

# Dr Jon Emery

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**takingaction** Divisions of General Practice Network Forum 2004



# Connect activity: a view from the UK

Jon Emery

*Professor of General Practice  
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- UK National Programme for IT (NPfIT) 2002
- Coordinate IT management in NHS
- Develop core national services (eg electronic health records)
- Build connectivity within NHS
- Data quality standards



**Delivering 21<sup>st</sup> Century IT  
Support for the NHS**

**National Strategic Programme**

NHS e-mail

e-health records

e-referrals &  
bookings

e-imaging  
(PACS)

e-prescribing

New National  
Network N3

GP quality  
management  
(QMAS)



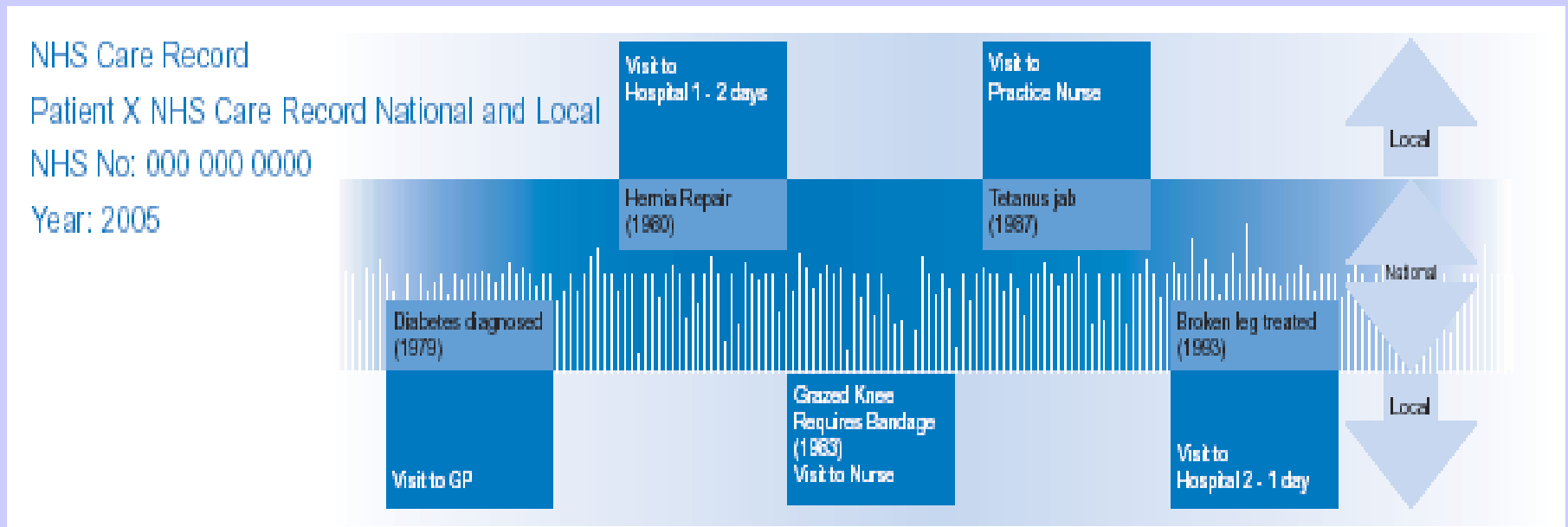
Delivering 21<sup>st</sup> Century IT  
Support for the NHS

National Strategic Programme

# NHS Care Records Service (NHS CRS)

- Currently multiple local paper and e-records – non-transferable
- Phased development - full integration of health and social care records 2010
- National spine
  - NHS no, DOB, allergies, major treatments
  - Detailed local records

# NHS Care Record Structure



# Electronic referrals and booking

- 'Choose & Book'
- E-referral
- Patient choice of hospital and time
- GP referral guidance
- Referral tracking

