

1. Purpose of this paper

This paper sets out the role of the IT Enabler programme in the context of the scoping paper for the scrutiny review "Digital first primary care and its implications for GP practices".

2. Introduction

The City & Hackney IT Enabler programme has an overall aim to support better patient care through the use of technology that enables collaboration across care professionals and patients. There are three delivery phases:

- **Phase 1:** information sharing for health and social care; initiatives for the voluntary sector
- **Phase 2:** delivering the Local Digital Roadmap (LDR) – achieving paperless working by 2020:
 - Shared care records
 - Patient Enablement
 - Coordinate care and care planning
 - Advanced System-wide analytics
 - Infrastructure
- **Phase 3:** Digital initiatives for the Hackney & City transformation programme

Phase 1 is near conclusion; Phase 2 is well underway; Phase 3 is at the definition stage.

Focus to date has been on achieving robust information sharing across care providers to ensure patients can receive timely treatment and care through real-time communication of important information such as test results and care plans.

Latter stages of the programme include patient-facing tools, noting the dependencies on National initiatives for systems that ensure patient access is secure and only made available to those who should have access.

3. Digital First Primary Care

Some components of LDR are funded through external sources e.g. CCG primary care quality board, Estates and Technology Transformation Fund (ETTF) and NHS Digital funding.

Nevertheless these are all important in achieving paperless working by 2020.

- Patients can access their GP record
- Patients can book appointments and order repeat prescriptions from their GP practice
- Patients can book their first outpatient appointment on-line following a GP referral
- Patients have access to Wi Fi in surgeries
- Under development: the City & Hackney Health app, to include signposting to appropriate services

4. Broader Primary Care related deliverables

The following describes how the IT enabler programme has helped improve integration of primary care with other care settings thereby providing more joined up care for the patient:

- east London Patient Record, using the Health Information Exchange (HIE) system – this enables GPs to view summary care record information from other providers the patient has been in contact with e.g. A&E attendances, community assessments and mental health care plans. Social care data will be available in Spring/Summer 2019.
- Coordinate My Care (CMC) – pan-London personalised care plan for patients. City & Hackney is implementing CMC across local healthcare providers for those patients who are approaching end of life, or are deemed to be frail or vulnerable with risk of admission, typically over 75 years of age. This means a patient's wishes can be communicated to those who need to know at the point of care including the London Ambulance Service (LAS). Plans

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are mostly created by a patient's GP, and subsequently viewed and updated as appropriate by other care providers that the patient comes into contact with.

- Electronic orders and results reporting for diagnostic tests and electronic correspondence for discharge and outpatient clinics for acute, mental health and community services – sent directly to the patient's GP for information and follow up as appropriate
- Electronic referrals and advice & guidance from primary care to secondary care for all consultant led services and some nurse-led/community services
- Pilot: Social prescribing – the ability for GPs to electronically refer patients to the social prescribing hub for onward referral to the most appropriate service provider within the voluntary sector
- Under development: Advanced analytics and population health – analytics to identify areas with particular service demands to inform new service models; ability to identify areas of risk or deterioration and directly prompt care professionals for action

5. Other patient/carer facing deliverables

- Skype™ - pilot underway for young people diabetes receiving follow up appointments at Homerton Hospital
- Directory of Services (DoS) – project to set up a “master” directory of services for voluntary services in City & Hackney that other applications can link into e.g. City & Hackney app
- Active promotion of immediate access to digital therapy – on-line Cognitive Behavioural Therapy (eCBT); Mindfulness app
- Under development: City & Hackney local development of the mental health app (support for crisis, mental wellbeing and signposting to local services) -

6. The Hackney and City Transformation programme

The care work streams for the Hackney & City transformation programme have recognised opportunities that build on the IT enabler implementation to date.

Planned initiatives include:

- Systems to deliver better integration across primary care, community and voluntary sector services to support “neighbourhoods”
- Systems to better integrate urgent care services and primary care
- Electronic hospital appointment booking and correspondence for patients
- Exploiting social media to improve patient engagement with services
- Increasing mobile working capabilities
- Tools to support prevention and uphold the “Making every contact count” initiative
- Further developing advanced analytics tools e.g. to better understand the impact of mental health on physical health

7. The NHS 10 year Plan and IT Enabler

The NHS Long Term Plan has published some key milestones. City & Hackney has already started the journey towards achieving these. The deployment of the Child Protection Information Service (CP-IS) across Hackney social care and Homerton A&E will later be extended to all care setting including primary care by virtue of the latest NHS plan. The HIE implementation is a key contributor to achieving the longitudinal record across a wide geography. And the CMC deployment will be extended to meet milestones around providing patients to their own record of care.

City and Hackney remains committed to developing the digital offer to patients.