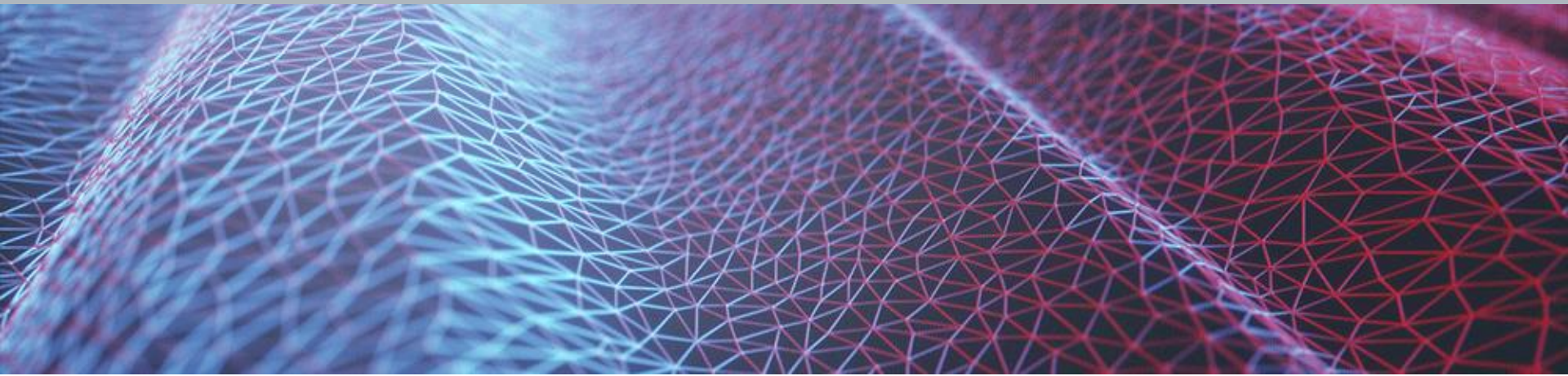
Digital Nursing



Primary Care Digital Transformation (PCDT), NHSX

September 2019

Introduction

Helen Crowther
Clinical Nurse Advisor

- Queen's Nurse
- Previous Macmillan adopted nurse
- GP nurse of the year 2018
- 19 years qualified RGN

Ann Gregory
Clinical Nurse Advisor

- Nurse Practitioner
- Special interest in equality
- 25+ years of practice experience

QUIZ

The first part of our session is an interactive quiz.

If you have a SMART phone please take it out and go to: www.kahoot.it

You will be prompted to enter a GAME PIN:

Primary Care Digital Transformation

Priorities and the future

Ann Gregory and Helen Crowther, Clinical Nurse Advisors

NHSX

NHSX is leading the largest digital health and social care transformation programme in the world.

NHSX has been created to give staff and citizens the technology

they need.

NHSX is bringing together digital transformation programmes from NHS England/Improvement and the Department of Health and Social Care to create a more joined up approach to digital transformation.

NHSX Missions

1. Reducing the burden on clinicians and staff, so they can focus on patients;
2. Giving people the tools to access information and services directly;
3. Ensuring clinical information can be safely accessed, wherever it is needed;
4. Improving patient safety across the NHS; and
5. Improving NHS productivity with digital technology.

Primary Care Digital Transformation

Our team objective: to reduce the burden on primary care

How? By implementing 17 digital transformation programmes and supporting CCGs and practices to deliver online services to patients. Looking at the GP contract, identifying key digital requirements and supporting practices to deliver with guidance, support and briefings.

Why?

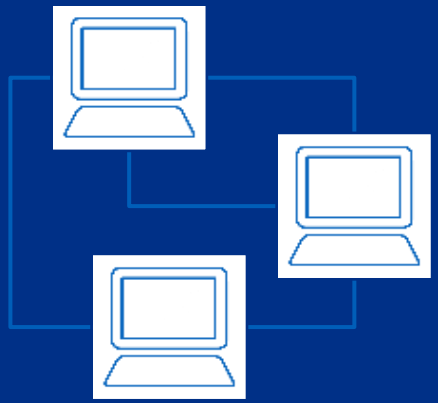
- to support staff to offer the best care and experience to patients
- to improve patient outcomes
- to implement new ways of working within resource constraints
- to create services that are fit for purpose and sustainable for the future.