The image shows a screenshot of the NHS 'choose and book' website. At the top right is the NHS logo. Below it is a dark blue banner with the text 'choose and book' in white. On the left is a light blue sidebar menu with the following items: Homepage, What is Choose and Book?, What does Choose and Book mean for me?, What's new, Implementation area, Communication materials for you to use, Training and support, Reference documents, Frequently asked questions, Celebrating success & lessons learnt, Background to booking in the NHS, Contact us, and Useful links. The main content area features a 'Year Planner Chart' with fields for 'Name' and 'Week No.'. Handwritten in blue ink on the chart is: 'Choose and Book' is a new service for GP referral combining electronic booking and a choice of time, date and place. Below this, it says: It will be made available to patients gradually over the next 18 months. To the right of the chart are two sticky notes. The top one is yellow and says 'So what is 'Choose and Book'?'. The bottom one is orange and says 'Choose and Book Delivery Framework'.

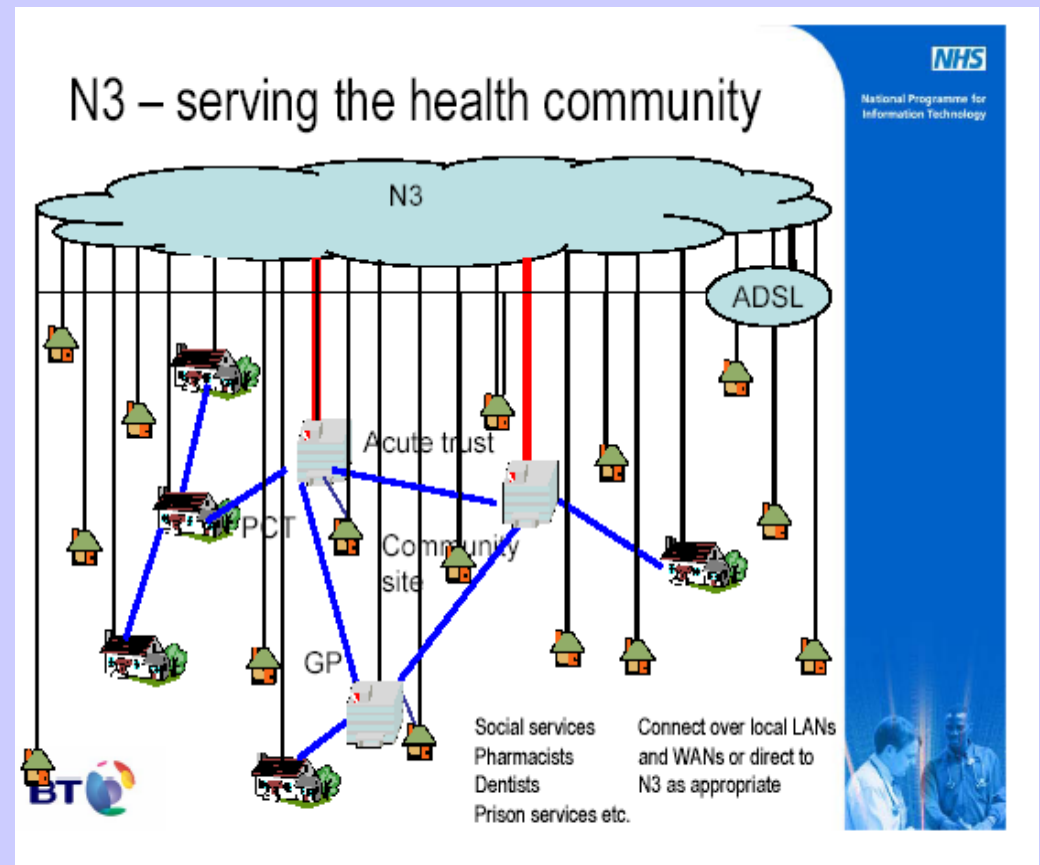
# Electronic Transmission of Prescriptions (ETP)

