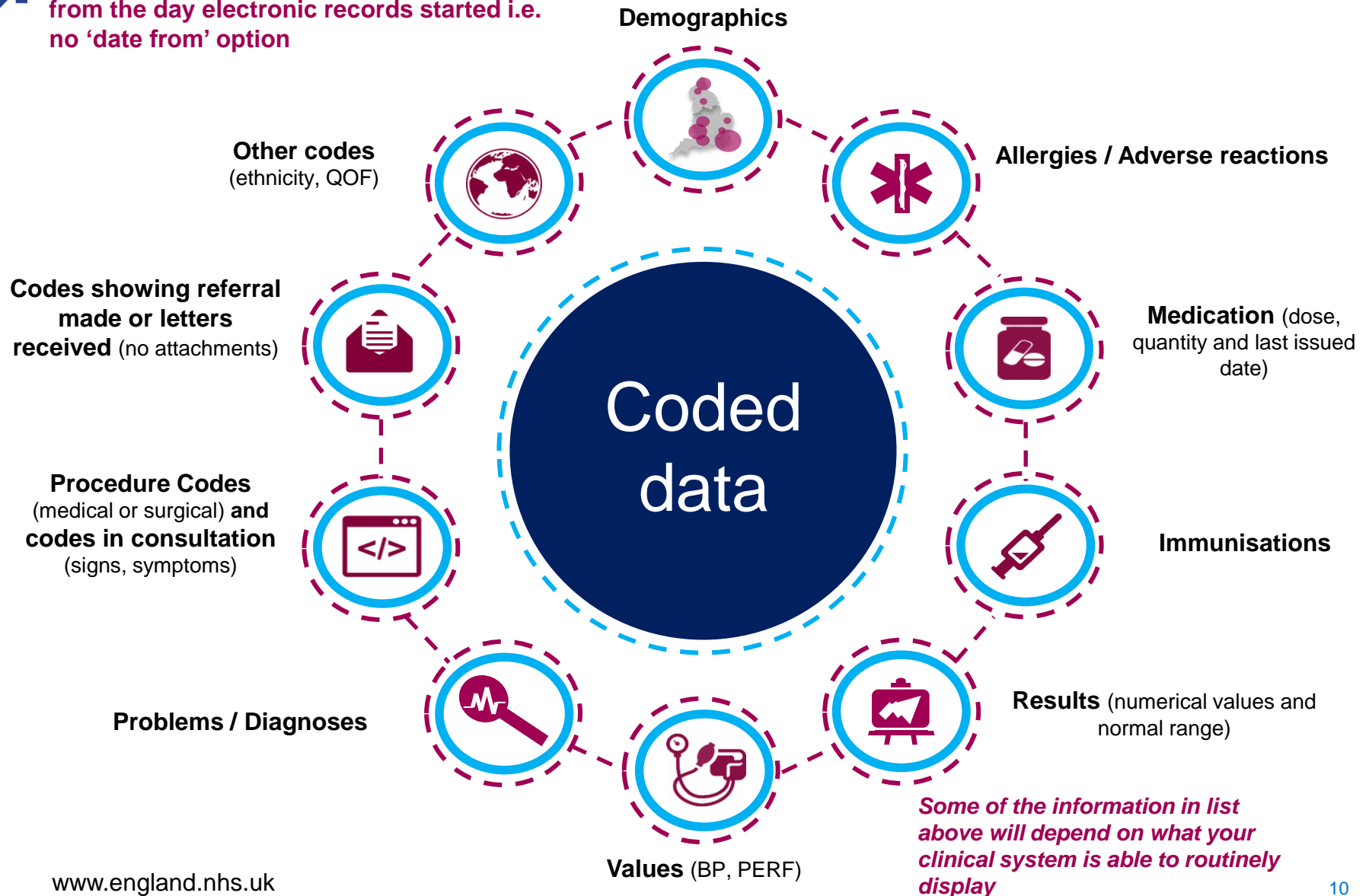
“(2A) A contractor must promote and offer to its registered patients, in circumstances where the medical records of its registered patients are held on the contractor’s computerised clinical systems, the facility for any such patient to access online all information from the patient’s medical record which is held in coded form unless—

- (a) in the reasonable opinion of the contractor, access to such information would not be in the patient’s best interests because it is likely to cause serious harm to—
 - (i) the patient’s physical or mental health, or
 - (ii) the physical or mental health of any other person;
- (b) the information includes a reference to any third party who has not consented to its disclosure; or
- (c) the information in the patient’s medical record contains a free text entry and it is not possible under the contractor’s computerised clinical systems to separate that free text entry from other information in that medical record which is held in coded form.”;

 From April 2015, **practices will be required to also offer online access to all detailed information**, i.e. information that is held in a coded form within the patient's medical record.

