



Royal Devon
University Healthcare
NHS Foundation Trust

MY CARE

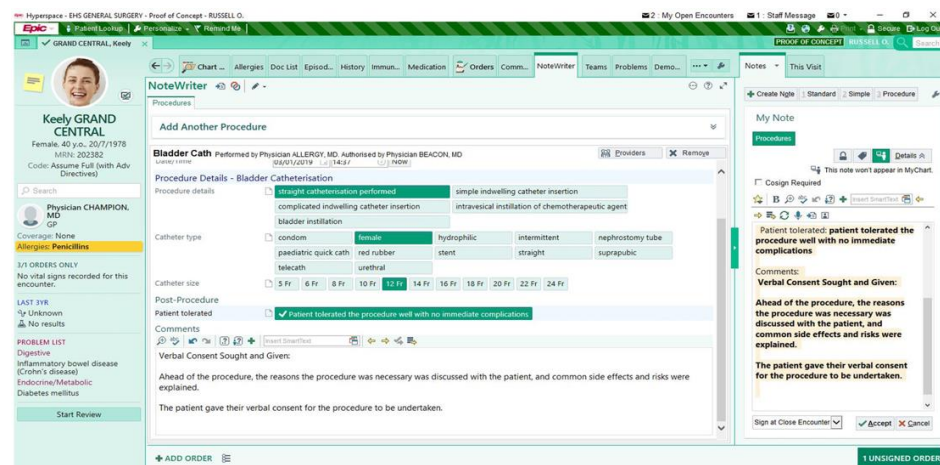
The patient portal

Dr Alison Moody
Vicki Fillingham

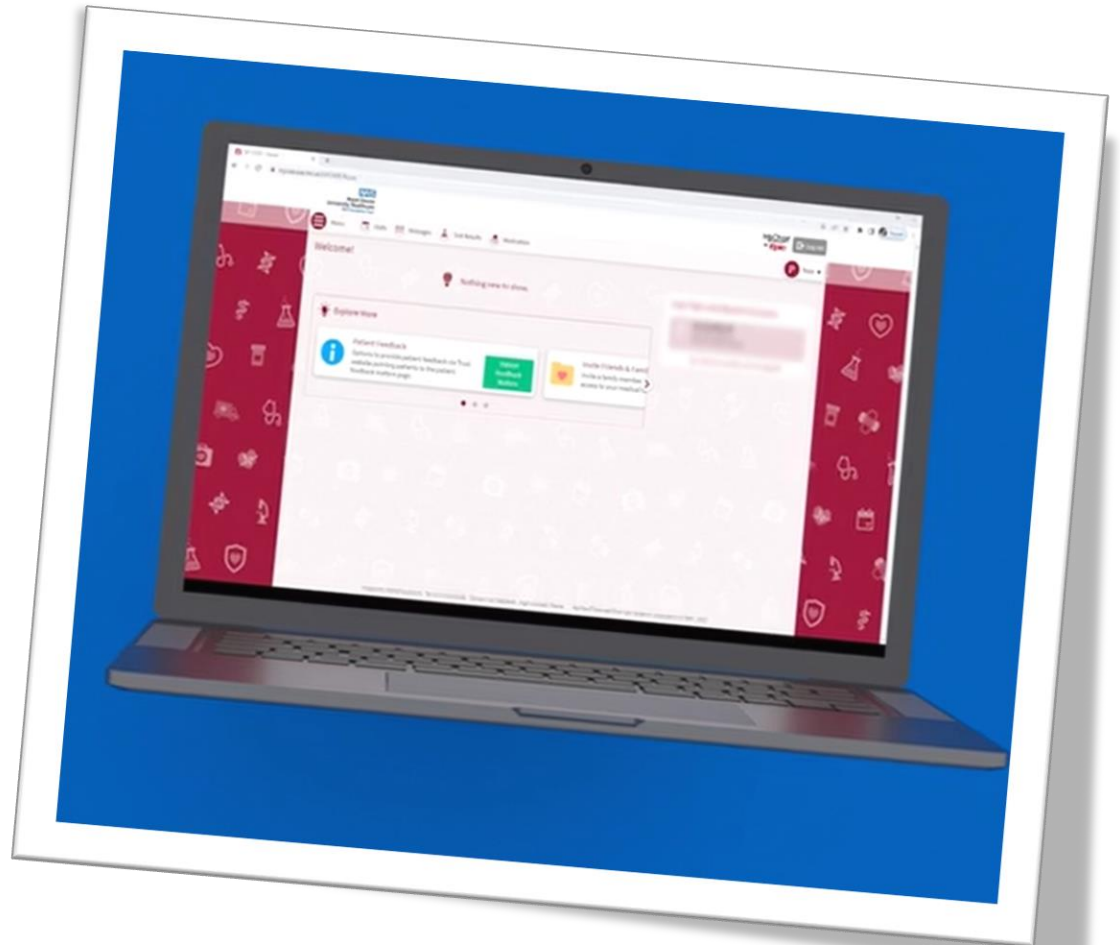
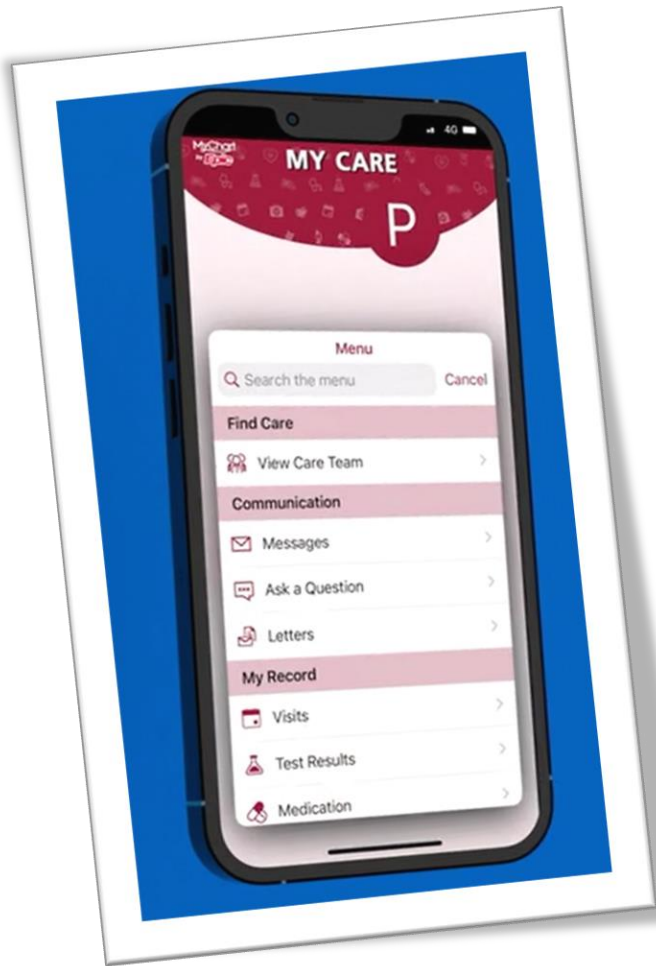