- 649 million NHS prescriptions 2003
- E-transfer GP to pharmacy to Prescription Pricing Authority
- Reduced bureaucracy
  - Repeat scripts
  - Dispensing
  - PPA reimbursement
- Reduced fraud



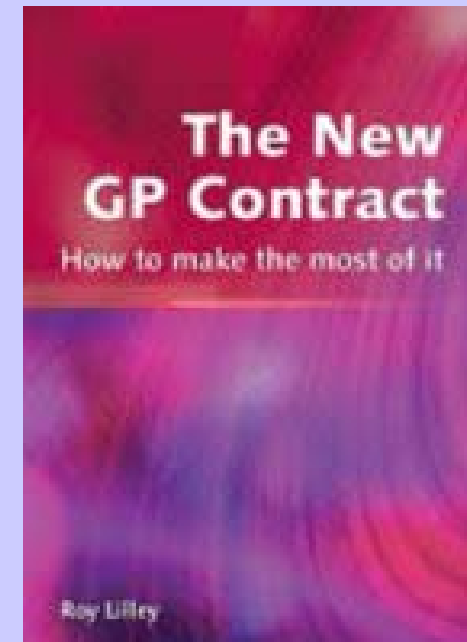
# New National Network N3

- Replace NHSnet
- Increased bandwidth
- Rural access
- Enable CRS, ETP, PACS, e-referral, telemedicine
- Value for money
- British Telecom



# Quality Management and Analysis System (QMAS)

- NHS GP Contract 2004
- 146 'quality indicators'
  - Clinical, organisational
- Total practice score 1050 quality points
- Points mean prizes!

