

Advice & Guidance

The Morecambe Bay Solution

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27th November 2018



Morecambe Bay
Clinical Commissioning Group



Healthier
**Lancashire &
South Cumbria**

University Hospitals
of Morecambe Bay
NHS Foundation Trust



Advice & Guidance

A bespoke, locally-developed, secure, easy to use, web-based messaging system which allows GPs to have timely dialogue with local specialists about specific patients and their conditions

What did we do and why?

- **Unsuccessful pilot using existing national functionality**
- **Lessons learnt**
- **Small team, collaborative, low budget approach**
- **Bespoke local solution created**
- **New pilot**
- **Pilot evaluation – formalised to full service**



Advice & Guidance

It's about.....

- **Providing a really easy to use electronic system connecting GPs with local specialist colleagues to discuss our patients specific cases**
- **GPs learn from the dialogue and patients benefit from timely specialist advice**
- **We use the system for elective care (ie non urgent care)**
- **If a system is easy to use and is well liked by its users it will be used**
- **Communication in real time terms between GP and specialist improves patient care in a variety of ways**
- **The system is also secure and collects data allowing monitoring of impact on patient care**

COMMUNICATION BETWEEN CLINICIANS.....IMPROVES PATIENTS' JOURNEYS

Key objective – to improve **integrated working and communication** between primary and secondary care



But other benefits include **reduction in need for outpatient appointments, promotes team-working, empowers GP's** and is a **powerful educational tool**



A quick walk-through of the IT system.....

Easy access from EMIS consultation screen.....

The screenshot displays the EMIS Web Health Care System interface for Garstang Medical Practice. The patient is MICKEY, Mouse (Mr), born 01-Jan-2005 (12y 10m), Male, NHS No. Unknown. The consultation is titled "1. <No Problem>". The left-hand navigation pane shows "My Record" and "External Views", with "Advice and Guidance" highlighted by a red circle. The main consultation area shows a table of medical history with two entries: 02-Nov-2017 GP Surgery (Garstang Medical Practice) by EVANS, Susan (Mrs) and 26-Oct-2017 GP Surgery (Garstang Medical Practice) by JOHN, Mel (Dr). The right-hand pane shows a summary of the patient's record, including active problems like "Seasonal influenza vac..." and "Hypothyroidism", and medications like "Dermol 500" and "Inactivated Influenza (Split Virion)".

EMIS Web Health Care System - GARSTANG MEDICAL PRACTICE - 2641

MICKEY, Mouse (Mr)

Summary Consultations Medication Problems Investigations Care History Diary Documents Referrals Growth Charts New Consultation

Save Next Problem Confidentiality Online Visibility

09-Nov-2017 17:34 DINGLE, George Edward (Dr) GP Surgery Garstang Medical Practice

Run Template Book Appointment Create Task Medication Regime Review Add Fit Note Spell check

Print Configure Search

Report Management - 11 SCR - 13 Test Requests - 60 Referrals - 14 (14) Documents - 1 GP2GP - 9 (9) Registration - 491 (118) Lab Reports - 1 (1) Tasks - 6 1 more

Active MICKEY, Mouse (Mr) Born 01-Jan-2005 (12y 10m) Gender Male NHS No. Unknown Usual GP ASHCROFT, Margaret (Dr)

View -> My Record My Record All Records

External Views Summary Care Record Advice and Guidance

Consultation 1. <No Problem>

Problem History Examination Family History Social Comment Medication Follow up Procedure Test Request Referral Document Allergy

Date	Consultation	Consultant
02-Nov-2017	GP Surgery (Garstang Medical Practice)	EVANS, Susan (Mrs)
History	Has never had a reaction to previous flu vaccines • Has never had a reaction to any vaccination • Has no severe allergies to eggs • Patient feels well • Side effects of vaccination discussed	
Assessment	Needs influenza immunisation	
26-Oct-2017	GP Surgery (Garstang Medical Practice)	JOHN, Mel (Dr)
Procedure	Minor surgery done - injection Manufacturer: xx, Expiry Date: 28-Oct-2017, Batch Number: xx, Injection site: Left arm • Steroid injection into lateral epicondyle tendon of humerus Laterality: Left • Informed consent for procedure • Risk of Infection • Risk of Haemorrhage/Haematoma • Risk of Late Tendon Damage • Risk of Nerve Damage •	

Latest Contacts

Summary Detailed

NHS Clinical Practitioner DINGLE, George Edward (Dr) Organisation: GARSTANG MEDICAL PRACTICE Location: Garstang Medical Practice

In Consultation Alerts

The new conversation page.....key patient details automatically pulled across from EMIS GP system

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[Home](#) : [Inbox](#) : New Conversation

Logged in as: [matt.heys](#) ([Logout](#))

New Conversation

To start a new request for advice and guidance, enter the patient's information below, select a specialty and then enter your query. When you hit 'Send' your question will be sent instantly to available care providers in the selected specialty.

1. Patient Details

Patient Name:	<input type="text"/>	NHS Number:	<input type="text"/>
Date of Birth:	<input type="text"/>	Gender:	<input type="text"/>

2. Message Details

Specialty:	<input type="text"/>	Request telephone conversation:	<input type="radio"/> Yes <input type="radio"/> No
------------	----------------------	---------------------------------	--

[Change Telephone Availability](#)

3. Message Content

 [Add attachment](#)

Send Message

Select a speciality from list.....

To start a new request for advice and guidance; enter the patient's information below, select a treatment function and then enter your query. When you hit 'Send' your question will be sent instantly to available care providers in the selected treatment function.

1. Patient Details

Patient Name:	xxxxxxxxxxxxxxxxxxxxx	NHS Number:	123456789
Date of Birth:	1/1/12	Gender:	Transgender

2. Message Details

Treatment Function:	<div>CARDIOLOGY CLINICAL HAEMATOLOGY DIABETIC MEDICINE ENDOCRINOLOGY GASTROENTEROLOGY MEDICAL ONCOLOGY RESPIRATORY MEDICINE RHEUMATOLOGY</div>	Request telephone conversation: <input type="radio"/> Yes <input checked="" type="radio"/> No
---------------------	--	---

[Change Telephone Availability](#)

3. Message Content

 [Add attachment](#)

Send Message

Type message and send.....

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New Conversation

To start a new request for advice and guidance, enter the patient's information below, select a specialty and then enter your query. When you hit 'Send' your question will be sent instantly to available care providers in the selected specialty.

