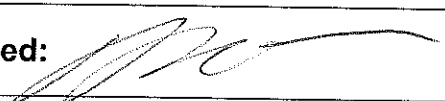AGENDA ITEM NO: 15

UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST
BOARD OF DIRECTORS
THURSDAY 24TH JUNE 2010

Title:	PATIENTS ACCESSING RECORDS FROM HOME
Responsible Director:	EXECUTIVE MEDICAL DIRECTOR
Contact:	Daniel Ray, Director Informatics & Patient Admin James Ferguson, Consultant Liver Medicine Steve Chilton, Director of IT Services

Purpose:	The development of "My Health @ UHB" will enable patients to remotely access and feed in vital information about their care and disease condition.
Confidentiality Level & Reason:	N/A
Medium Term Plan Ref:	Strategic Aim 2: Advance our reputation and position at the leading edge of Performance and Quality
Key Issues Summary:	To configure an internet web portal to enable patients with long term conditions (starting with a pilot in Liver Medicine) to access clinical and non-clinical information whilst outside the trust. It is thought that this will enable the trust to further enhance its reputation in the use of IT and Informatics around providing care to patients.
Recommendations:	The Board of Directors are requested to: **Discuss** and **Approve** this paper.

Signed:	Date: 15/06/10

UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST
BOARD OF DIRECTORS
THURSDAY 24TH JUNE 2010

PATIENTS ACCESSING RESULTS FROM HOME

PRESENTED BY THE
EXECUTIVE MEDICAL DIRECTOR

1.   **Purpose**

To inform the chief executive of the development work around this project, to outline potential risks associated and also to outline ideas for further development. To also outline the types of information and functionality the trust would offer to patients via such a portal and detail potential roll out to other specialties.

2.   **Background**

The Trust has a number of electronic clinical systems which has led to large rich databases being created holding important information about care of its patients. This project group has set about looking at ways in which it can make some of this information appropriately available to patients. To better inform them and help them manage their disease conditions more effectively, which should lead to better outcomes for our patients.

It is not known that any other hospital in England provides such a service as the one described in this paper to patients, or potentially could be in a position to given what has been stated about some of the Trusts rich clinical databases. There is a service setup in Scotland in relation to a Renal specialty that offer some of what MyHealth@UHB is seeking to provide but not all the functionality described in this paper. It is hoped that the development will enable the trust to remain at the leading edge of using IT & informatics to support care delivery.

3.   **Functionality of the system for patients**

Patients currently receive care information detailed in this section in different forms mainly via paper based letters to a single address or in an outpatient consultation. MyHealth@UHB will enable them to access this information whenever they need to wherever they are. Table 1 below details the main initial, proposed outline elements that will be available to patients via MyHealth@UHB.

Table 1:

Drug information	Patients will be able to access information about the drugs that they have been prescribed by the hospital. If the patients visit their General Practitioner and their medication is changed they will be able to feed this information into their records which can then be viewed by their consultant at the trust.
Appointments	Patients will be able to view up and coming appointment dates that they have at the trust and also view their appointment history. Letters that have been scanned in and that are available electronically (from clinical portal) may also be accessed.
Queries	Patients will be able to message in queries to consultants via the system regarding any queries they may have.
Laboratory results	Patients will be able to view their test results via MyHealth@UHB enabling them to have a much quicker understanding of changes to their disease condition.
Patient forum & contacting other patients with similar disease conditions	Patients through the appropriate consent mechanisms will be able to join patient discussion forums with other patients who have the same long term conditions. This was a request put forward by an expert patient working with the development group.
Demographic information	If patients change their address or their contact telephone they will be able to change this information via the system.

Appendix 1 enclosed within this paper, details an example screen shot of how the portal may look for patients.

4   The Development Group

The group working on the project has so far, consisted of the following representatives:

Daniel Ray, Director Informatics & Patient Admin
James Ferguson, Consultant in Liver Medicine
Dean Grinham, IT Programme Delivery Manager
Jim Williams, IT Developer
Charlotte Watsham, Expert Patient
Vijay Dabhi, Data Management Developer

Further patient representatives have been contacted to convene a working group to work alongside the trust team. Other clinicians in the liver service have been consulted over this work and are in support.

5   Opening up access to patients: Patient Selection

Patients have been fully engaged within this development from the initiation to the current point of development and will continue to be at every stage. Patient selection for this service will be made by the consultant in charge of their care. There will be a process followed within the specialty when opening up access to MyHealth@UHB for patients. On first login patients will be required to go through a 'online walk through' so they understand the system and a video of how to use the MyHealth@UHB will be available to watch online. Fundamentally we start from the premise that if the tool requires too much training to understand how to use it then by default it is too complicated.

The majority of patients utilising this service will have a chronic health condition and a good understanding of their illness and its management. The offering of the service to patients will be made once the patient has a good understanding of the results and complexities of their condition.

It will be made absolutely clear to patients the level of security we have put in place around the configuration of MyHealth@UHB. Patients will need to sign a consent form, as part of the sign up to access process, detailing the potential risks of information being available on the internet. The development group will work with a number of expert patients to get the balance right when logging onto the system to make sure that it is appropriately secure for sign on but isn't so complex that it becomes a burden and puts patients off.