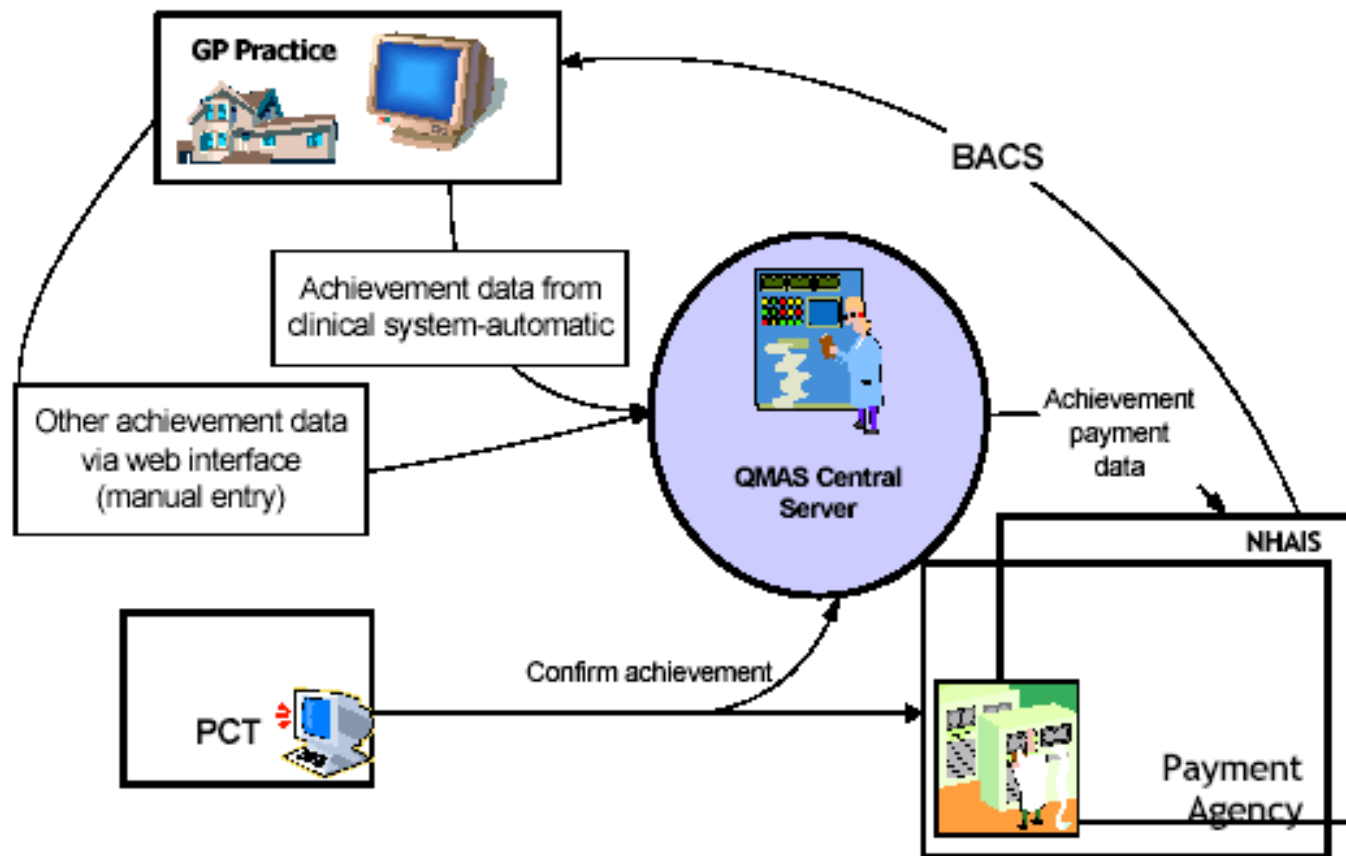


# Quality Management and Analysis System (QMAS)

- GP clinical systems
  - Developed to facilitate data entry to support collection of quality indicators
- Electronic clinical reports
  - Virtual disease registers
- Automatic data extraction and monthly report sent to QMAS for quality payments