1. Patient Details

Patient Name:	<input type="text"/>	NHS Number:	<input type="text"/>
Date of Birth:	<input type="text"/>	Gender:	<input type="text"/>

2. Message Details

Specialty:	<input type="text"/>	Request telephone conversation:	<input type="radio"/> Yes <input type="radio"/> No
------------	----------------------	---------------------------------	--

[Change Telephone Availability](#)

3. Message Content

 [Add attachment](#)

Send Message

Add attachment functionality if you wish (ECG's, photos of rashes).....

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Home : [Inbox](#) : New Conversation

Logged in as: [matt.heys](#) ([Logout](#))

New Conversation

To start a new request for advice and guidance, enter the patient's information below, select a specialty and then enter your query. When you hit 'Send' your question will be sent instantly to available care providers in the selected specialty.

1. Patient Details

Patient Name:		NHS Number:	
Date of Birth:		Gender:	


2. Message Details

Specialty:

Request telephone conversation: ☐ Yes ☒ No

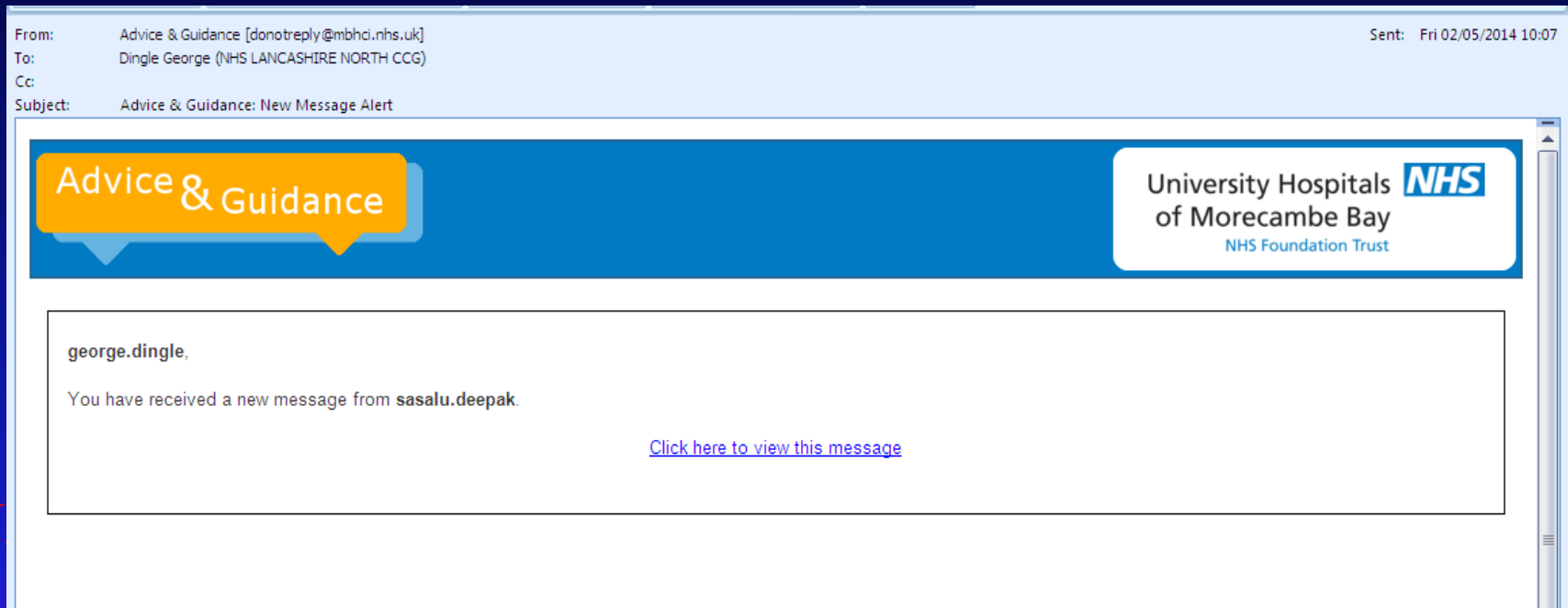
[Change Telephone Availability](#)

3. Message Content

 [Add attachment](#)

Send Message

Instant notification to your local consultant's email to inform them there is an advice request and also similar notification to GP of message reply



Quick link within email directing user straight to relevant advice conversation

The conversation page.....easy to follow graphics with colour coding for contributors to the conversation

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[Home](#) : [Inbox](#) : Conversation

Logged in as: [matt.heys](#) ([Logout](#))

Conversation

Patient Name: **Test Patient** DOB: **01/01/1970** Gender: **Male** NHS No.: **NHS1234567890**

Specialty: ENT Initiated: 16/01/2013 12:51:47 Status: New Message

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris sagittis justo at velit sagittis suscipit. Aliquam erat volutpat. Nam pretium auctor diam, ac dapibus tellus viverra non. Fusce tincidunt, tortor nec porta ultrices, augue diam suscipit diam, id malesuada felis mauris tempor tortor.

Sent by matt.heys Jan 16 2013 12:52PM

Donec tellus mi, placerat ac cursus eu, ornare iaculis diam. Proin vitae neque id erat ornare condimentum sit amet dignissim metus. Vestibulum a nulla ut dui iaculis sollicitudin dictum nec libero. Vivamus pharetra imperdiet enim, eu mollis sapien elementum vitae.

Sent by marc.hadwin Jan 16 2013 2:01PM

Send a response / close the conversation

 [Add attachment](#)

Closing the conversation, record drops into EMIS EPR

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Home : Conversation

Login

Conversation

Patient's Name: John Smith

NHS Number: NHS123-456-7890

DOB: 01/01/1970

Sex: Male

Subject: Neurology - Initiated: 14/11/2012 13:54 - Status: Open (Responded)

Patient is presenting with symptoms of severe migrains sporadically. Patient has a history of migrains and states that three close family members have been diagnosed with brain tumours in the last 5 years. Patient has mentioned they are under a particularly high level of stress at the moment both at work and at home.

I've advised the patient to try to reducing their stress levels however given the family history of brain tumours, should I refer to UHMB for further investigation?

Sent by Matt Heys (GP12345 Fiction Practice, Lancaster) 14/11/2012 13:54

Given the family history I would advise refering the patient to the neurology department as a routine referral to conduct further investigations.