What are the programmes?

And how can nurses support their delivery?

GPIT Futures

GPIT Futures is the programme that will replace GP Systems of Choice (GPSoC) in January 2020 as the new contract.

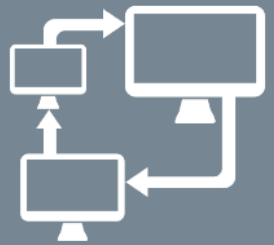


GPIT Futures aims to give practice more choice and control over their IT systems. Allowing for a more module based approach with a wider variety of suppliers.

Nurses are of course expected to use GPIT systems everyday in practice. Let us know your thoughts, ideas and worries so we can help shape futures into something that works for everyone.

SNOMED

The SNOMED programme provides staff with a uniform data set across all care settings.



Practice nurses are often required to complete data entry, whether into a patient record or entering test results into the system, its vital to get it right.

Data quality as been so poor in the NHS that it’s almost unusable. Putting the right information in helps to get the right information out for secondary uses.

GPIT Operating Model

The GPIT operating model is a document which sets out how we will achieve world class digital primary care systems that provide flexible, responsive and integrated services for patients, giving them greater control over their health and care.

We aim to provide feedback to the teams and senior managers creating these documents to ensure that the nursing voice is heard and so we are able to shape these policies into something that works for nurses in practice.

“Together as a collective, our voice will be heard so much louder than as individuals. Together we can shape digital nursing into something that works for everyone.”

Digitisation of Lloyd George Notes

This programme supports practices to digitise the patient notes held in practice.

As we move towards a new way of working with **Primary Care Networks**, practices will be employing a multidisciplinary teams.

Making space for new colleagues to move into the practice will be invaluable. Digitising your notes is one way of doing this.

GP connect

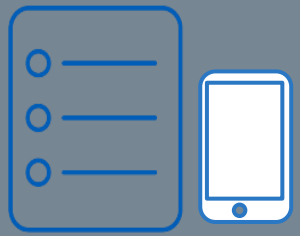
The GP Connect programme supports the development of products which will enable different GPIT systems to communicate across care settings.

This will allow clinicians in different care settings to:

- view a patient's GP practice record with Access Record: HTML
- manage GP appointments with Appointment Management
- import or download data on a patient's medicines and allergies with Access Record: Structured

GP appointments

GP appointments isn't just about appointments with your GP. In order to give patients a good online offer we need to provide a wide variety of online appointments for patients to book.



Nursing appointments are a good set to get online especially for things like:

- Cervical screening
- Contraception
- Health checks
- Vaccinations and more

We need our practice nurses to drive this change in their own organisations to help improve the offer to patients.

This can also help practices move toward the GMS contract requirement of having 25% of appointments online.

Access to Records

Patients having access to their records is an integral part of digital transformation. It gives the information back to the patient and allows them to become a partner in their own care.

Within the GMS contract it states that **‘a clinician must check the record before giving access to a patient’** – it seems that, in some practices, this responsibility will fall to Practice Nurses.

Prescriptions

Online ordering of repeat prescriptions is second nature to a lot of patients now.

Even better, you can now order your repeat prescriptions on the NHS App.

Just download, connect with NHS Login and order yours today.

Nurses often take care and spend most time with our Long Term Condition (LTC) patients in primary care.

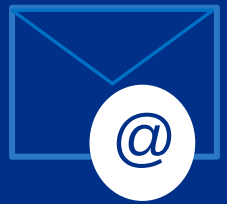
A recommendation from a nurse can have a big impact on patient behaviour.