What is the EPR?

- Replaces paper notes
- Combines multiple systems used for monitoring patient vital signs, prescribing, ordering tests and looking at results
- Single view of all information held by the Trust (North Devon, Exeter and community teams) about a patient, visible from almost anywhere
- Increases patient engagement and empowerment in your own healthcare by the use of **MY CARE**



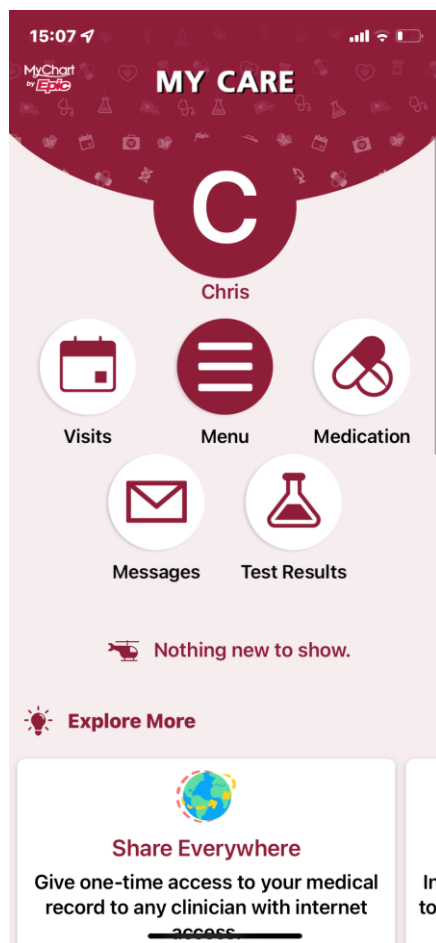
Access to information – for patients



Access to information – for patients

MY CARE – the patient portal

- Access through home computer or mobile device
- Visibility of most test results and scans
- Visibility of letters and future appointments
- Ability to update medications and allergies, and check accuracy
- Opportunity to complete questionnaires – pre-op or pre-clinic
 - ✓ Information then goes straight into the EPR



Pre-operative Anaesthetic and Symptom Questionnaire

Attached to a message from **Russell O'Brien, Consultant** received 25/5/2022

Please complete these questions, so we can identify important issues about your symptoms, conditions and treatments to anaesthetic and operation.