All coded data

➔ For clarity – all this coded data will be from the day electronic records started i.e. no 'date from' option

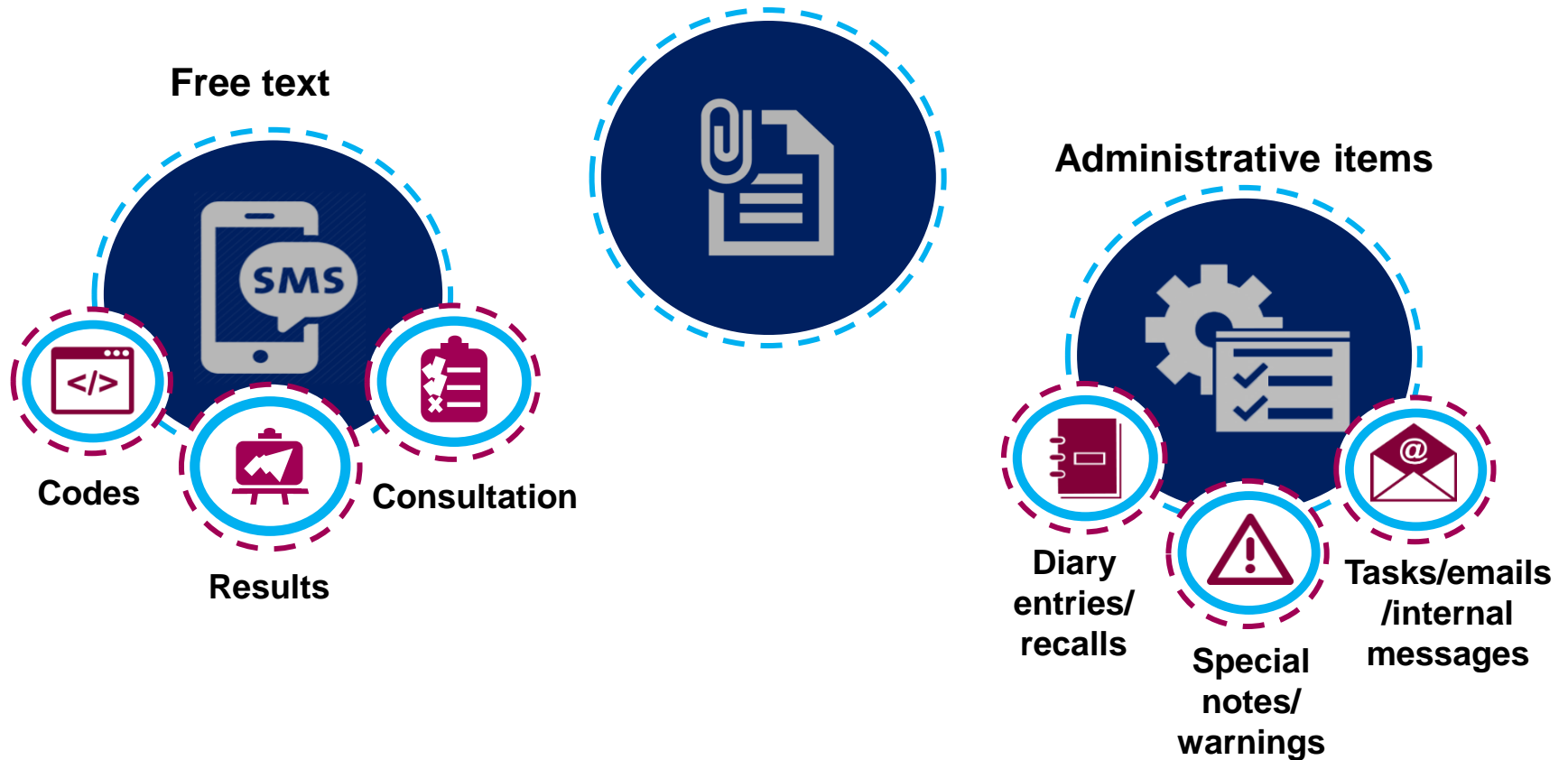


Overriding Principle

The coded
record must be
MEANINGFUL
to the patient

NOT coded data

Letters and attachments





Safe & legal policies & procedures

- You do not need to share coded information if they feel harm to patients
- Assessment of access should be offered on a case by case basis