Let your patients know they can order their medications online 24/7 and ease some of the pressure of managing a LTC.

Fax Machines

Fax machines are old technology and are often unreliable.

NHSX is working to make interoperability a standard for online services in the NHS which will support easier and safer transfer of data between services.



Nursing staff in a number of different care settings still heavily rely on fax machines to send information where interoperability isn't available.

We need to make sure the connection and ability to transfer data is in place before removing fax machines to maintain continuity of care.

Do you still use fax machines? Let us know: digitalnursenetwork@nhsx.nhs.uk

GP websites

Having an up to date website for your practice can bring a number of benefits to staff and patients such as:

- Reduce call volume if patients can find the information they need online like opening times and online services information
- Reduce number of appointments taken for things like sick notes and immunisation information if available online

The GMS contract states that ‘all practices will need to have an up to date and informative online presence’

Digital Services to Support Students

Focus on Mental Health

This project is still being scoped but we are looking at what support there is for students to engage digitally with support services.

Mental health problems start early in life.

Half of all mental health problems have been established by the age of 14, rising to 75% by age 24

Need to establish better links with universities/colleges and health services.

Other programmes we support and enable

How nurses can support delivery

- **Have your voice heard** – comment on, engage with and help shape digital services in any way you can.

- **Share honest opinions** – if we aren't honest about the state of affairs then nothing will change. Tells us the problems and the positives.

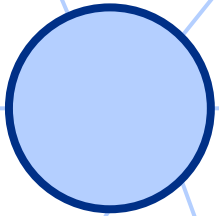
- **Spread the word** – tell other nurses about this digital agenda and the Digital Nurse Network and help grow our community.

Why nurses are integral to successful transformation programmes

Nurses top the Ipsos MORI index for the '**most trusted profession**' in the UK

Changing demand leads to changing staff skill sets, **nurses are adaptable and flexible.**

Nurses spend more time with patients than any other health care professional, and patient **outcomes and experience are affected by nursing care quality.**



Nurses are best suited for LTC patient care and **hold a lot of sway over patient behaviour.**

Nursing staff are a huge part of the NHS workforce and therefore any **digitally ready workforce.**

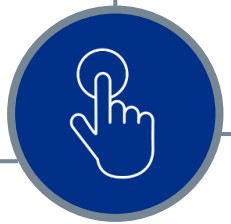
Nurses are able to support GP work and **reduce the burden on primary care** through taking on different responsibilities.

Digital Nurse Network

What’s the offer of support for nurses?

Why do we need a national digital nurse network

Inequality in support and training offered to nurses with regards to primary care digital services and transformation programmes



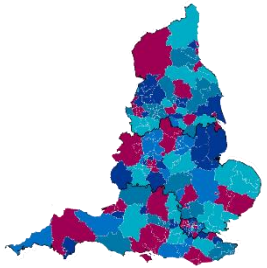
Digital landscape is changing quickly and is highly complex, nurses need to be aware of current and upcoming programmes in order to best navigate their patients to the best services for them.

Need for flexible learning

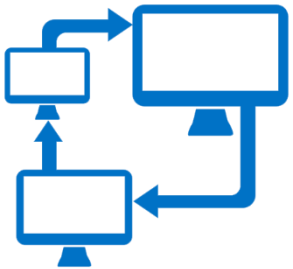
a lot of nurses, especially practice nurses, are not given the opportunity to leave practice for events and briefings.

"You are lucky if you can get released to go to a meeting, let alone a study day"

What is the vision for the network?