Sent by Marc Hadwin (Royal Lancaster Infirmary) 14/11/2012 14:32

Send a response / close the conversation

Add attachment

Send Message

Mark Conversation as Closed

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Automatic feedback pro-forma activates on closing conversation to allow monitoring / audit of the impact and user experience of service (quick and snappy, GP's don't mind doing this)

Home : [Inbox](#) : Conversation

Logged in as: [matt.heyts](#) ([Logout](#))

Conversation

Patient Name: Test Patient

Specialty: ENT Initiated: 16 Jan 2013 2:01PM

Send a response / close the conversation

GP Feedback

Please complete the following feedback form regarding this conversation:

How straightforward did you find the process of requesting advice and guidance?	Easy
How useful did you find the advice you received?	Really useful
Comments about usefulness:	
Has the advice given altered your management of the patient?	<input checked="" type="radio"/> Yes <input type="radio"/> No
If yes, how?	
Have you gone on to refer this patient as a formal outpatient referral?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A - Referral already in progress
How do you think you would have dealt with this case if this advice and guidance service was not available?	Refer to outpatients
If other, please provide details:	
Do you have any other suggestions to improve this service?	

Submit Feedback and Complete Conversation

NHS1234567890

Send Message

Mark as read

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Last reload: 14/01/2016 09:01

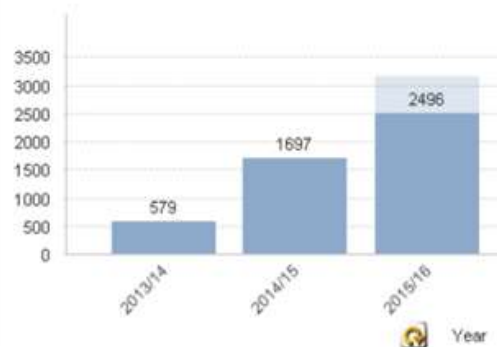
Search

Current Selections

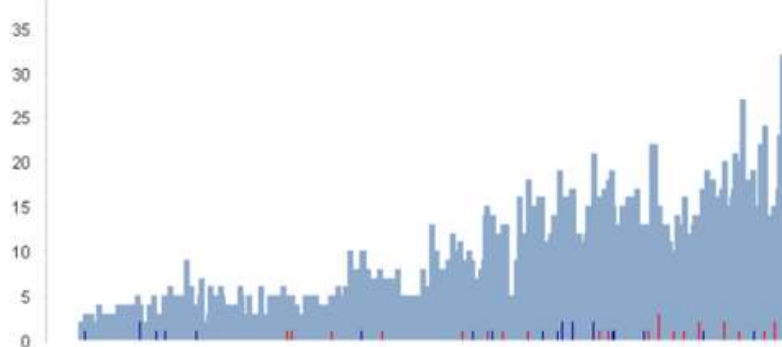
2015/16 2014/15 2013/14

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

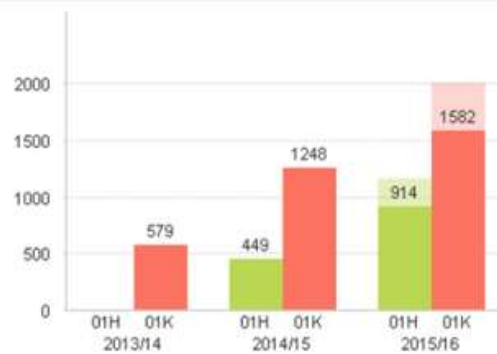
Requests Made (Year view)



Requests Made (Daily view)



CCG



Organisations/Specialties using

Specialty	2013/14			2014/15			2015/16		
	Users	Convs	Est	Users	Convs	Est	Users	Convs	Est
CLINICAL HAEMATOLOGY	52	121		139	319		150	416	111
GASTROENTEROLOGY	43	108		99	230		123	280	75
RHEUMATOLOGY	52	127		97	208		114	271	72
RADIOLOGY	0	0		90	321		104	474	127
CARDIOLOGY	31	66		91	188		99	196	52
PAEDIATRICS	0	0		53	91		83	150	40
RESPIRATORY MEDICINE	22	34		43	63		68	92	25
DIABETIC MEDICINE & ENDOCRINOLOGY	50	108		61	128		66	156	42
UROLOGY	0	0		0	0		59	108	29
BIOCHEMISTRY	0	0		55	101		54	88	24
GYNAECOLOGY	0	0		0	0		52	82	22
ENT	0	0		3	3		29	39	10
MEDICAL ONCOLOGY	8	10		29	36		26	38	10
TRAUMA & ORTHOPAEDICS (CUMBRIA CCG ...	0	0		0	0		26	45	12
CARE OF THE ELDERLY	0	0		0	0		20	25	7
GYNAECOLOGY - COLPOSCOPY	0	0		0	0		6	7	2
PALLIATIVE CARE - MON TO FRIDAY - REPO...	4	5		9	9		6	24	6
XX - DO NOT USE - DERMATOLOGY	0	0		0	0		2	5	1

01H

01K

Specialty

<input type="checkbox"/> BIOCHEMISTRY	189
<input type="checkbox"/> CARDIOLOGY	450
<input type="checkbox"/> CARE OF THE ELDERLY	25
<input type="checkbox"/> CLINICAL HAEMATOLOGY	856
<input type="checkbox"/> DIABETIC MEDICINE & ENDOCRINOLOGY	392
<input type="checkbox"/> ENT	42
<input type="checkbox"/> GASTROENTEROLOGY	618
<input type="checkbox"/> GYNAECOLOGY	82
<input type="checkbox"/> GYNAECOLOGY - COLPOSCOPY	7
<input type="checkbox"/> MEDICAL ONCOLOGY	84
<input type="checkbox"/> PAEDIATRICS	241
<input type="checkbox"/> PALLIATIVE CARE - MON TO FRIDAY - REPO...	38
<input type="checkbox"/> RADIOLOGY	795
<input type="checkbox"/> RESPIRATORY MEDICINE	189
<input type="checkbox"/> RHEUMATOLOGY	606
<input type="checkbox"/> TRAUMA & ORTHOPAEDICS (CUMBRIA CCG ...	45
<input type="checkbox"/> UROLOGY	108
<input type="checkbox"/> XX - DO NOT USE - DERMATOLOGY	5