6   Queries patients may have as a result of having increased access to information

Initially this will be a pilot within the liver unit, a registrar is on call 24/7 for out of hours and weekend questions and specialist nursing staff who can take queries during working hours. In addition, patients will be given the contact details of their consultants' secretary. Consultants can then discuss any queries with the patient if required. During the pilot as patients are given access to MyHealth@UHB we will evaluate the amount of extra workload created and consider if we need to change practice.

7   Display of results

Results will be taken from PICS, labs and potentially other systems and placed securely on the myhealth@UHB infrastructure. Initially only full blood count, urea & electrolytes and liver function tests will be available. These will all have help icons to explain their significance. We do not plan to hide results if they are abnormal. We do not plan to include imaging or pathology results in the initial phase.

8   Planned rollout of 'myhealth@UHB'

Initially we plan an initial pilot of 12 patients within the liver unit. After this pilot we will evaluate the strengths and weaknesses of the package and modify it as required. Thereafter it will be offered across the liver unit followed by a further re-evaluation process. Finally it will be offered to other departments within the trust, they will be able to modify it for their own and their patients needs.

9   Monitoring of use

The project will only be successful if we can demonstrate that the site is used (this will be monitored) and has effect on patient outcome. To evaluate the programme in more detail we plan to apply for a NIHR (research for patient benefit) programme grant. The application will go in after the pilot stage and will use both qualitative and quantitative measures to show benefit.

10   Finance

The trusts Director of Informatics & Patient Admin and the Consultant Clinical lead for the pilot of this project put in an application for funding of £64,000 to QEHB Charities. The bid was to support the development of this project to enable the configuration of this within the pilot specialty of Liver. The application was presented to the trustees on the 4th May and was successful, obviously given the potential reputation risk, proceeding is subject to board approval.

If other specialties wanted to make use of this system following the pilot, it will be much easier to open this up to them having done a lot of the configuration on the front end already in the pilot, obviously some tailoring maybe required. A contribution maybe expected from these specialties to support the tailoring of the system for the use by their patients.

11.   Securing the service

To protect the reputation of the Trust and preserve patient confidentiality it will be essential to ensure that "banking" levels of security are a consideration from the offset and not an after thought. It is with this in mind that the ICT department will engage 3rd party security advisors to provide guidance and best practice advice.

The myhealth@uhb proof of concept is designed to showcase the value of such a service to our patients and that the development of the service is led and shaped by our consultants and patients.

In parallel with the development, the Trusts ICT department will explore the options to host a secure service that ensures patient authentication, data security, encryption and countermeasures against attacks are provided to the

Trust – this will be subject to a further paper and recommendations on hosting secure patient services on line.

12. Recommendations

The Chief Executive is requested to:
Discuss and **Approve** this paper.

David Rosser
Executive Medical Director

Note: Appendix 1 is on the next page.

Appendix 1

University Hospital **NHS**
Birmingham
NHS Foundation Trust

| HOME | MY DETAILS | MEDICAL INFORMATION | PRESCRIPTIONS | RESULTS | LETTERS | CONTACTS | MESSAGES | PATIENT FORUM | HELP |

Logged In As : Jim Williams Log Out   My Health Blog   Add to favourites   19 Jan 2010

Welcome To My Health

Appointments

- Tuesday 27th October 2009 ✔
- Tuesday 8th December 2009 ✖
- Wednesday 19th May 2010
- Thursday 5th August 2010
  More......

Click previous appointments for details including any letters and results
Click future appointments for details including location map and arrival details.

Reminders

- Prednisolone tablets running low - put your repeat prescription in
- You have new Results - click to see your results page.
- You have a new Message from Dr B.Rubble. Click to read

Messages

Date	From	Subject	All Messages
1st March 2010	Dr B Rubble	Hi There , could you please contact me with xyz and the information about the abc's	
27th January 2010	J Williams	Lorem ipsum dolor sit amet, consectetur adipiscing elit. In porttitor urna in purus	
14th January 2010	Dr Green	Sed vel lorem et lacus tristique interdum. Praesent sem ipsum, pretium in tincidunt	
18th December 2009	R Smith	Sed sit amet nibh non sem vehicula posuere ut vitae orci. Fusce sit amet lorem orci	
2nd December 2009	Mr Ferguson	Proin congue tellus in arcu euismod ultricies nec in purus. Nullam tellus tellus, iaculis	
23rd November 2009	A Wilson	Vestibulum a tortor sit amet neque consequat tempor vel eget ligula. Nullam interdum arcu	

Useful Links

Web Link 1 - www.weblink1.com
Web Link 2 - www.weblink2.com
Web Link 3 - www.weblink3.com
Web Link 4 - www.weblink4.com

Contact List

GP Details

GP Name	Dr J. Wilson
Address	Lower Green Health Clinic Wolverhampton
Post Code	WV6 9XX
Telephone	0845 757 7577

Wolverhampton New Cross Hospital

Name	New Cross Hospital
Address	Wednesfield Road Wolverhampton
Post Code	WV10 9ZZ
Telephone	0845 123 4567

Your Unit Contacts

Name	XYZ Unit 1 - Ward 2
Location	New Cross Hospital - Floor 2
Web Address	www.nch.nhs.uk/XYZ_Unit
Email	unitxyz@nch.nhs.uk
Telephone	01902 789456
	More.....

Visit Our Facebook Profile
Follow us On Twitter