Previous Anaesthetics

Have you ever had a general anaesthetic (GA)?

A general anaesthetic is one where you were put to sleep for the whole procedure (not just sedation)

Yes No

Did you have any complications from your general anaesthetic?

Yes No

Document any complications here

Do you have a history of a difficult airway?

Yes No

Have you had a spinal or epidural anaesthetic?

Spinal and epidural anaesthesia are forms of local anaesthetic where a needle is placed in the back and anaesthetic added.

Yes No

Have you ever had sickness after an anaesthetic?

Yes No

Has anyone in your family had problems during/after a general anaesthetic?

Yes No

Thanks for taking the time to complete this questionnaire, which will be automatically uploaded to your patient record im

Access to information – for patients

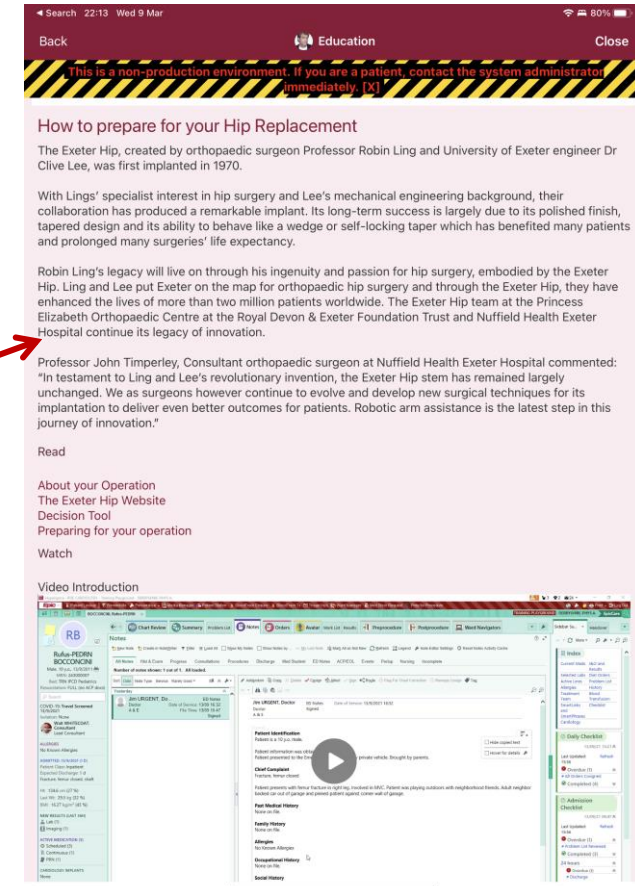
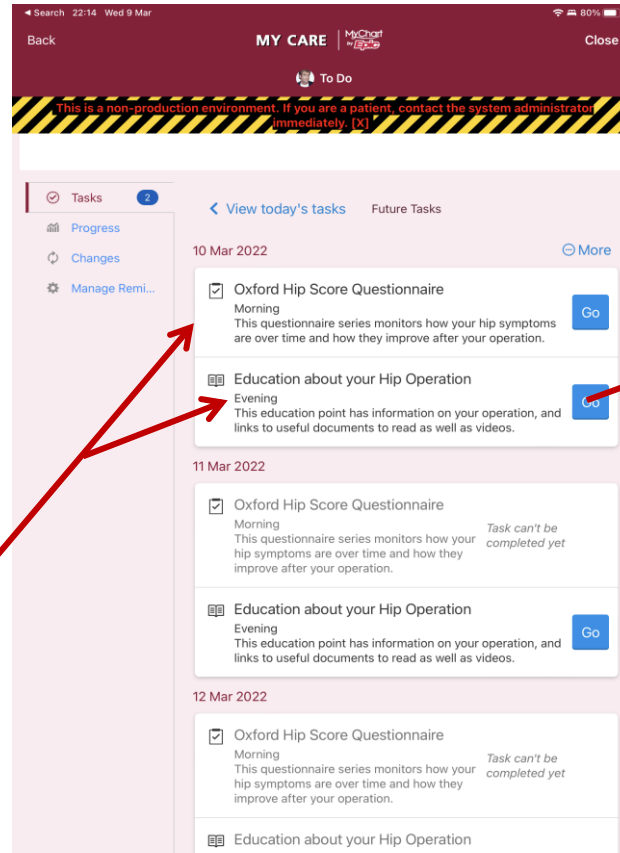
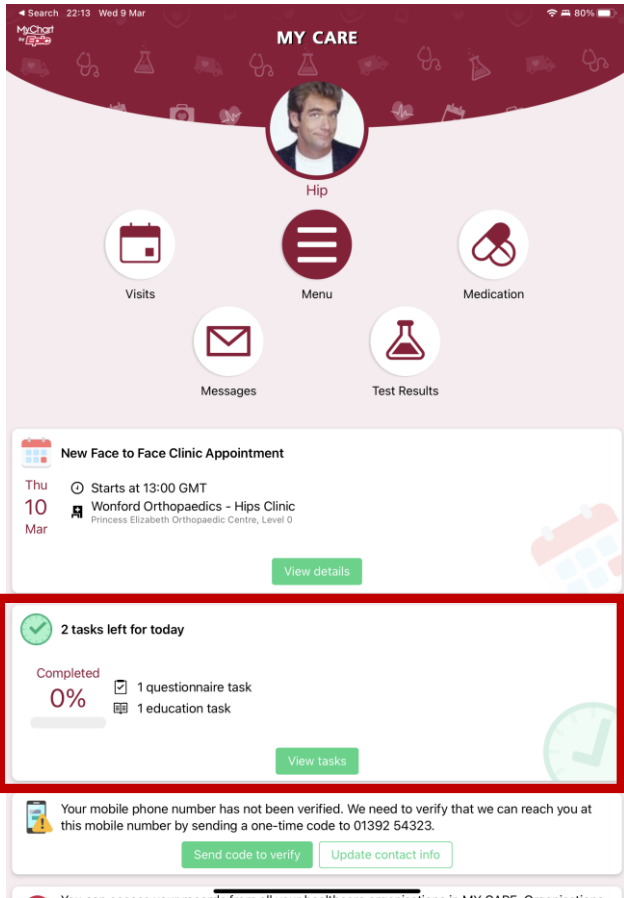
Direct messaging through MY CARE - the patient portal