Consultant ☐
 Duration group ☐
 GP code ☐
 Radiology/Requests ☐

< Undo

> Re-do

X Clear All





Last reload: 14/01/2016 09:01

Search

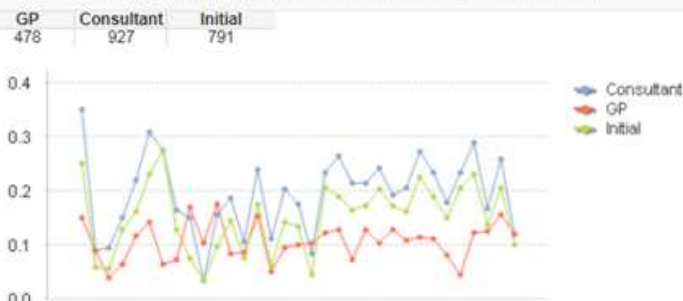
Current Selections

2015/16 2014/15 2013/14
 Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

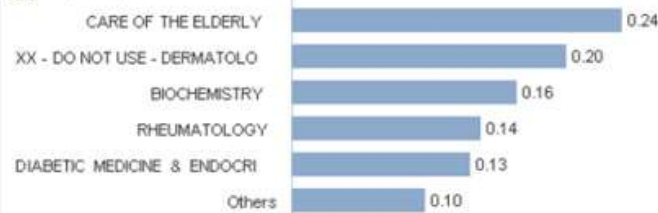
380 Conversations open

Duration	#	Awaiting 1st	Awaiting GP	Awaiting Cons	Awaiting Spc Own	Thanks?
00 - 01 day	13	0	9	0	4	0
01 - 07 days	62	1	36	1	17	7
07 - 14 days	20	0	18	0	0	2
14 - 28 days	33	0	25	3	0	5
28 - 90 days	55	1	40	2	9	3
90 - 365 days	113	1	99	1	3	9
over 1 year old	84	0	68	0	1	15

Breaches & average number of breaches per conversation



Specialty



GP breaches

Monthly initial response (Avg 3.67 days)



Forced Closures



Telephone requests



Average messages per conversation



01H

01K

Specialty

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Consultant ☐
 Duration group ☐
 GP code ☐
 Radiology/Requests ☐

< Undo

> Re-do

X Clear All





Last reload: 14/01/2016 09:01

Search

Current Selections

 2015/16 2014/15 2013/14
 Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

Resulting treatment changed



IP referral within 6 months*



42 patients would have been admitted and after Advice & Guidance, 10 patients were still admitted.

A further 11 had further investigation but were subsequently admitted within 6 months (0 of the further patients were referred to IP under the same specialty.)

Change to initial treatment following use of Advice & Guidance

Before A&G	After A&G	Total	Admit	Carry out further investigations	Manage patient's care myself	Other	Radiology test sanctioned	Refer to outpatients	Seek advice from another
Admit		42	10	3	7	2	3	15	2
Carry out further investigations		299	1	113	86	25	11	56	7
Manage patient's care myself		267	-	8	194	12	1	39	13
Other		257	2	14	54	139	7	32	9
Refer to outpatients		2492	3	449	874	124	177	830	35
Seek advice from another source		995	4	122	553	85	18	160	53

by Organisation or Specialty

Specialty	Convs	Treatment changed	IP referral within 6 months	Same specialty
CLINICAL HAEMATOLOGY	856	71.3%	11.0%	0.0%
RADIOLOGY	795	81.8%	10.2%	0.0%
GASTROENTEROLOGY	618	65.5%	11.7%	4.2%
RHEUMATOLOGY	606	69.3%	9.7%	0.0%
CARDIOLOGY	450	76.4%	11.6%	0.0%
DIABETIC MEDICINE & ENDOCRINOLOGY	392	73.0%	9.4%	0.0%
PAEDIATRICS	241	61.4%	1.7%	1.2%
BIOCHEMISTRY	189	84.7%	5.8%	0.0%
RESPIRATORY MEDICINE	189	64.0%	9.5%	0.0%
UROLOGY	108	63.0%	4.6%	0.0%
MEDICAL ONCOLOGY	84	66.7%	16.7%	0.0%
GYNAECOLOGY	82	69.5%	6.1%	0.0%
TRAUMA & ORTHOPAEDICS (CUMBRIA)	45	68.9%	4.4%	0.0%
ENT	42	40.5%	4.8%	0.0%
PALLIATIVE CARE - MON TO FRIDAY - REPO...	38	89.5%	15.8%	13.2%
CARE OF THE ELDERLY	25	68.0%	28.0%	0.0%
GYNAECOLOGY - COLPOSCOPY	7	85.7%	14.3%	0.0%
XX - DO NOT USE - DERMATOLOGY	5	60.0%	20.0%	0.0%

01H

01K

Specialty

<input type="checkbox"/> BIOCHEMISTRY	189
<input type="checkbox"/> CARDIOLOGY	450
<input type="checkbox"/> CARE OF THE ELDERLY	25
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<input type="checkbox"/> UROLOGY	108
<input type="checkbox"/> XX - DO NOT USE - DERMATOLOGY	5

