

Patient portals and their benefits - the Hyde experience

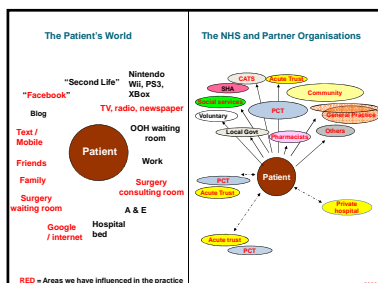
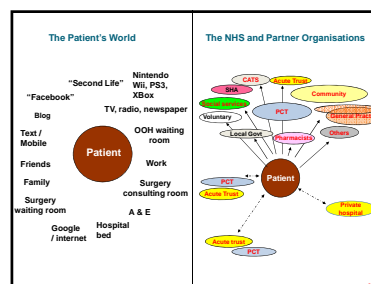
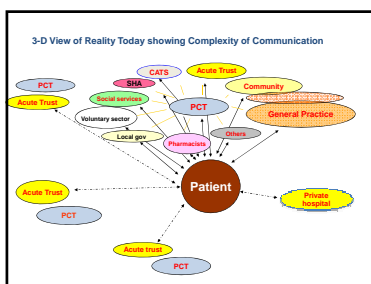
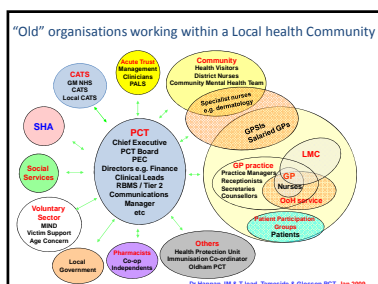
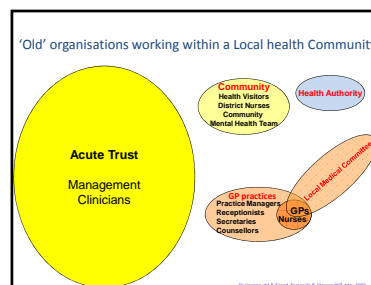
BCS Health Scotland Conference
21st September 2009

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"Medicine used to be simple, ineffective and relatively safe. Now it is complex, effective and potentially dangerous"

- Sir Cyril Chantler, former Dean, Guy's, King's and St Thomas' Medical and Dental School

The Report of the Public Inquiry into children's heart surgery at the Bristol Royal Infirmary 1984-1995



- ### What information do patients and public already receive?
- Excellent examples of information for patients including
 - highly trained clinicians (CPD, appraisals etc)
 - patient leaflets (information prescriptions)
 - posters,
 - adverts in magazines, TV and radio, PCT websites,
 - self help groups
 - Patient Information Forum / Patient Association

% of patients NOT complying with medications by disease area

asthma	80%
diabetes	55%
hypertension	40%
epilepsy	40%
arthritis	35%

The system is not working....

There is a need for a different approach to improve the management of care for patient's

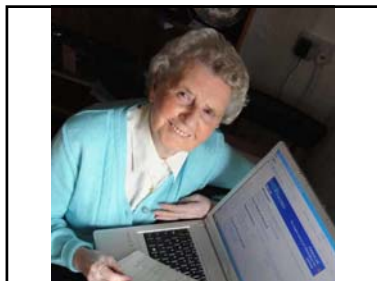
What is needed to improve compliance / concordance

- Clear, simple, concise information
- **Local** as well as general / national information
- Relevant, up-to-date, "real-time" information
- **Integrated** to "other activities" or themes
- Support other drives / programmes of work
- Interactivity where relevant
- **Available 24 hrs** a day, 7 days a week from anywhere



What is needed to improve compliance / concordance

- Build **trust** relationship through **increased transparency**
- Help patients to understand where they are and where they could be and how to get there
- Provide tools for patients – satellite navigation for healthcare
- Simple explanation of how to get the best care possible
- Move patients from being **passive recipients** to **active partners**



Houghton Thornley Medical Centres patient portal

- Provides contact details, who we are, where we are, surgery times etc etc etc
- On-line **appointment booking**, ordering **prescriptions** and access to the **GP held Electronic Health Record**
- **Self care** – NHS Choices, HealthSpace, NHS Direct, Map of Medicine, patient.co.uk, OOHs advice, Choose and Book
- **Local** health resources
- **National** themes eg Change for Life, R U Clear, Smoking cessation
- Important messages
- Practice services – providing a **framework** for how care is organised and what patients can do for **specific conditions**
- Health **Record Access** – what does it mean and why do it