- Clinical staff can send a result message or advice direct to patients
 - Patients can send a message to a care team looking after them – e.g. rheumatology clinical nurse specialists
 - Saves time and ensures patient communication is kept in the EPR
-
- Care Companion
 - Our next step in developing the patient portal
 - Supports task and goal-driven care planning and management
 - Suitable for chronic disease management or post-op recovery plans

Access to information – shared care

- There are circumstances where you may want to or need to share your records
- Friends and Family access – No one can see your record unless you invite them
- We will email an invitation to someone you trust
- What kind of access would you like this person to have? [Read only, read only with messaging and cancelling appointments, or full access.](#)
- From the email, they can log into their MY CARE to accept the invitation
- Verify your date of birth
- This can all be done via the patient portal/app

Access to information – shared care



Patient view of Care Companion

Search 22:16 Wed 9 Mar

Back MY CARE MyChart by Epic Close

To Do

This is a non-production environment. If you are a patient, contact the system administrator immediately. [X]

Tasks

Progress

Changes

Manage Remi...

Progress

Last 7 days Last 30 days Last 90 days

100% complete

General	No tasks
Medication	No tasks
Health Tracking	No tasks
Education	1/1
Questionnaires	1/1
Appointments	No tasks

Escalations can send messages to staff or patients based on e.g. questionnaire scores

Device integration and patient-entered data

Device integration / manual submission of clinical data

e.g. pulse oximetry, BP, urinalysis



MY CARE Patient Portal - The Future

Powerful platform barely explored at the moment

- *Appointments, check in, access to information*
- *Patient messaging and results*
- *Submit basic health information*



Patient Questionnaires (Health / Bespoke)

Patient-entered Data (BP, weight etc)