 Consultant ☐
 Duration group ☐
 GP code ☐
 RadiologyRequests ☐

< Undo

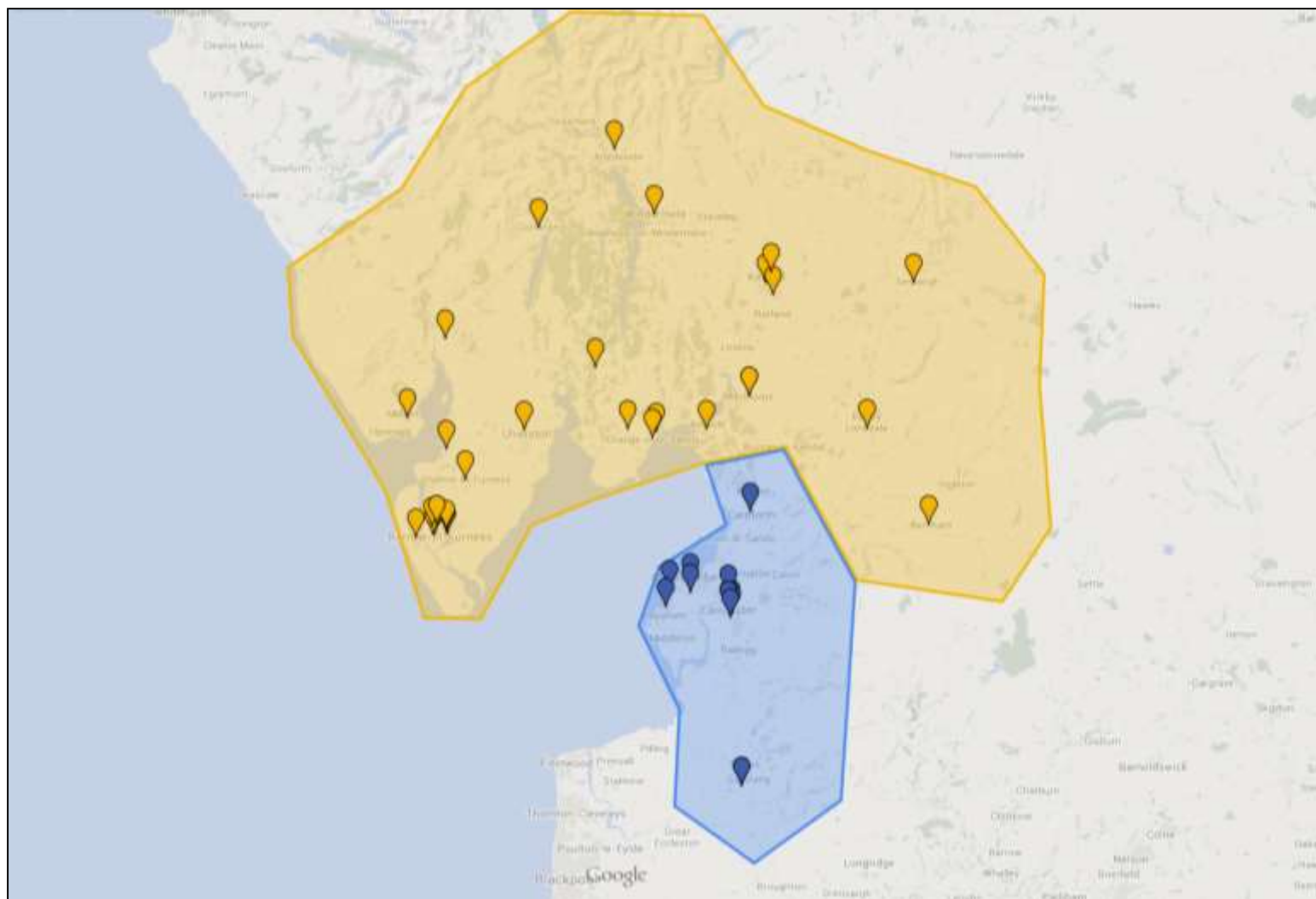
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Current Coverage

Advice & Guidance



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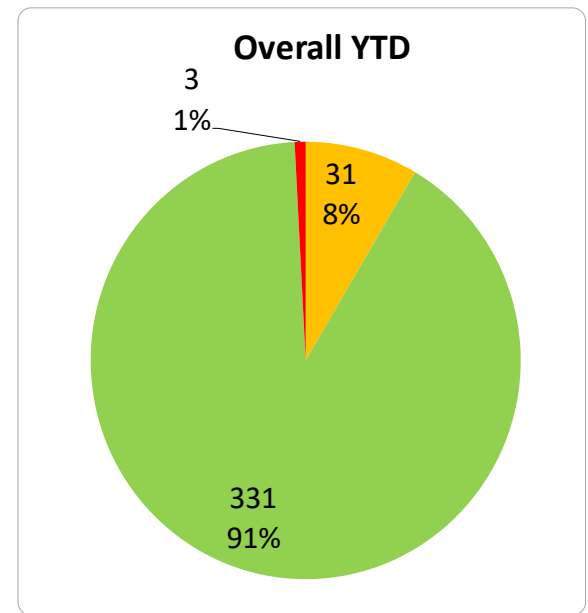
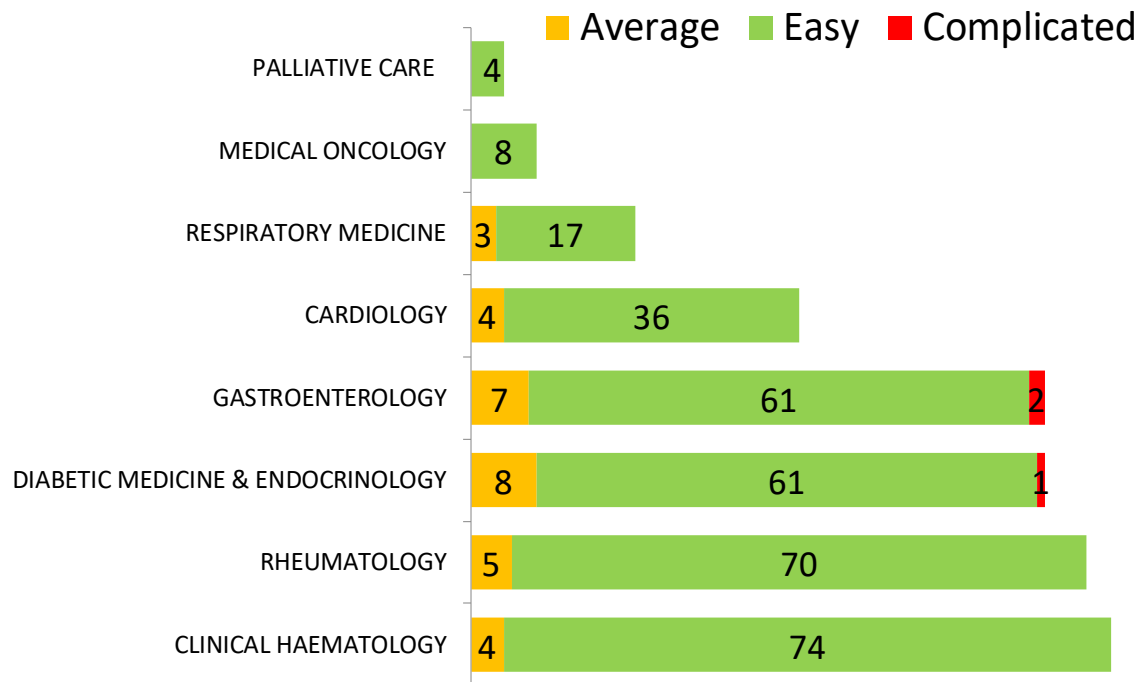


