Emergency Care Summary Programme

Thursday 24th November 2006

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eHealth Consultant, Scottish Executive Health Department
NHS Scotland’s ECS Store

- Background
- Web Browser Access to ECS
- ECS pilot evaluations
- System to System Integrations
- Communication Strategy
- Information Governance
- What’s next
System Overview

1. During consultation
2. Due to prescription
3. Other Patient contact

OOH clinician

ECS summary request & display

ECS System

Practice Admin.

Staff

GP consultation

ECS update

Practice Server

NHS 24

A&E

Ambulance

TBD…
Login Page

Emergency Care Summary

Please enter a valid Username and Password

Username:  
Password:  

Login  Clear  Exit
Find Patient
Patients Search Results

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<thead>
<tr>
<th>Name</th>
<th>Address</th>
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<th>DOB</th>
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Patient Record - Demographics

Current Patient:
- Name: NICKY Johnstone
- CHI: 9806195593
- Date of Birth: 30/06/1996
- Address: The Oaks Retirement Home
- Post Code: A00 0AA
- GP Practice: HOLBURN MEDICAL GROUP

Last Emergency Care Summary received 22 October 2004

View Clinical Information
Patient Record – Medical Details
Patient Record – Consent Withheld

Patient Consent Withheld
Patients viewed for all practices between 06/12/2004 and 06/01/2005.

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ECS Evaluations

Three Evaluations of Web Browser Access:
- National Pilot
  - 2 NHS Board & 2 OOH Services
    (most beneficial – in strategic direction/possibilities)

- NHS24

- Accident & Emergency - 2 Hospitals
ECS Web Service

NHS 24 TAKE THE CALL AND IDENTIFY PATIENT

Integrate ECS to existing NHS24 call referral Workflow. Pass consent status only in OOH referral.

Ask & record Consent: Yes/Partial PRM system will automatically query ECS Store with patients Demographics & CHI. Confirm ECS record available.

Once NHS24 call referral received by OOH system if Consent Yes or Partial ‘Go-fetch’ patients ECS & present back record.

For Walk-ins create record in OOH system & Click on ECS icon presents back record.

Out of hour patients

Professional to professional advice
ECS – Systems Integration

- OOH Call Management Systems complete:
  - Adastra
  - Taycare

- In development - integration with:
  - NHS24 PRM system
  - Scottish Ambulance Services

- Planning Accident & Emergency System/s integration
Adastra CMS - Demographics
ECS - No Consent
ECS - Patient Match
ECS Record - drill down Drug List
Communication Strategy

- During National Rollout of software:
  - CMO Letter to all NHS Boards CEO’s & GP’s
  - Information FAQ’s/Packs to all GP Practices
  - Local Press Media coverage
  - Posters/Leaflets to GP Practices

- Conducted a National Mail-drop to all Households in Scotland – August 2006
- National leaflet supplied to all NHS Boards
- National Telephone Helpline………….
Key Challenges – IG related

- National ECS ‘users’ Access Protocol
- Governance Protocol – cross-boundary access (DsPH & SGPC)
- Audit
- Information Governance Body/Authority
ECS Factual Data - Accesses

- The Number of ECS Record on the Store
  - 4,423,878

- 154 GP Practices (commercial system supplier) now beginning to upload ECS records to national Store

- 10 GPASS GP Practices Refusing to upload

- Patient opt-outs:
  - 194 = 0.004%

- Total Number of ECS record Access to-date:
  - 12,000 plus

- Usage:
  - 30% by 4 NHS Board's Accident & Emergency Department
  - 16% NHS24 (significant – 3 months mini pilot)
  - 54% 13 NHS Board OOH Services (Shetland & Orkney not used)
What’s Next

- Increase - content of the ECS record
- Explore - bringing across ‘important’ information:
  - Palliative Care Data
  - Special Notes
  - Child Protection Data
  - Violent Patient
- Linking ECS Store with local SCI Stores
- Integrating ECS - other Key national Products:
  - Gateway
- Explore feasibility of Patient Access
Questions?