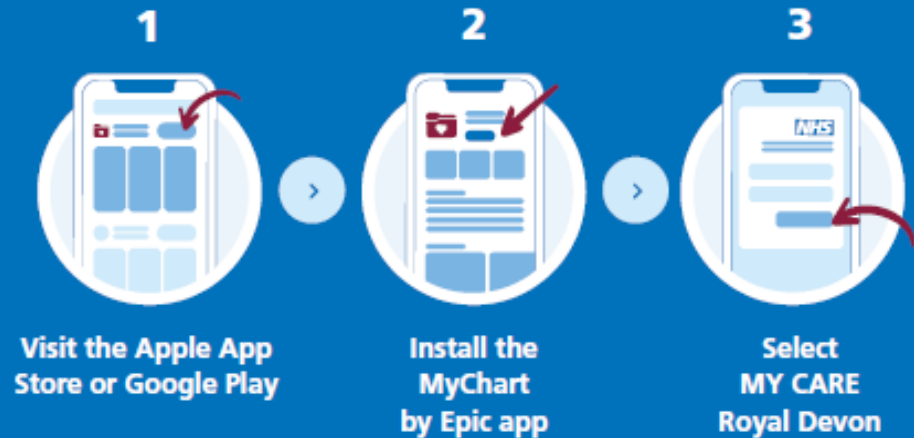
Device Integration

Education Packages

Care Companion (Prompts, Education)

MY CARE

Life made simpler





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Acute Hospital at Home



What is AHAH?

- Also known as ‘virtual ward’
- Allows rapid and safe assessment and treatment of patients in their own home



How was the idea developed?

- Covid virtual wards



How does AHAH work?

- Some patients are given monitoring equipment
- Patients are assessed on the phone with face-to-face assessments available
- Patients remain under the care of a consultant
- Patients have 24/7 contact numbers for if they have any concerns or feel more unwell



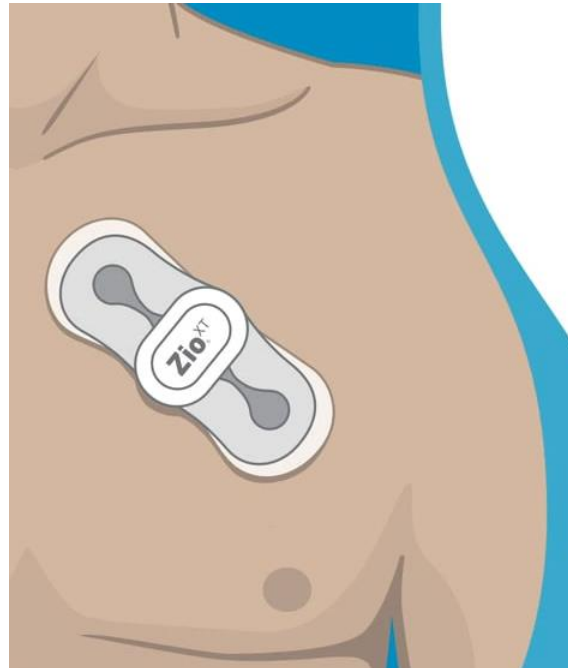
Who is cared for by AHAH team...?