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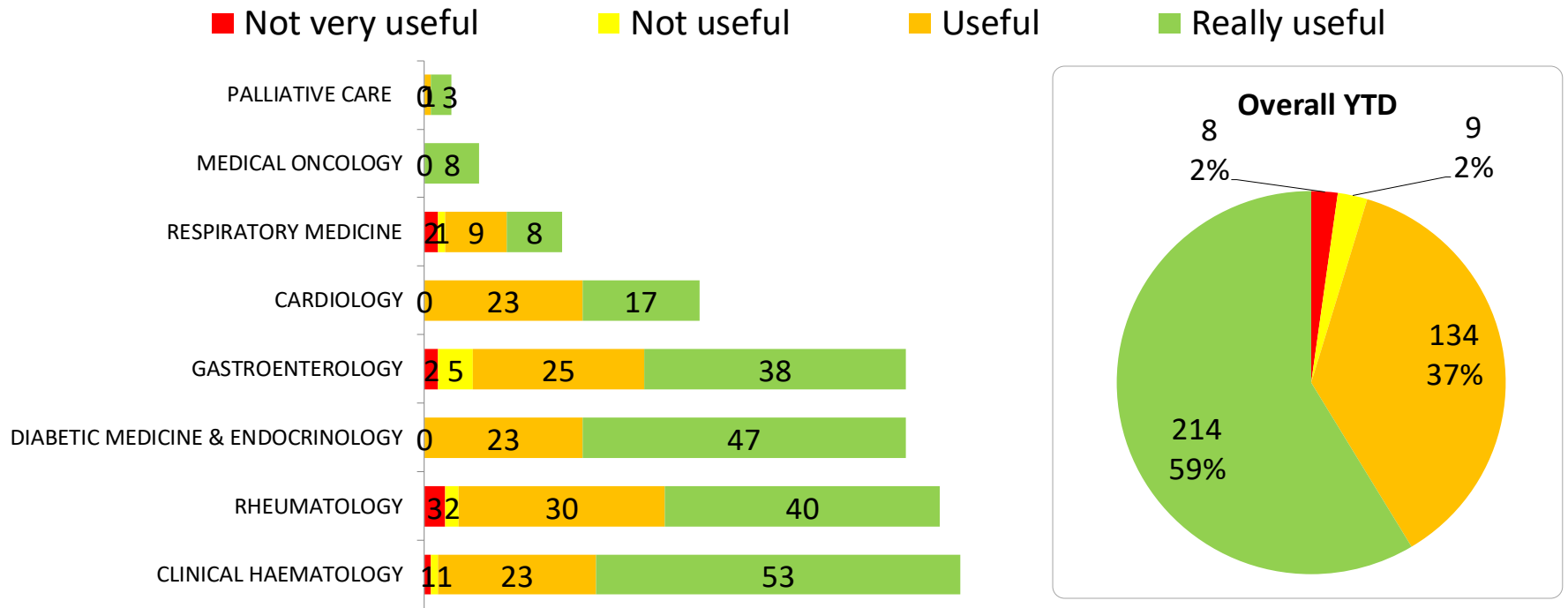
How straightforward did you find the service?



- 91% of GP's reported the system as 'easy' to use

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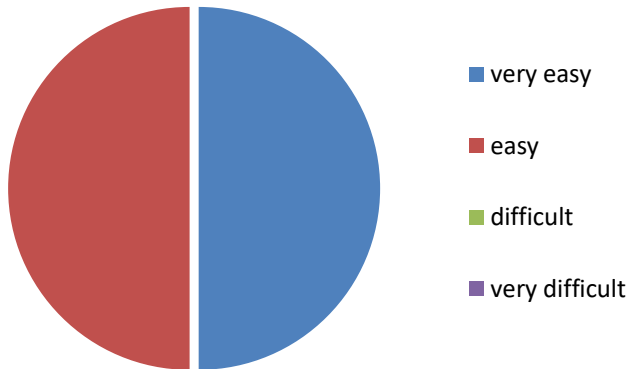
How useful did you find the advice you received?



- 96% of GP's reported advice received as 'really useful' or 'useful'

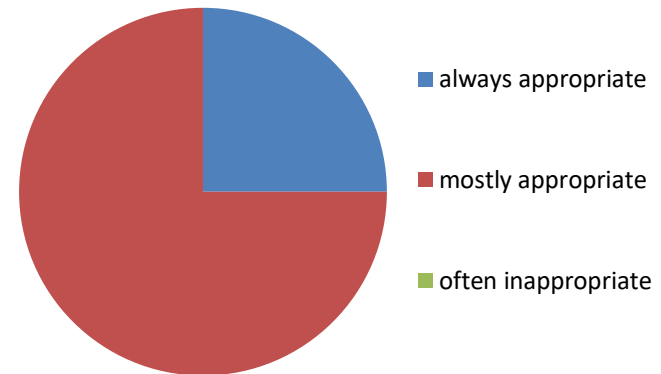
Consultant feedback.....

Ease of use



“Prevents people from coming into hospital”

