

Primary Care Digital Across NEL

**January 2019 Briefing For City
and Hackney**

Areas Covered

- 1. Enabling Online Consultations**
- 2. Patient Access To Information – GP Online**
- 3. Sharing Information**
- 4. Discovery Project Linking Data-Sets To Improve Population Health**

Enabling Online Consultations

1. Systems being put in place across all CCGs over the course of 2018-19 enabling patients to interact with GP services using the internet.
2. All practices will be encouraged to provide some online consultation services by 2021.
3. Federations will review the potential to improve and develop online consultation systems and the service models supporting them.
4. This approach will minimise negative impacts of potentially disruptive technologies such as “GP at Hand”.

Patient Access To Information – GP Online

1. During 2018-19 30% of patients will be enabled to use GP Online services (any of; access to their primary care record or requesting repeat prescriptions or booking / cancelling appointments) via the internet or an App
2. The system will also support self-management if patients review their detailed record. As at 31st October 2018, 75,986 patients in City & Hackney are enabled for one or more of these GP Online services.
3. To meet the 30% target, approximately 20,000 additional patients will need access by 31st March 2019.

Sharing Information

1. The east London Patient Record (HIE) is in place in Inner East London with all practices connected. It will be expanded to BHR practices during 2019.
2. This will enable all practices to see a range of patient-level health and social care information.
3. LB Hackney is already connected along with Homerton, ELFT, Barts Health and St Joseph's Hospice.
4. C&H GPs now view the shared record around 10000 times a month with Homerton clinicians viewing it around 14000 times per month.
5. City of London Corporation are expected to connect in Q4 2018/19.
6. As part of the One London LHCRE programme, our shared record system will be connected to 5 others across London.

Discovery Project Linking Data-sets To Improve Population Health

1. All practices are providing data to the Discovery project, which will support pathway improvements through data sharing across all health and care organisations.
2. It will enable proactive approaches to population health via the new primary care-led networks.
3. An additional benefit will be real-time flagging of key information to practices to help decision-making for individual patients.
4. The first utility using Discovery is now live, enabling frail patients calling 111 to be passed through immediately to a clinician rather than undergoing a lengthy triage with a call handler.
5. In the first 21 days of operation 863 potentially frail patients flagged.