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Date	Tuesday, 20 November 2018
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Title of paper	Digital Developments in Hammersmith & Fulham
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Responsible Director	Janet Cree, Managing Director Approved report Yes <input type="checkbox"/> No <input type="checkbox"/>				
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Confidential	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Items are only confidential if it is in the public interest for them to be so
Assurance Level Agreed by Responsible Director	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Limited <input type="checkbox"/>	Unsatisfactory <input type="checkbox"/>	

The Committee is asked to:
<p>Note CCG plans for digital access to care for local residents</p> <p>Note engagement with practices regarding online consultations</p> <p>Note commitment to go live with the Health Help Now App in Hammersmith & Fulham.</p>

Summary of purpose and scope of report
<p>1. <u>Context</u></p> <p>1.1 At a time where over 91% of people aged between 16-54 have a smartphone and wish to access services at a time convenient for themselves, it is essential for the local NHS to respond to that demand and ensure that healthcare, where appropriate, can be provided in a way that harnesses the advantages offered by modern technology.</p> <p>North West London collaboration of CCGs is working with GP practices to improve access and quality of services for local residents and to ensure we make best use of our general practice capability, capacity and resources. This includes the development of new methods</p>

of consultation including online consultations as outlined in the General Practice Forward View (GPFV). One of the core themes that runs through the GPFV is the need to enable better ways of working: more effective services being delivered based on the needs of the population and using digital technology as a means with which to do this.

1.2 For General Practice the national ambition is to support the adoption and design of technology which:

- supports self-care and self-management for patients and their carers;
- helps to reduce workload in practices;
- helps practices who want to work together to operate at scale; and
- supports greater efficiency across the whole system.

1.3 The national digital landscape includes:

1) The NHS app (not yet live in NWL)

- Developed by NHS Digital and NHS England, the NHS App provides a simple and secure way to access a range of healthcare services on your smartphone or tablet.
- It is now being tested by patients at 30 GP practices across England, ahead of gradual roll-out across the country from December 2018.
- Features include: Checking symptoms using NHS 111 online and the symptom checker on the NHS website; book and manage appointments at their GP practice; order their repeat prescriptions; securely view their GP medical record; register as an organ donor; choose whether the NHS uses their data for research and planning.

2) 111 online (live in NWL)

- NHS 111 online allows patients to get urgent medical help or advice online.
- It also helps to manage increasing demand on 111 telephone services.
- The service is live across NWL.
- The 12 month pilot with Babylon in inner-NWL is due to end in November 2018.

3) Online Consultations work funded via GPFV (In progress across NWL)

1.4 Across NWL, we have also developed a local app via NHS North East London Commissioning Support Unit (NELCSU). This app is called Health Help Now and has been rolled out across Brent, Harrow, Central and Ealing so far. Go live dates have been agreed for Hounslow and Hillingdon CCGs; both of whom will be live by the beginning of December

2018. The Health Help Now App has been funded via Estates, Technology and Transformation Funding (ETTF) funding and is planned to act as a single app that all patients can access which will link to all other digital offers such as practice websites, SystemOne online etc. This has been in development for a few years. The NHS app has the same ambitions of being the single app that pulls all other digital offers together but is not yet as well developed. Consideration of how the two apps will work alongside each other will need to be given further down the line.

ACTION: Committee to note a further paper on Health Help Now and plans for roll out in Hammersmith & Fulham will be brought to the December meeting.

2. CCG Plans for Digital

2.1 Hammersmith & Fulham CCG's vision for digital innovation is to make it easier for residents to access the care they need and to increase choice. The benefit also extends to those who may prefer more traditional routes of accessing information and appointments, rather than the digital options, as there will be fewer people using those routes meaning it should be quicker to do things like get through to your GP surgery on the phone.

An individual's first point of contact could be through a digital channel, creating a single point of access for patients to access Primary or Urgent Care via an integrated digital model. The use of the digital offer will not affect a patient's registration with their practice.

3. How the CCG will deliver these plans

3.1 As part of the NHS England GP Forward View (GPFV) funding commitments to Primary Care, the CCG has £77k to be spent on online consultations in 2018/19. It is expected there will be similar funding in 19/20.

The CCG's member's meeting in November will have a focus on online consultations; to allow all members the same understanding of online consultations and available options for consideration for the future. Discussion will include:

- What is meant by an online consultation
- Potential models for enabling online consultations
- Priorities for functionality

On 29th November 2018, an online consultation workshop will be held for member practices which will give practices a chance to meet suppliers; offering different online consultation functionality. The suppliers will provide demonstrations of their systems and practices will be able to ask questions. GP at Hand will be asked to present; giving an inside view on what it is like as a practice that has embraced digital.