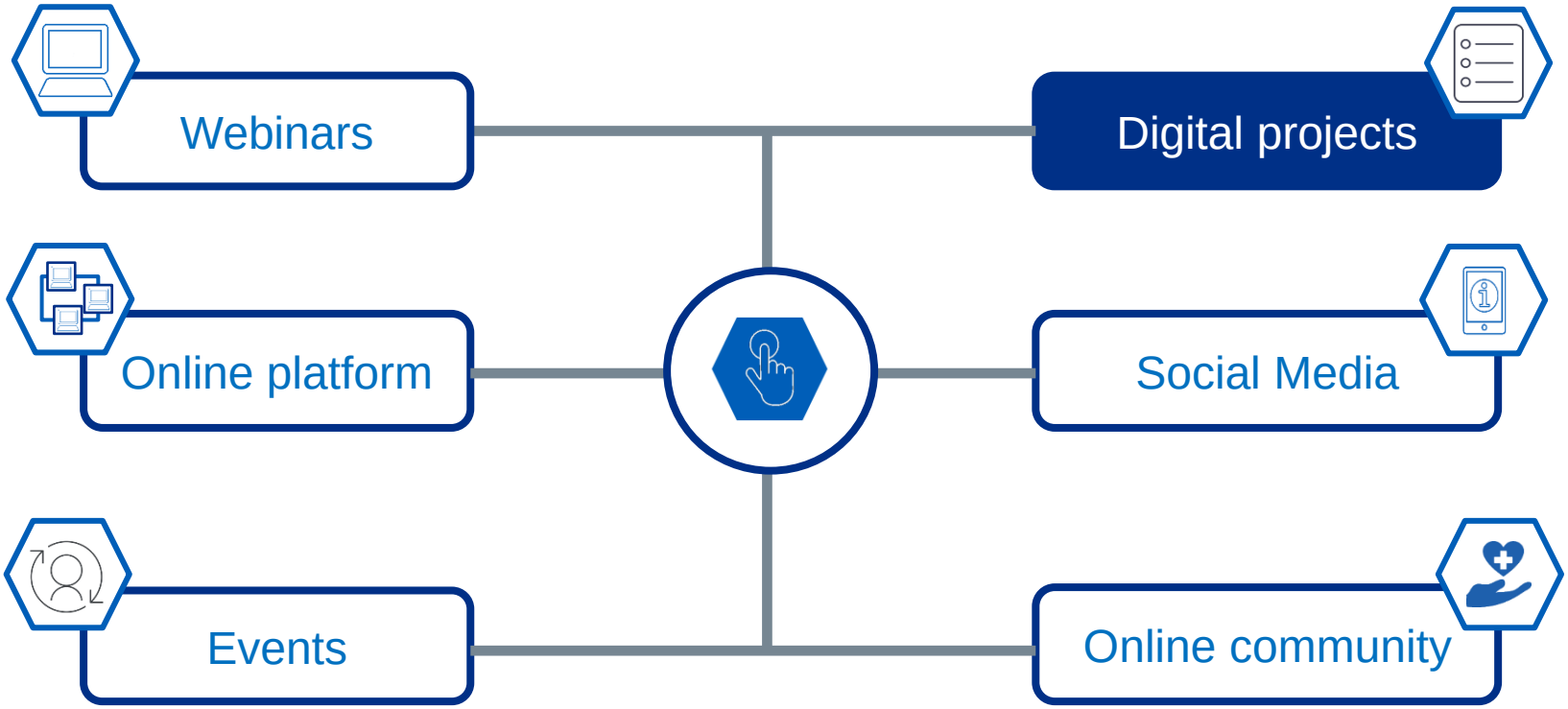
Start National



Go local

Become sustainable

What is the Digital Nurse Network?



What's in it for you?

Digital Nurse Network

- Innovation
- Training
- Briefings
- Being part of something bigger
- Up to date information
- Sharing
- Collaboration
- Upskilling
- Support

Present your idea or project

Have you delivered a programme or completed a project that you would like to showcase to the network?

- Tell us about your digital project
- Create a slide set
- Deliver a webinar

How can you get involved?

Join our mailing list

Join our online platform

Follow us on Twitter

What else can members do?

Tell another nurse

Tell us about your digital project

Invite us to your events

Contact

digitalnursenetwork@nhsx.nhs.uk

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@JennieSmiith

#DigitalNurseNetwork

www.source4networks.org.uk

Sign up and search:

Digital Nurse Network