Appropriateness of request



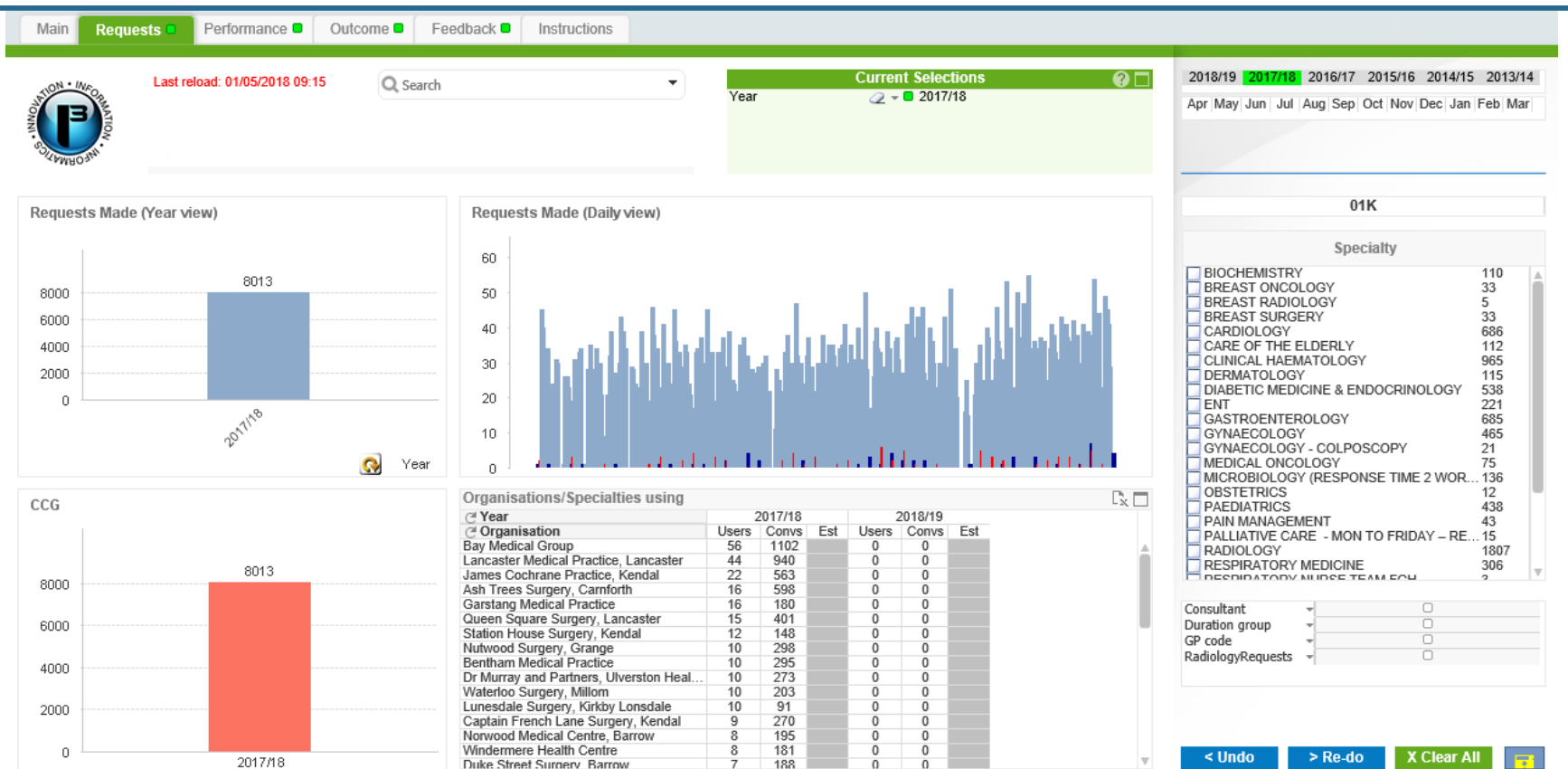
“Best invention in this area in a very long time”

“Works exceptionally well”

Requests

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8013 Conversations
Up from 5332 in 2016/17



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Performance

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Average of 1.81 days for conversation response



Outcomes

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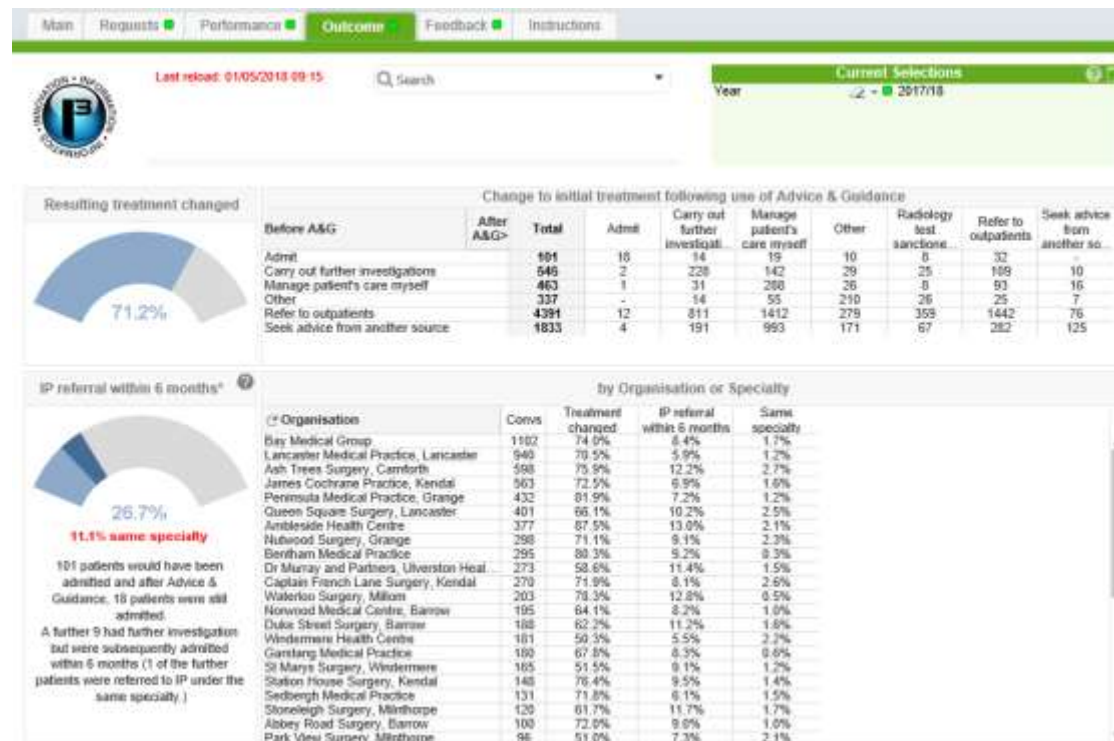
Key Outcomes