Feedback from practices, following the two events, will be gathered at the December network meetings.

A plan for next steps will then be produced which will include patient and practice engagement and allow for aspects of co-design.

4. Health Help Now

Hammersmith & Fulham CCG has committed to rolling out Health Help Now (HHN) to the residents of the borough. Health Help Now serves as the 'single app' which will allow residents to access and be directed to other apps as prioritised by H&F CCG. Having a single app which serves in this capacity, linked with the Whole System Integrated Care (WSIC) tool can enable CCG's to analyse the impact and benefit of digital health and alter the app to better suit their needs.

HHN is available both online as a website and as an App on Android and iOS devices (Apple), making it accessible to all residents that have access to the internet or an internet-enabled device. The current functionality available to H&F CCG are:

- NHS website (formerly NHS Choices) articles that are powered by an Application Protocol Interface (API) meaning that the advice articles are automatically updated when the clinical content is updated by the NHS Website clinical team.
- Directory of local NHS, Council and voluntary services powered by the local Directory of Service and other repositories (including hours of service, contact details, distance from device and maps)
- Patient Online: Book GP appointments & repeat prescriptions
- e-referral service (e-RS) bookings
- Journey planner – based on actual location with transport options
- News feed
- Push notifications to send out custom messages to H&F users
- Link to Know Diabetes Portal
- Provide user feedback
- NHS 111 Portal
- Care Information Exchange – to allow users to access their hospital data (where available)
- Mental health and Wellbeing area with self-referral within the app along with a 'Mood Tool' (PHQ-9)

Functionality by December 2018:

- Pilot Patient Activated Measure (PAM) questionnaire which is saved onto the patient's record within SystmOne and EMIS.
- Digital Social Prescribing section which links in with the PAM and encourages

clinicians to use the Whole System Integrated Care Dashboard to measure impact.

- Discover and National Institute for Health Research (NIHR) portal to allow residents to get involved with health research projects across NW London.
- Public Health England content and information
- Beacon functionality to electronically guide patients to their desired clinic or area of a hospital site (Northwick Park).
- Provide a Health Wallet (to save useful contacts, appointment dates, notes)

ACTION: Committee to note the intention to roll out the Health Help Now application in Hammersmith and Fulham early in 2019.

Quality & Safety/ Patient Engagement/ Impact on patient services:

Quality and Safety

- The Health Help Now Patient app supports the Hammersmith and Fulham objective of 'Enabling people to take more control of their health and wellbeing through information and ill-health prevention.
- Pre-bookable GP appointments will continue to be available 8am-8pm, 7 days a week within the borough
- Residents will have the option of digital access to healthcare

Patient Engagement

- Patient engagement will be key for the roll out of any digital offer. A plan for patient engagement is to be developed.
- Patient representatives will be asked to be part of any procurement process

Impact on patient services

- Online consultations will make it easier for residents to access the care they need
- Residents will be able to choose where and how they access healthcare advice.

Finance, resources and QIPP

- As part of the GP Forward View (GPFV) funding commitments to Primary Care, the CCG has £77k to be spent on online consultations in 2018/19.
- GPFV funding will be available in 19/20
- Decision to be made as to who will fund from 20/21

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Equality / Human Rights / Privacy impact analysis

- An equality impact assessment would need to be completed prior to the procurement process for a digital offer.

Risk	Mitigating actions
NHS App is being released which would duplicate applications available in Health Help Now	The NHS ethos is that patients should be offered choice. The functionality available within the NHS app will also be available through Health Help Now (HHN). The HHN app is customisable at CCG level depending on local priorities.
There is no evidence that providing a digital offer to patients will reduce workload for GP practices.	Not a lot is known about the impacts of digital healthcare however combining the digital offer with at scale working will hopefully increase any efficiency. it gives patients access to self-help, allows them to complete administrative tasks such as requesting a sick/fit note remotely. This has the potential to reduce GP workload.
Patients may not use the digital apps or online consultation offer.	Patient engagement will be key to the roll out of any digital apps or online consultation offer. Patients will also be involved throughout any procurement and implementation processes.

Supporting documents

- N/A

Governance and reporting

(list committees, groups, other bodies in your CCG or other CCGs that have discussed the paper)

Committee name	Date discussed	Outcome
Name	DD/MM/YYYY	