You can



Exclude free text



**Set date from when you
start sharing free text
& documents**
(reducing workload to screen notes)



Exclude letters

Decision making – practice policy and processes



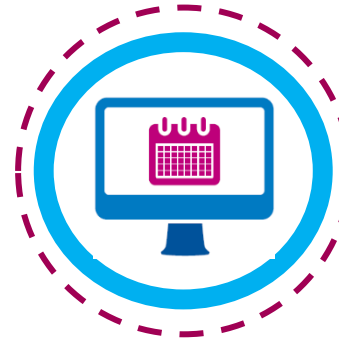
Summary of online GP services 2014-15

Demographics

Appointments

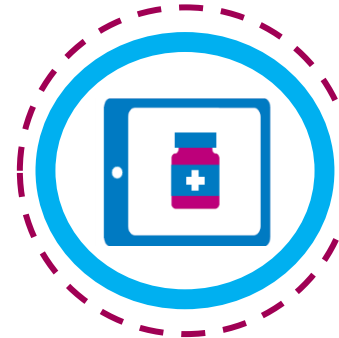
Gender

35 - 74



Prescriptions

55 - 74



Medical records

+55



53%

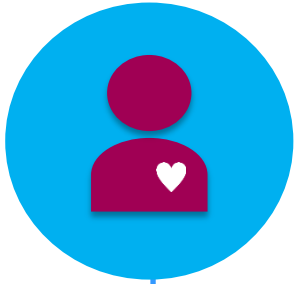
No knowledge

86%

No usage

Outlining responsibilities

Patient



Receptionist



Clinician



Patient



**Patient requests
Online services**

Completes registration process for online services & signs to accept terms & reference of online services

Registration process explained to patient & form given to patient to complete

Acknowledges registration, verifies ID (as appropriate)
Registration form scanned into notes accepting terms of access to online services esp. MRV
Enables appointments & prescription requesting
Task to clinician for MRV access

Can be requested & enabled directly by clinician in a face to face appointment, if familiar with system & consents to complete ID verification & registration

Clinician receives task & screens coded notes & makes decision to enable MRV (making sure no third party information or information that may cause harm in coded notes)
Enables detailed coded record view
Patient notified directly by clinician or via reception

Patient leaves with registration form & details of how to access

Patient receives notification of services & progress to completing registration to access

Practice level configurations



No care record access

☐ Disable all care record access

Patients will not be able to access care record data online.

Core summary care record

☐ Use core summary care record settings

Core summary care record will give patients access to medications and allergies.

Partial clinical record

☐ Use partial clinical record settings

Partial clinical record will allow you to choose which services patients can access.

- ☐ Allergies
- ☐ Medications
- ☐ Laboratory test results
- ☐ Documents
- ☐ Immunisations

Detailed coded record

☒ Use detailed coded record settings

Detailed coded record will give patients access to problems, medications, laboratory test results, documents, allergies, consultations and immunisations.

Tick the box below to control the date from which free text is shown. If left unticked free text will not show at all.

☐ Only show free text on and after:

dd-MMM-yyyy

Tick the box below to control the date from which documents will be displayed. If left unticked all documents will be displayed.

☒ Only show documents on and after:

dd-MMM-yyyy

Online Credentials

SystemOnline Username and Password

Username

Give username by ☒ Printout ☐ SMS ☐ Email ☐ Verbally

Give password by ☒ Printout ☐ SMS ☐ Email ☐ Verbally

Third Party (HSCIC Approved) Apps

Account ID

Give account ID by ☒ Printout ☐ SMS ☐ Email ☐ Verbally

Give third party passphrase by ☒ Printout ☐ SMS ☐ Email ☐ Verbally

Printout ☒ Print all details on one page ☐ Print details on separate pages

[Printer Settings](#)

Services (Self)

