

Improving Community Care

> Portsmouth City Teaching Primary Care Trust



Community

The electronic patient clinical record used by nursing, podiatry, physiotherapy and occupational therapy community services within the Portsmouth City Teaching PCT is stored within the Hampshire Health Record data repository. Access to this data allows community staff to view clinical information across a wide spectrum which encompasses both primary and secondary care, and documentation of their individual intervention at the point of delivery. This provides a single source of clinical information to enable good clinical reasoning and optimal patient care.



Background

Portsmouth City Teaching PCT provides a range of services in the community, including podiatry, physiotherapy, nursing and occupational therapy. The population of the city is 197,500 and is the most densely populated unitary authority outside of London. Faced with the challenge of making community services more efficient the PCT approached Graphnet to implement an interoperable clinical system for their community staff.

The Graphnet Community system allows healthcare professionals who work outside of hospital or GP environments the ability to access and update information about their patients, normally contained in the disparate systems spread across the health economy.

The system enables community workers to share relevant information about their patients and gives them the ability to find the information they need at the point of care. This helps healthcare professionals to make more informed clinical decisions and streamlines the working practises.

The Technical Challenge

Portsmouth City Teaching PCT is supported by a mixed economy of GP systems, including EMIS, INPS Vision, iSOFT and Microtest. This creates difficulties for community staff that need to access patient information from a holistic rather than organisational viewpoint.

Objectives

A main objective was to allow individuals and teams to work in any location or environment without being restricted by a lack of relevant clinical information and without compromising patient safety or security.

- › Faster easier access to relevant clinical information protected by leading security features
- › More effective working and faster decision making
- › Better collaboration and reduced treatment times
- › Improved safer working
- › Encourage a 'paper light' working environment.

Implementation at Portsmouth City Teaching PCT

The Graphnet system is modular based and can be introduced incrementally to meet the specific needs and priorities of individual organisations. Portsmouth City Teaching PCT first implemented SAP and occupational therapy followed by physiotherapy and community nursing. In March 2009, the podiatry service in Portsmouth implemented the podiatry module.

The system also has the functionality to provide the clinicians with a number of reports for their auditing purposes. A unique feature of the Graphnet system is the ability for users to record patient information in the form of clinical documents, which can be tailored to suit the needs of each community service. Access to the encrypted patient centred information over the N3 network is restricted by class leading role based access control (RBAC) and viewed via an explorer browser.



Portsmouth City
Teaching PCT

community services now use a comprehensive system of community notes for nursing, podiatry, physiotherapy and occupational therapy with the addition of a generic hazard identification followed by a formal risk assessment and a medication summary. The system stores patient information securely whilst enabling a wide distribution of patient information to relevant clinicians to deliver optimal patient care at the point of access. It reduces duplication and has been shown to reduce unnecessary hospital admissions and facilitate early, safe discharge.



Service Lead, Portsmouth City
Teaching PCT

“ Graphnet’s Podiatry system has enabled the service to have a dramatic improvement in the clinic notes, demonstrated by providing an accessible, clear, readable and fully auditable clinical record. The system has allowed patient information to be securely stored and enables greater sharing of patient information. This has resulted in an improvement in patient experience and outcomes within the service. ”

Service Lead, Portsmouth City Teaching PCT



The Community system in Portsmouth has also been integrated to form part of the Hampshire Health Record (HHR). The access to the HHR allows the community staff the ability to view patient records from GP encounters, and details regarding patient visits to hospitals in the Hampshire area in addition to GP and hospital staff viewing details on interaction with community services.

Ethical and Cultural issues

The information governance framework deployed by Portsmouth, supported by local patient and medical groups, was key to the success of the project. Community clinicians ask patients at each consultation for their permission to access their electronic record. At this stage patients have the option to give once only or ongoing consent for a defined period

of time. Patients are able to withdraw their consent at any time. All access to the record is fully audited within the Graphnet system. This approach helped the organisation benefit from sharing information whilst reassuring LMC concerns about patient consent and confidentiality.

The Benefits

Service Leads at Portsmouth City Teaching PCT identified many benefits from using the Graphnet Community system.

> Fast and easy access to a more comprehensive clear, readable and auditable patient record at the point of care and greater information sharing between services i.e. acute trust and GP’s surgeries, optimizes patient safety.

- > A paper light system improves efficiency. Eliminating the need to transfer notes from clinic to clinic reduces the lost notes problem and streamlines service delivery.
- > All the relevant information available at the point of referral enables improved clinical decision-making reduces unnecessary hospital stays and cost of treatment whilst the sharing of information on hazards and potential or managed risks increases safety to both staff and patients.