- Acute Kidney Injury
- Atrial Fibrillation
- Heart failure



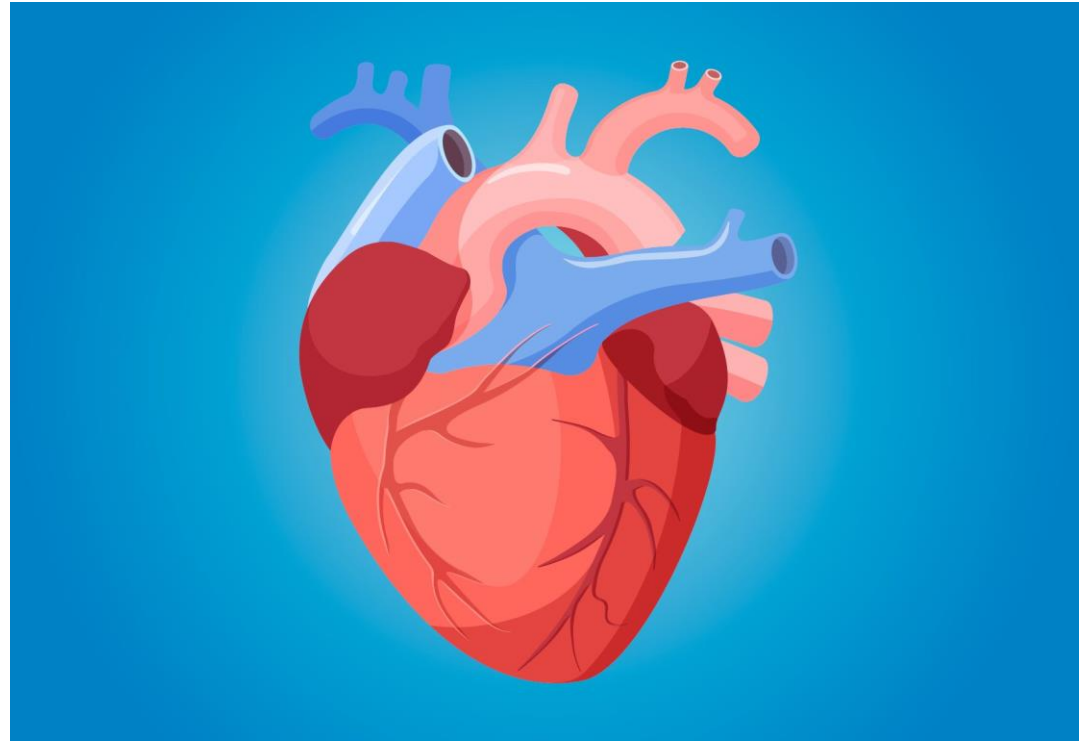
Who is cared for by AHAH team...?

- Outpatient Parenteral Antibiotic Therapy
- Syncope
- Flu
- Frailty



...Continued

- Chronic Obstructive Pulmonary Disorder (COPD)
- Coronary syndrome



Inclusivity

- Difficulty of patients using technology
- Help of relatives
- Education



Benefits of AHAH

Benefits for patients

- Stay in own environment
- Less deconditioning
- Less infection risk

Benefits for NHS

- Reduces length of stay
- Promotes early discharge



Future plans of AHAH

- Home O2
- Day treatment units
- More care closer to home



Patient feedback

“I have felt so safe under the care of the AHAH team”

“Thank you for everything, it’s been brilliant”



Patient feedback

“A high level of professional care was provided”

“The provision of the night overnight sitters gave us the reassurance and confidence to believe that mum is able to be here at home”



Summary



- Future of healthcare
- Beneficial to patients
- Responsive to the pressures the NHS is facing in terms of demand



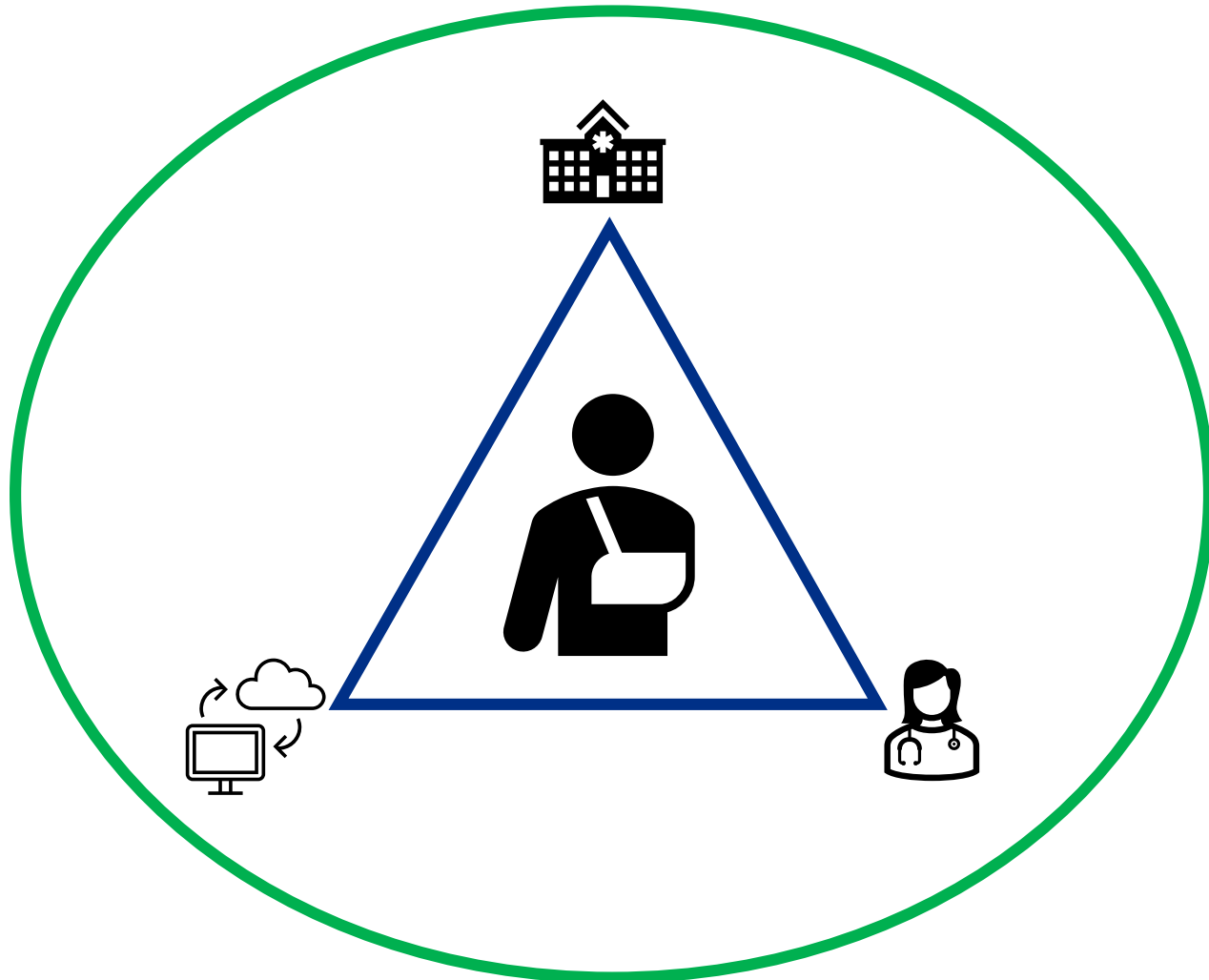
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Outpatient Transformation