☒ Allow appointment booking

☒ Allow medication requesting

☒ Allow completing questionnaires

☒ Allow viewing summary record

☒ Allow coded or full record

☐ Detailed coded record

☒ Full clinical record

Request for services made

☒ Verbally ☐ In writing

[Remove All Services](#)

Medical Record Review Dates (Self)

Coded record

☒ Show all coded content

☐ Show coded content from

Full record

☒ Show full content

☐ Show full content from

Proxy Access

☐ Allow this Online User to Access a Patient's Account

What has worked well in other practices



Patient expert identification

Identify a patient online expert/owner within the Practice who is interested in promoting patient on line



Opt-in & opt-out options

Include sign up to patient online services in the patient registration process – make this standard with patient having to “opt out” if they do not want to use the service



Online services promotion

Restrict traditional ways for patients to access transactional services. i.e. no longer take repeat prescriptions over the telephone; release embargoed appointments online before surgery opening hours



Facilitator to encourage sign up

Use a facilitator to “floor walk” in waiting room areas during surgery hours, to encourage patients to sign up (or provide a device that can be used discretely, to assist to sign patients to sign up whilst in the waiting area)

Shared information is a relationship of trust



Patients and information are the two most under-used resources in the NHS

Dr. Richard Fitton

Cartoon with thanks to the British Medical Journal



The two key exceptions for access to information are: (Information Commissioner Guidance)

- ✓ is likely to cause serious harm to the physical or mental health, or condition, of the patient or any other person
- ✓ may relate to, or be provided by, a third person who can be identified from the information and has not consented to the disclosure.

"It is unnerving to think that patients may see tests results before you do"

West Midlands
General Practitioner



- **Practice must comply** with data protection act
- **All staff who process/enable access** must have had training in policy & procedures (awareness of risks)
- If there was a complaint - **ICO would want to check that practice had safe policy & procedures in place**
- **Practice should communicate** at what stage they are at in process of offering access (this should not detract from completing subject access request where this is appropriate)

What we are doing to support practices

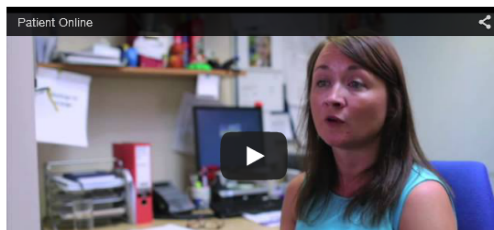


Our resources

High quality care for all,
now and for future generations

Patient Online

Download a copy of the Patient Online Support and Resources Guide



search the site

Advanced search

NHS choices Visit NHS Choices for patient information

Latest news

One giant step for NHS Citizen – Tim Kelsey
5 May, 2015

Personal Health Budgets are not all about the money – Jo Fitzgerald
5 May, 2015

Introduction	Identity Verification	Patient Responsibilities	Online Appointments	Repeat Prescriptions
Records Access	Information Governance	Proxy Access	Coercion	Patient Take-up

Introduction

Welcome to the Patient Online Practice Toolkit

The latest resources for GPs and other healthcare professionals on patient online access.

What is Patient Online?

Patient Online gives patients the option to make appointments, order repeat prescriptions ('transactional services') and view their electronic medical record online, using their computer, tablet or smartphone rather than having to phone or visit their practice.

Online services complement the existing ways patients access appointments, prescriptions and their records.

Many GP practices already offer online access to records and transactional services for their patients, and the GMS and PMS contracts 2014/15 required all general practices in England to offer Patient Online by the end of March 2015. Patient online access to their medical record will be widened in 2015/16, with some flexibility in how

MENU

Toolkit home
eLearning home
Essential Links & Documents
Background to Patient Online

ELEARNING SECTIONS

(Registration/login required)

- Coercion
- Identity Verification
- Proxy Access
- Children & Young People
- Overview and Benefits

