eHealth Workshop
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Middlesex University
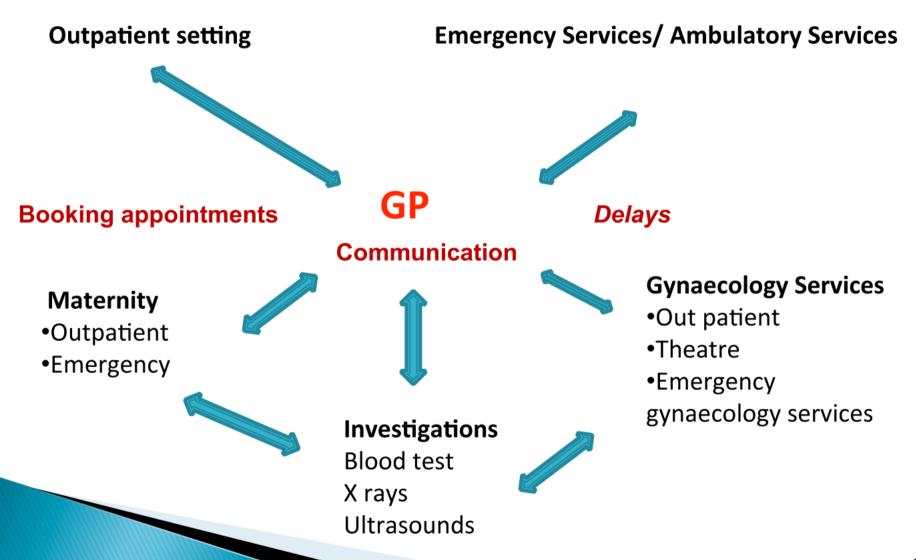**London, UK**
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A medical Practitioner's view of eHealth

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Structure of Presentation

- Overview of patient pathway
- Existing Practices: Where we are in eHealth ?
- ▸ Referrals to hospitals: Booking
- ▸ Staff training for eHealth
- ▸ Communication /IT
- Medical records /Summary Care record(SCR)
- Barriers to implementation

Patient Pathway

Outpatient setting

Emergency Services/ Ambulatory Services

Booking appointments

GP

Communication

Delays

Maternity
- Outpatient
- Emergency

Gynaecology Services
- Out patient
- Theatre
- Emergency gynaecology services

Investigations
Blood test
X rays
Ultrasounds

Current setting: Referrals to hospitals:Booking

- Choose and Book
- Patients have a choice for their first consultation
- Introduced 4 – 5 yrs ago at Lister
- Opportunity to cancel/ change appointments electronically
- Patient satisfaction and choice

Current setting: Training

- **Information Governance** training (mandatory for all staff. IG tool kit
- Raise awareness
- Tick box exercise driven from the top
- Keen interest of Care Quality Comission
- **Electronic staff record** (ESR training 2012)
- People management
- 400 elearning courses / CPD
- Quality of training

Current setting: Communication

- Hard copy summaries/Email clinic summaries
- Dictate IT
- Electronic discharge summaries : BIMMS
- Direct communication to GP(A+E)
- Text messages for reminders for appointments
- Social networking: Facebook/Twitter

Current IT systems: Data Access / Security

- Password log ins
- Smart cards / pin entries
- Maternity Database: CMIS/ PAS
- Blood Investigations: ICE
- Radiology: PACS
- Ultrasound: CRIS
- **Many systems do not talk to each other**
- **Inaccurate data input**
- **Director of operations**

Current setting: Records

- ▸ Hand held records for maternity
- ▸ In patient hospital notes
- ▸ Problems with filing and coding
- ▸ No notes for appointments
- ▸ Loss of revenue for Trust
- ▸ Inaccurate information
- ▸ Sense of responsibility?

Summary Care Record: Where are we?

- Medications /Allergies /Adverse reactions
- Emergency and Ambulatory Care
- End of life care
- Saves time and money
- Accuracy of Data?
- Privacy ?
- Consent ?
- Health space

Individual Health Record

- Efficient system
- Welch Clinical Portal
- Individual Health record(IHR)
- Welch Clinical Care Gateway
- Electronic Discharge
- My Health online (patient engagement)
- Open Eyes (Opthalmology)
- Cancer / Diabetes

Wales

- Small population
- Population 3 million
- Money: 12 billion +invested
- Pilots
- User feedback
- Acceptable
- Developed IT systems
- Business case: Save money/time

Barriers to implementation
Are we ready ?

- **Cost**: Financial backing
- **Personnel**: Staff engagement and empowerment
- **Public** engagement and empowerment
- **Training**
- **IT systems: Core of strategic plan**
- **Lack of a Driving force** / Vision
- **Mindset of staff**
- **Regulation re data** storage/access and patient consent
- **Best care for the patients !!**