

FEBRUARY 2009

The Scottish Government eHealth Programme aims to improve patient care through advances in technology, resulting in better access to health information, quicker test results for clinicians and joined-up GP and hospital services. This monthly newsletter is intended to keep NHSS up to date with national developments in the eHealth programme and to highlight some of the exciting projects going on at local level.

DEVELOPING THE CLINICAL PORTAL

Dr Cliff Barthram reports on NHS Tayside's pioneering work in developing the 'virtual patient record'

Whether you are a clinician working in primary care, the community, hospital wards, clinics, theatre or elsewhere in the NHS, it is vital to have access to up to date clinical records and investigations to deliver safe, high quality healthcare for our patients.

We work in a frustrating mixed economy of paper and electronic records. Paper frequently goes missing and valuable information is locked within specialist systems with limited access. There is no way of knowing if any given system has the information you seek without logging in and looking, and there is precious little visibility of each others' clinical records across primary and secondary care.

NHS Tayside's Patient Dashboard, recently demonstrated to the national eHealth Conference, addresses many of these issues. This system delivers a virtual electronic patient record, one of the cornerstones of national eHealth policy. Its over-riding purpose is to support the clinical user.

So what does it do? The Dashboard dynamically requests clinical data from multiple secondary and primary care systems to present a composite electronic patient record that has value to primary and secondary care clinicians alike. It does this within a robust governance framework.

The heart of the system is the Vision 360 datahub that operates web services gathering the data. The Dashboard collects information from primary care, the hospital Patient Management System (tracking a patient's progress through appointments, admissions and discharges), NHS 24, laboratory systems, radiology reports and several disease-specific systems like SCI DC.

The eHealth Team

Paul Rhodes
Programme Director

Strategy

Defining the purpose and vision of the eHealth programme.

Lead: Alan Hyslop

Architecture & Design

Creating the capability to join up systems across NHS Scotland.

Interim Lead: Jonathan Meddes

Change & Benefits

Exploring opportunities in existing systems and communicating benefits.

Lead: Alastair Bishop

Programmes

Supporting and co-ordinating existing key technology projects.

Lead: Lesly Donovan

The team are based at St Andrew's House and can be contacted on 0131 244 2373 or via e-mail:

ehealthcommunications@scotland.gsi.gov.uk

For more information on eHealth projects, visit:
www.ehealth.scot.nhs.uk

Further information is available at: www.ehealth.scot.nhs.uk

Single sign-on to drill into contributing systems (avoiding all the time-consuming multiple logins mentioned earlier), carries the patient context for authorised users. The Dashboard will not over-ride system access rights.

The model for consent to share primary care data builds on that of the Emergency Care Summary - informing patients of the system and allowing them to opt out. In addition, specific sensitive information can be filtered at source and at Dashboard level. The governance model restricts access to authorised users, who must give a reason for each access of a patient's dashboard. An automated audit process checks all accesses against a GP or PMS contact with any exception being followed up manually.

We believe the Patient Dashboard delivers a major improvement in patient safety by empowering clinicians to make good choices based on accurate and timely clinical information.

In our March newsletter, Dr Malcolm Gordon will report on the clinical portal work being undertaken at NHS Greater Glasgow and Clyde.

KEY OBJECTIVES FOR CLINICAL CHANGE LEADERSHIP GROUP

Communications, information sharing, information governance and realising the clinical benefits from eHealth projects will be the key objectives of the eHealth Programme's Clinical Change and Leadership Group in 2009.

The CCLG will encourage engagement in eHealth by improving communication and promoting eHealth benefits in helping to deliver more efficient patient care. This will involve NHS Board leads developing communications strategies at local level which will in turn feed into a wider communication network across NHS Scotland to allow cross-board working and sharing of ideas and experience.

The second objective is to work with the eHealth Directorate, clinicians and patients to develop a framework for role based access to clinical information which can be implemented alongside the strategic plan for single sign-on to clinical systems. The CCLG will work with clinicians and patients across NHS Scotland to develop a national consensus view on information sharing across clinical interfaces and between healthcare agencies. It will also work with the wider clinical community to develop standards for information governance, which can be used for all current and future local eHealth projects.

The third key objective will be for the CCLG to take the lead role in realising the clinical benefits from existing eHealth projects. The group will help to identify key clinical areas which would be of benefit from future funded projects, working closely with the eHealth lead group.

The Clinical Change Leadership Group (CCLG) was established to bring together senior clinicians from across NHS Scotland, who are involved in eHealth, and who provide clinical advice to the national eHealth Programme Board. The group is currently jointly chaired by Mr Jim Docherty, Consultant Surgeon in NHS Highland and Dr Catherine Kelly, Scottish Government eHealth Clinical Lead. There is clinical representation from each of NHS

Further information is available at: www.ehealth.scot.nhs.uk

Scotland's territorial Health Boards, Special Boards, SCIMP and the Scottish Government Health Department.

To find out more about the CCLG – information about its objectives and details of its advisory groups and membership, including who represents your Health Board or clinical area, go to the following link:

http://www.ehealth.scot.nhs.uk/?page_id=74

Contacts: Cathy Kelly at cathy.kelly@scotland.gsi.gov.uk;
Libby Morris at libby.morris@nhs.net or Heather Strachan at heather.strachan@scotland.gsi.gov.uk

CHI TURNS UP THE HEAT IN APRIL

For the past two years, laboratory requests have been the method of monitoring CHI usage for the national HEAT (Health Efficiency Access & Treatment) target.