Dr Stuart Kyle
Clinical Lead for Outpatient
Transformation



5 pillars for Outpatient Clinical Transformation



Outpatient appointments

What we should deliver for you!

- Right Place (Face to face, video, telephone)
- Right Time (Patient Initiated Follow Up vs Routine)
- Must add value

Right Place!

Video appointments

What we know from our patients

Survey in Eastern services – 1316 responses

Survey in Northern services – 1343 responses

Our patients told us that they

- had a good experience – **94%**
- would be happy to have a video appointment again – **94%**
- felt that video was an adequate format for the appointment – **96%**

Video appointments

What we know from our patients

Why patients like video appointments

- Less travel and better for the planet
- Easy, convenient and comfortable
- Save money
- Patients who completed our Northern services survey avoided **21,664** miles of travel, which saved **5.96 tonnes of CO₂e*** (carbon dioxide equivalent)

Video appointments

What we know from our patients

What we've learned for the future

- Patients want to have face-to-face appointments when needed (must add value: meeting the team, examination, diagnostic test etc.)
- Video appointments could be improved with better appointment management and better call quality
- Moving towards using Teams for video (will be integrated with Epic and MY CARE)
- Telephone appointments great for simple sharing of information

Right time! Patient Initiated Follow Up (PIFU)!

Which would you prefer?

- See doctor when have a problem with your health or when you are well?

2022

- 45 patients surveyed
- Mixed experiences from the Trust's first patients on PIFU. Awareness ranges from excellent understanding and confidence to no awareness. Leaflets were not used consistently across all specialties. More work to do!

Right time!

Patient Initiated Follow Up (PIFU)!

2023

- Ongoing patient engagement and participating in national research
- Now nearly 4% of all patients
- Must be a shared decision but patient should feel free to raise the topic.
- How do patients contact us - telephone? Email? MY CARE?

Current projects

Better communication

- SMS (text) messaging for appointments
- Two-way so you can confirm or cancel

Reducing Do Not Attends (DNA) approx 1:20 appointments lost RDUH (Nationally 1:10)

- SMS (text) messaging
- Improved administration processes
- Clinical staff should ring wherever possible
- Twice as likely to NOT attend if from lower deprivation

Finally

Helping you get to the right place, on time!

Show of hands if you feel would be helpful?

NEXT GENERATION

Enterprise Indoor and Outdoor Wayfinding

Built in full compatibility with Epic MyChart and the latest in BLE technology, Cartogram harnesses the power of Google Maps to provide true, start to finish, indoor/outdoor wayfinding.

[Get Started >](#)

[Learn More >](#)