71.2% of Conversations changed the patients Pathway

2408 Outpatient Referrals avoided

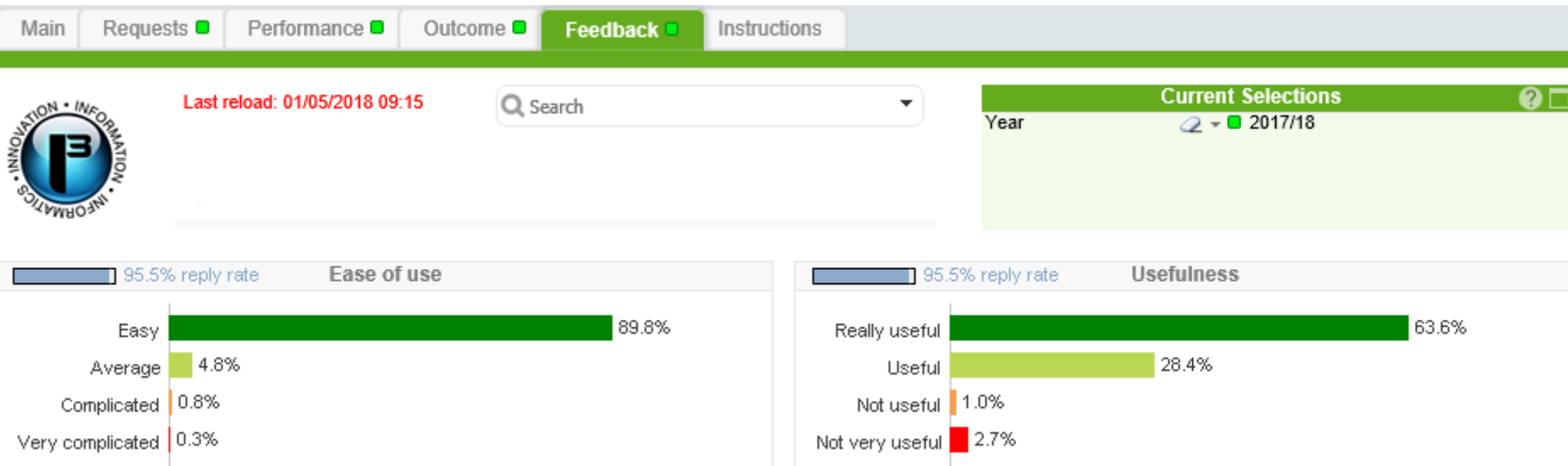
4391 → 1442

64 GP Admissions Avoided



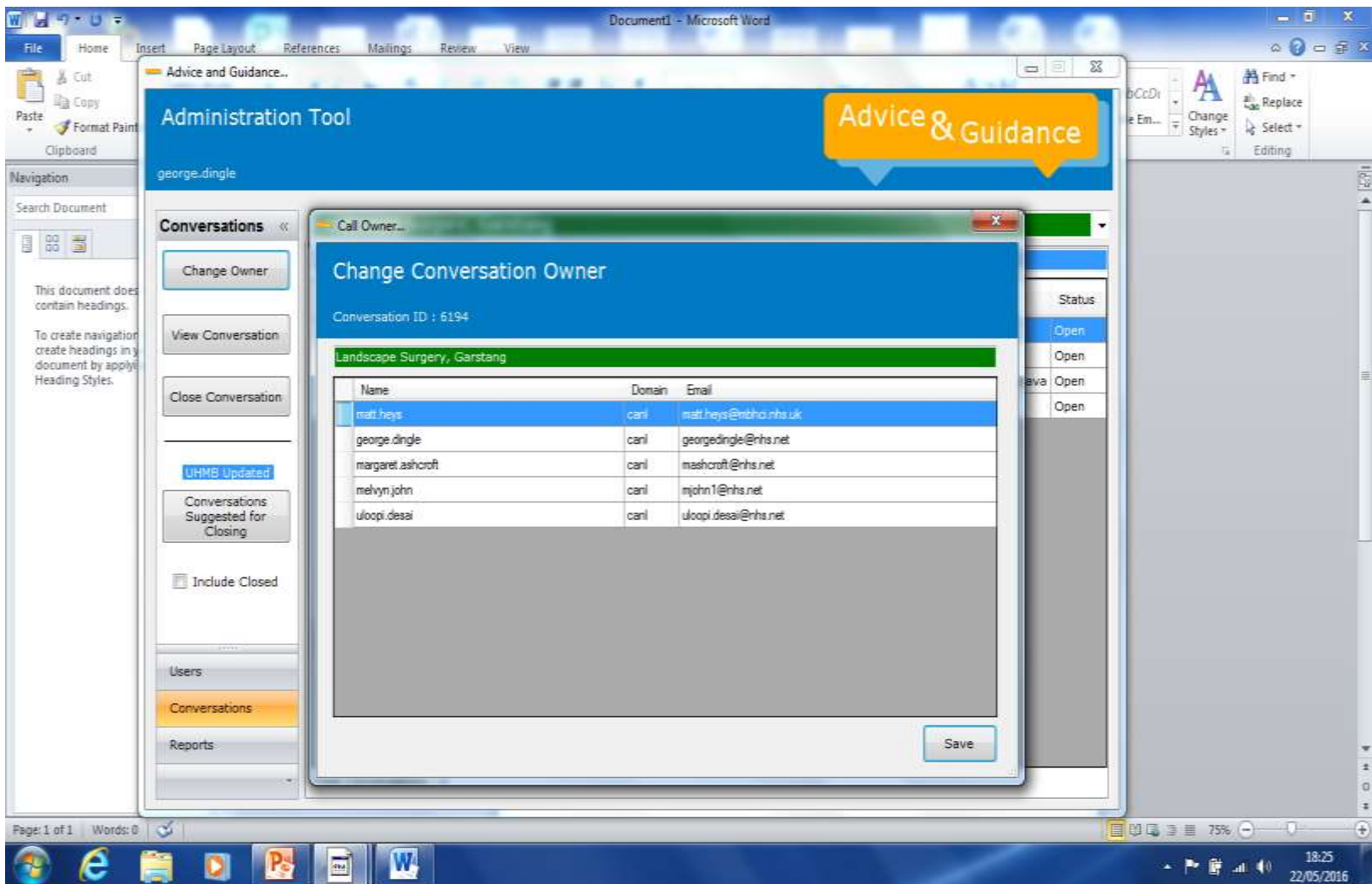
94.8% of users say A&G is easy to use

92% of Advice given rated as Useful or Really Useful



What has happened since the original pilot?

- **23 specialties**
- **Automated breech / reminder alerts**
- **Expansion across nurses**
- **Proposed expansion across STP footprint**
- **Admin tool**



Advice & Guidance

What were the key elements towards success?

- **Strong clinical leadership from the frontline, selling the vision**
- **Realistic, manageable cost**
- **Simplicity / Ease of use – connectivity with host EPR's, notifications**
- **Data Capture**
- **An eye on scalability / spread**
- **No mandate for use**



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What next?.....