Thanks to the dedication and efforts of all NHS Boards, the CHI Programme is delighted to report that the national HEAT target of 97% has been achieved across NHS Scotland for the past four months.

From April 2009, NHS Boards will work towards achieving universal use of CHI on all clinical communications. The national HEAT target will move from laboratory to radiology requesting.

While the HEAT target monitors improvements and sustainability in specific service areas, NHS Boards will also be completing bi-annual audits between now and March 2011. These extend to a much wider range of clinical documentation and not only measure progress against the national target but ensure safe and positive patient identification is supported across Scotland.

All NHS Boards have a designated CHI Lead who will oversee the CHI Programme locally. If you have any queries or suggestions, please do not hesitate to contact either your local team or the national programme.

Contact: CHI@scotland.gsi.gov.uk

NEW ADDITIONS TO eHEALTH CHANGE AND BENEFITS TEAM

The eHealth Directorate welcomes four new members to its Change and Benefits team.

Gareth Adkins joined on 26 January as **Benefits Manager**, working with NHS boards and national eHealth projects to evolve and utilise the benefits management methodology and toolkit. Gareth previously worked in a clinical role with West of Scotland Mobility and Rehabilitation Service (Westmarc), assessing for and providing special seating equipment for disabled individuals. Prior to this, he worked for both the Grampian and Tayside wheelchair and seating services.

Further information is available at: www.ehealth.scot.nhs.uk

Gareth is joined by **Candice Lequesne** and **Laura Stewart** as **Benefit's Facilitators**, visiting NHS Boards to provide support and skills transfer in a range of eHealth projects by identifying and managing the realisation of benefits. Both started on 4 February.

Candice previously worked in Scottish Government HR transformation and eHR projects, working on process re-engineering, design workshops and training.

Laura joined the Scottish Government in a policy role in 2005, having previously worked as a staff trainer for the Department of Work and Pensions Office for Scotland, training Jobcentre Plus staff around the country.

Through the support of current eHealth programmes and projects and transfer of skills in this field, the team aims to leave a sustainable toolkit for use in eHealth programmes and projects to ensure that benefits are recognised, documented and delivered as part of the overall eHealth programme delivery.

Hardip Devsi joined the Change and Benefits team on 23 February as a **Business Analyst**. He will co-ordinate and facilitate joint working between eHealth and service improvement at national, regional and local level to ensure that eHealth makes the right contribution to service improvement.

Hardip previously worked in the Scottish Government Analytical Services Team supporting government economists, statisticians and researchers. Hardip is also a facilitator on a British Council leadership development programme called InterAction, which has taken him to Ghana, Egypt, Jordan and soon to Syria, Lebanon and North Africa.

All four can be contacted at the following email addresses:

Gareth.adkins@scotland.gsi.gov.uk

Candice.lequesne@scotland.gsi.gov.uk

Laura.stewart@scotland.gsi.gov.uk

Hardip.devs@scotland.gsi.gov.uk

For more information about the Change and Benefits Team click on the following link on the eHealth website: http://www.ehealth.scot.nhs.uk/?page_id=45

NHS FORTH VALLEY GETS RESULTS FROM DIGITAL PHOTOGRAPHY PILOT

Speedy diagnosis of skin cancer – within days rather than months – is now being achieved in some cases in Forth Valley using digital photography. The community-based fast-track method is the first of its kind in Scotland and means patients with skin cancers could have surgery within days.

The pilot system involves GP's offering patients the opportunity of attending clinics where colour photographs are taken of suspect skin lesions. These are then viewed electronically within hours by Consultant Dermatologist Dr Colin Morton, who decides what treatment is necessary. Figures reveal that 29% of those who underwent photo triage were booked directly for surgery and another 39% referred to a specialist lesion clinic for assessment. A third were

Further information is available at: www.ehealth.scot.nhs.uk

reassured they did not have cancer or would need cryotherapy, a treatment using liquid nitrogen to destroy certain benign skin lesions.

Dr Morton said: "Photo triage provides multiple benefits. It means quicker assessment for patients with worrying skin growths, quicker reassurance for those with innocent growths and frees up time for us to see more people. Skin cancer, especially amongst fair-skinned people – continues to increase as more of us take Mediterranean holidays."

In the first six months of the pilot project, around 450 patients between the ages of 4 and 91, attended for digital imaging at clinics at Camelon Health Centre in Falkirk and St Ninian's Health Centre at Stirling. These are held on Thursdays and can each see 30 patients a day. In a review of the initial 108 cases, 29 malignant cancers were identified.

Dr Paul Baughan, NHS Forth Valley Lead Cancer GP and a member of the Dermatology Photo Triage Steering Group said: "In general practice each GP sees dozens of people over a year worried about skin cancer, and it is not always possible to reassure them at the surgery. GP's try to describe, on referral, what a skin growth looks like, but the additional information that is available from a photograph complements this and allows the specialist to decide upon the best course of management. As I GP I think this is an excellent system."

Contact: NHS Forth Valley Communications Department on 01786 457243

EVENTS

April 30 - 1 May 2009: Patient Safety Congress.

Providing the knowledge and skills needed to be able to deliver improvements in patient safety.

Venue: ICC, Birmingham. For more details click [here](#):

May 31 2009: Delivering NHS Quality Improvement.

Achieving high quality care through whole system transformation.

Venue: Holiday Inn, Birmingham. For more details click [here](#):

NEW eHEALTH WEBSITE AVAILABLE AT
WWW.EHEALTH.SCOT.NHS.UK

Further information is available at: www.ehealth.scot.nhs.uk