Houghton Thornley Medical Centres patient portal

- Talks – let people learn **when they want** to learn
- What's new?
- Practice / local **events**
- RSS feeds on health news, **Behind the Headlines**, Local weather forecast provides access to pollen count
- Intro to **quality** care
- Blogs
- Swine flu **awareness**
- Patient zone / Newsletters / Patient Surveys
- Pre-registration
- **Public and patient involvement**

Houghton Thornley Medical Centres patient portal

Also combines an intranet for staff access to

- internal communication & collaboration
- important documents
- events
- contacts management
- Fully content editable and hence personalised to Practices individual need



10th Anniversary Special

2009 Latest Edition - Did You Know 3.0 - From M... Years It Took to Reach a Market Audience of 50 Million

There are many people who go on to the internet to read the news. But do you know there are a lot of people who go on to the internet to read the news... **Radio 30 years**

Click here to learn more about the 10th anniversary of the magazine.

BMJ Blogs

Expanded online access to your medical records, says Richard Smith

By Richard Smith, Editor in Chief, BMJ

It has been a year since I published my article on the expansion of online access to medical records. It was a controversial topic at the time, but now it is becoming a reality. **Radio 30 years**

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Are YOU ePOWERed yet?

Real patient involvement

On the 19th August 2008, a group of Haughey, Thomas, Medical Centre patients met to discuss their views on the new ePOWER system. **Radio 30 years**

Enabling patient access to the GP electronic health record - The Haughey Thomas Medical Centre Way

Dr. Richard Smith, Editor in Chief, BMJ

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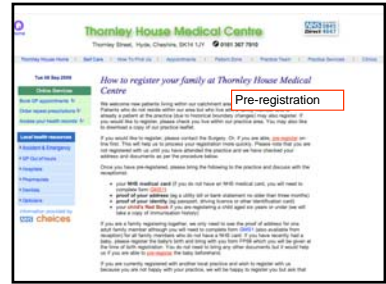
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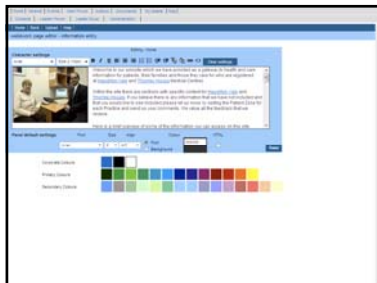
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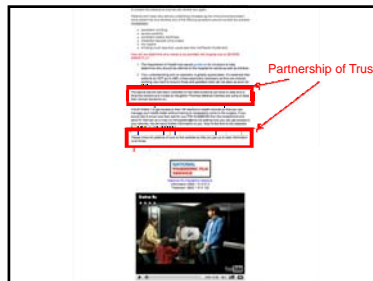
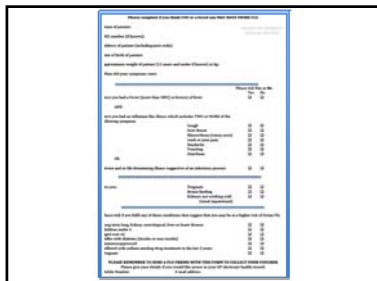


So how do we build such a rich up-to-date website that works in a **real-time digital medicine** environment ?



How www.htmc.co.uk came into its own when **Swine Flu** arrived in Hyde!





Implementation and ongoing costs

- Approximately 40p per patient to implement
- Less than 10p per patient per annum to maintain

How do we know that www.htmc.co.uk works?
Let's ask the patient!

HTMC viewings during August

Web page	Number of Viewings
Home Page	2366
Swine flu advice	189
Change 4 Life	119
Amir's blog	68
HPV, cervical smears...	44
Maintaining confidentiality	31

Extrapolated – total viewings in 1 year:
>90,000

We now have **over 750** patients accessing their GP electronic health records on-line **without a single problem**

Blog: Self care

On 28 Jul 2009, Margaret wrote:

I love to use the www.htmc.co.uk website to manage my own health. It may be I want to access my health records to print information when I am going to the hospital. By following the various links I was able to look up information about an operation I needed to have. The information was very easy to understand and there was even a diagram. I found the information very useful. I was not anxious when I went for the operation as I knew exactly what to expect. I have even used the site to look up information for friends and family. The up to date information on Swine Flu is very good.

Any questions?
amir.hannan@nhs.net
www.htmc.co.uk



Please fill the form so that I can pretend you are a patient of mine and I will send you an e-mail and a text message explaining how you could get access to your GP electronic health record. This also shows how all the training material is available on-line too. I will also send an online feedback form for you to fill out too

I will be available over the lunch period for anybody who wishes to talk to me further. Have to catch a flight back to Manchester at 3:30pm so that I can see patients in the morning...!!!!