# QMAS data flow

QMAS – Flow diagram



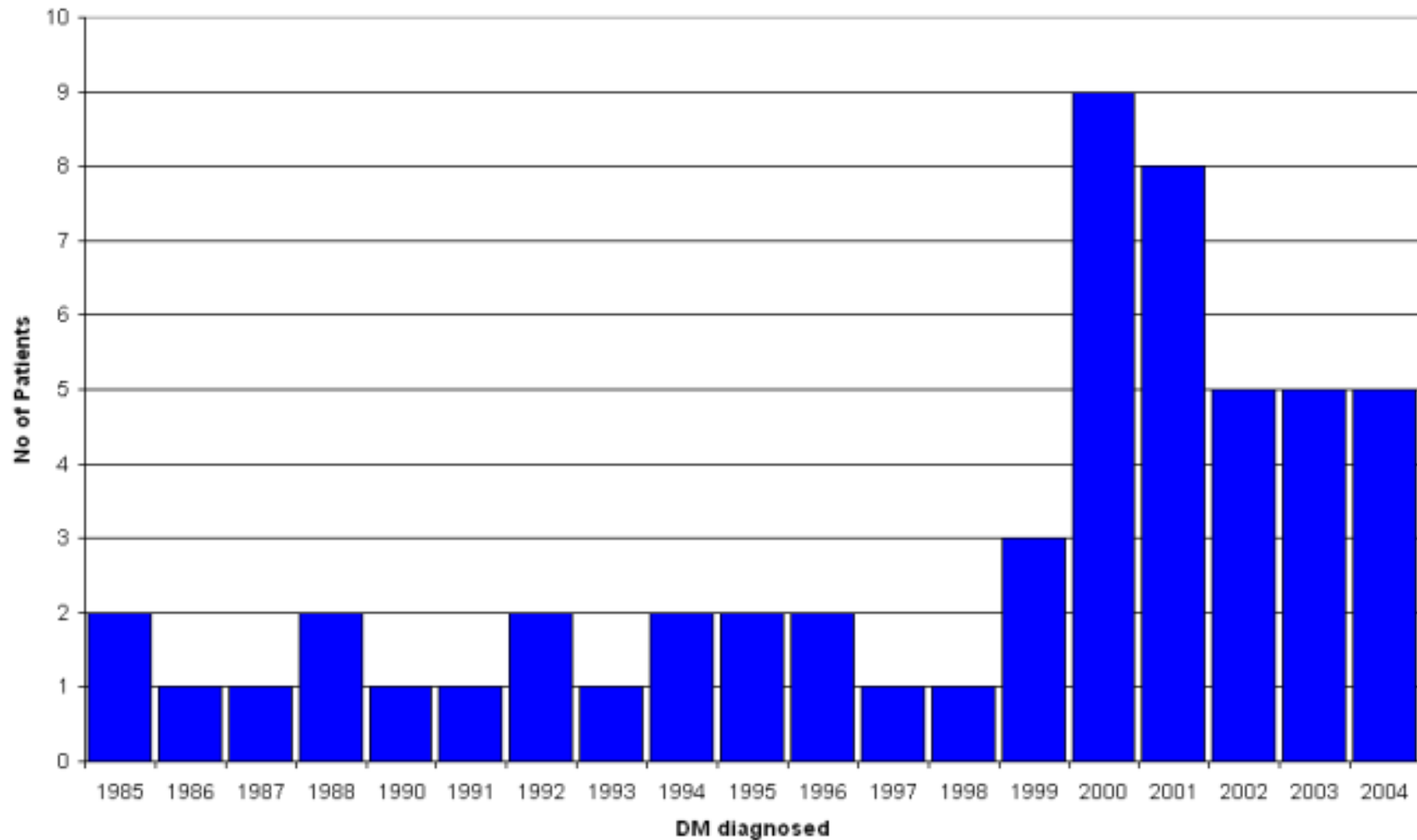
# The PRIMIS Project

- Dept Primary Care, University of Nottingham
- PCT based information facilitators
- Support GPs' clinical data management
- MIQUEST software data extraction
- Data analysis and comparative feedback to practices



