

GP Communications Action Plan Update

Alex Crawford, Deputy Head of
Commissioning and Planning

Communication

Lead for this aspect: Julie Marshall
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- *“Difficulty contacting the hospital – phones often on answerphone”*
- *“Information Governance concern re sharing patient sensitive information over phone”*
- *“Fax issues including duplication of information, i.e. info faxed as well as post/CDS”*

To address IG concerns & contact issues:

- **NHS.net pilot** commenced December 2013 with five GP practices and eight specialties – to receive routine queries – satisfies IG concerns
- Extended to all practices who attended GP Workshops 2013 from end Jan
- Any other practices wishing to take part in pilot to contact julie.marshall@uhbristol.nhs.uk

Proposal to Cease Faxing of patient identifiable information

Why are we doing this?

- To make information available to GP practices faster and safer for the benefit of our patients
- Electronic availability more reliable
- To reduce our Information Governance risk
- To commence process of paperless NHS – National NHS target 2018

Proposal to Cease Faxing of patient identifiable information

What are we doing?

- We will commence a phased programme eliminating faxing of PI info from 1st April
- Completion by 31st December 2014
- Stage one – patient letters and discharge summaries to be available via CDS only for BNSSG practices from 1st April 2014
- Incoming faxes will be unaffected

Clinic Letters

Lead for this aspect: Mike Milton
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Clinic Letters Digital Dictation Project

University Hospitals Bristol
NHS Foundation Trust



You said:

- *“Timeliness often poor, waiting weeks in some cases for clinic letters”*
- *“Quality is poor”*
- *“Often wait too long for letters”*

Clinic Letters Digital Dictation Project

University Hospitals Bristol
NHS Foundation Trust



Digital Dictation & Speech Recognition Project

- Respiratory specialty commenced implementation on the 2nd December using BigHand digital dictation software and M*Modal speech engine
- System is still in 'soft implementation' phase (test mode) and we are currently resolving initial systems issues before rolling-out across the Trust
- Twelve medical secretaries have received training and are using the system
- Thirty-five clinicians including clinical nurse specialists have received training and are now using the system

Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.

Clinic Letters Digital Dictation Project

University Hospitals Bristol
NHS Foundation Trust



Digital Dictation & Speech Recognition Project

- M* Modal Speech Recognition Engine 'bar' set at 78% accuracy
- Four clinicians' dictation have already reached that level
- First transcriptions now being received by medical secretaries for verification
- Roll-Out across the Trust to commence in March to include 70 specialties, approximately 600 clinicians including clinical nurse specialists and 180 medical secretaries

Clinic Letters

Digital Dictation Project

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Digital Dictation & Speech Recognition Project Correspondence Formatting

- Standardised header information
- Point of contact for clinician sending letter (no other clinician's names on letter to make correspondence more user friendly)
- Body of letter formatted for quick reference listed under the following information boxes:
 - Diagnoses
 - Medical History
 - Medications
 - Plan
- Any other information will be outside of the main information boxes

Discharge Summaries

Lead for this aspect: Nick Harvey
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You said:

- *“Discharge summaries not produced on Saturday nights”*
- *“Quality and layout could be improved”*
- *“They are incomplete and contain abbreviations”*

- Discharge Summary Review

- Content, format

- Auditing internally to pick out where correct information being input

- Collaboration work with North Bristol Trust
- GP involvement via the Bristol Clinical Commissioning Group & BNSSG
- Quality audit and training

CDS / IM&T

Lead for this aspect: Steve Gray
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You said:

- *“Have to log in to CDS to ‘retrieve’ documents”*
- *“Prefer direct to practice workflow”*
- *“Some problems with duplicates”*
- *“We don’t consistently use information on Spine”*

CDS Enhancements:

- PDF file type for all documents on CDS = improved download speed
- Help pages
- Transfer patient option
- Multiple locations
- Batch downloading

If you have any queries regarding this service please contact cdshelp@uhbristol.nhs.uk

Outpatients

Lead for this aspect: Cat McElvaney
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You said:

- *“Not replying to referring GP”*
- *“Cancelling patients with no explanation”*
- *“Transport issues for patients”*
- *“DNA letters received by patients unaware of appointment”*

1. Referral issues

- Improved updating of demographic information including referring GP information

2. Cancelling patients

- More detailed reporting to understand reasons for cancellations
- Robust Leave approval process for Clinicians & improved on call/rota management
- System for booking patients closer to the appointment date and offering choice

3. DNAs and appointment reminders

- Text reminder system implemented Dec'13 for patients with mobile nos. (50% patients)
- Automated telephone reminders to be launched Feb'14
- Review and documentation of DNA policies by Clinical Lead for each speciality

4. Improving Access for Patients

- Outpatients Appointment centre - reception desk in new Welcome Centre

Commissioning & Planning & Corporate Communications

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Lead for Communication: Fiona Reid

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You said:

- *“GP Handbook – some inaccuracies and out of date information”*
- *“Better use of new media”*

GP Handbook

- Updated online when informed of changes
- New hardcopy later in year to wait for BRI, CSP and other changes
- gpliason@uhbristol.nhs.uk and ubh-tr.commissioning@nhs.net (secure) for feedback

Web Strategy

- Delayed but commencing this month
- Twitter, YouTube and other media to be considered
- Surveymonkey available and intend to use for feedback

Any final questions/comments?

My email: Alex.Crawford@uhbristol.nhs.uk

Feedback: gpliaison@uhbristol.nhs.uk

Feedback securely: ubh-tr.commissioning@nhs.net

eReferral Update & Brief Discussion

- Coming online in November 2014
- 1st Phase – enhancements to Choose and Book
- 2nd Phase – from April 2015 should start to see growth and change

- What do you struggle to refer currently through Choose and Book?
- What would you like on Choose and Book (and therefore eReferral) in the future and what would be the priorities?