NAVIGATION

Home

www.england.nhs.uk/patient-online/

elearning.rcgp.org.uk/patientonline

NHS choices Your health, your choices

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Live Well

Care and support

Health news

Services near you

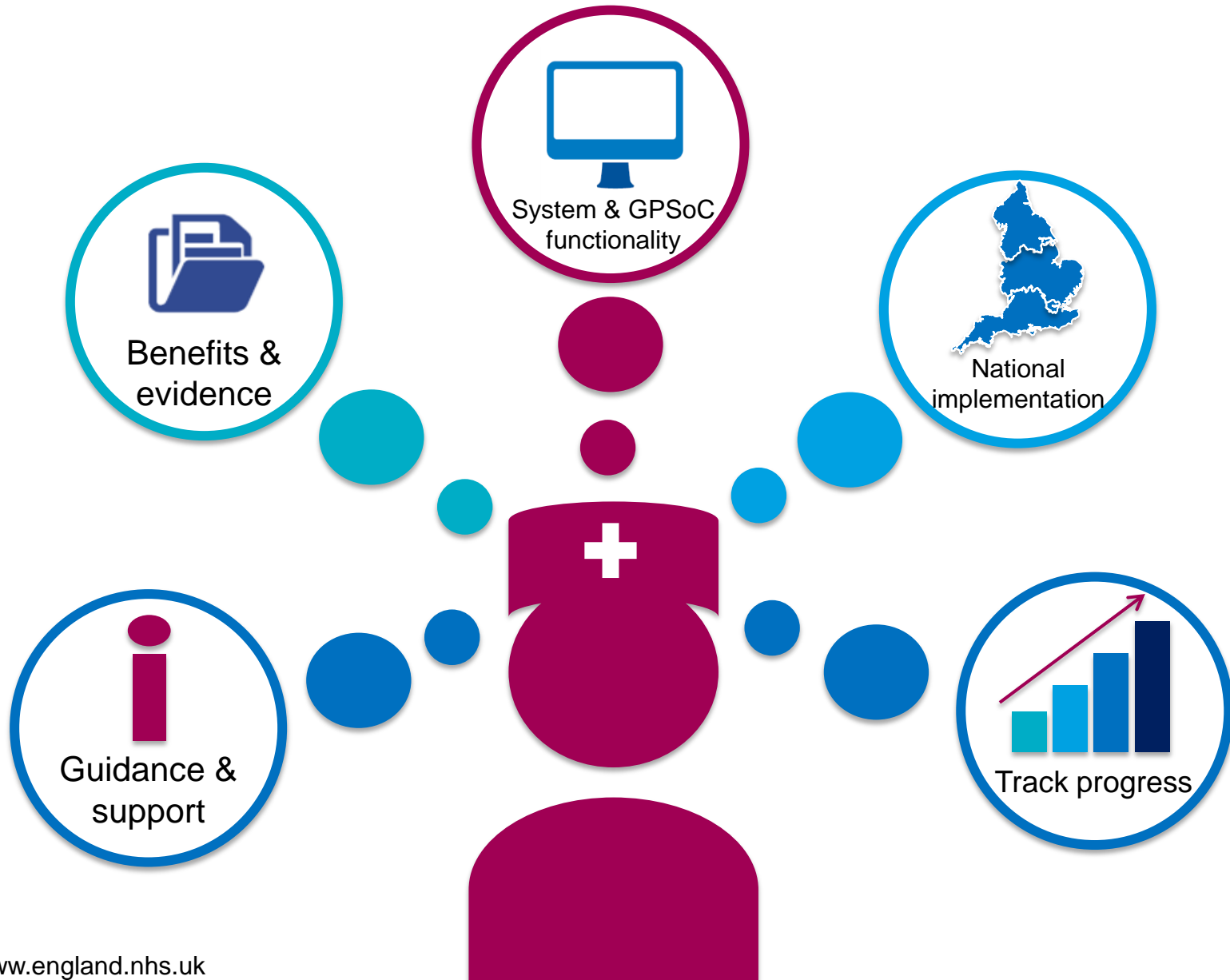
Patient Online - Access GP online services



Many GPs offer online services to their patients and since April 2015 all GPs should provide their patients with online access to summary information in their GP record. Online services do not replace traditional ways of contacting your GP practice, over the phone or in person. They simply offer additional ways to interact with your GP, making it easier and more convenient.

www.nhs.uk/patientonline

Next steps 2015/16 – practices



Thank you!

**"ALONE WE CAN
DO SO LITTLE;
TOGETHER WE
CAN DO SO MUCH."**

- Helen Keller



Patient Online Website:
<http://www.england.nhs.uk/patient-online>
Patient Online email address:
England.patient-online@nhs.net



#patientonline

Questions?