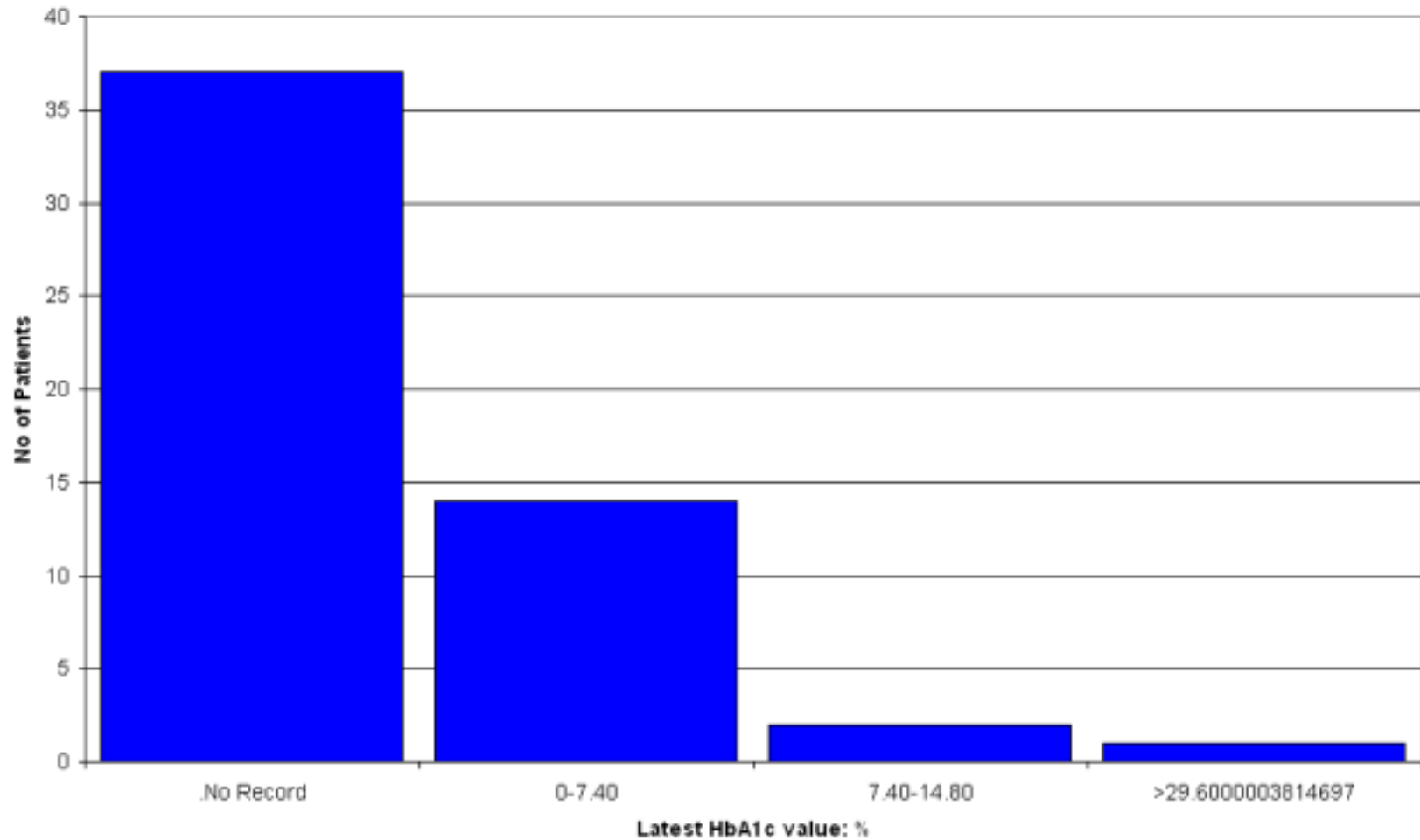
# PRIMIS Practice report

Diabetes: Date of diagnosis by year



# PRIMIS Practice report

Diabetes: Latest HbA1c in last 15 months (7.4% standard)



# Challenges for NPfIT

- Compliant clinical systems
  - Approx 30 GP clinical software systems
- Staff training
  - Culture change
  - Data quality
- Money
  - GBP 2.3 billion 2004-7 (A\$5.75 billion)

Microsoft Internet Explorer window: National Programme for Information Technology in the NHS (NPfIT) Homepage - Microsoft Internet Explorer

Address: http://www.npfit.nhs.uk/

**NHS**

Search:  search

**Home**  
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 Jargon buster  
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**National Programme for Information Technology in the NHS**

We are putting in place new technology to give patients more choice and health professionals more efficient access to information.

Our aim is to help deliver a better NHS that gives public and patients services fit for the 21st century.

**News**

**PACS a core service**  
 Picture Archiving and Communication Systems now a core service within the National Programme for IT.  
[Read more...](#)

**Frontline must get involved**  
 Nurses and allied health professionals urged to take part in the development of new information systems.  
[Read more...](#)

**National Audit Office study**  
 The National Audit Office is carrying out a study into the National Programme for IT to examine the procurement processes used for placing the contracts.

**What's new**

- Minutes** from the NHS Care Record Development Board. [▶](#)
- New opportunities** for NHS staff to work with Local Service Providers. [▶](#)
- Guidance** and information for existing suppliers to the NHS (revised) [▶](#)

**choose and book**

**Front Line Support Academy** [▶](#)  
 Training for NHS staff

**Regional Clusters** [▶](#)  
 Implementation in your local area

**Roadshows** [▶](#)  
 Getting the message across

**From the top** [▶](#)  
 Quotes from the people in charge

**People stories** [▶](#)  
 Implementation in action

Taskbar: start, Inbox - Micro..., Internet E..., EOJ\_Advertis..., meetingmaker..., Microsoft Pow..., Windows Task..., 10:18 AM

[www.npfit.nhs.uk](http://www.npfit.nhs.uk)