

GP ONLINE CONSULTATIONS FOR LEEDS WEST PRIMARY CARE NETWORK

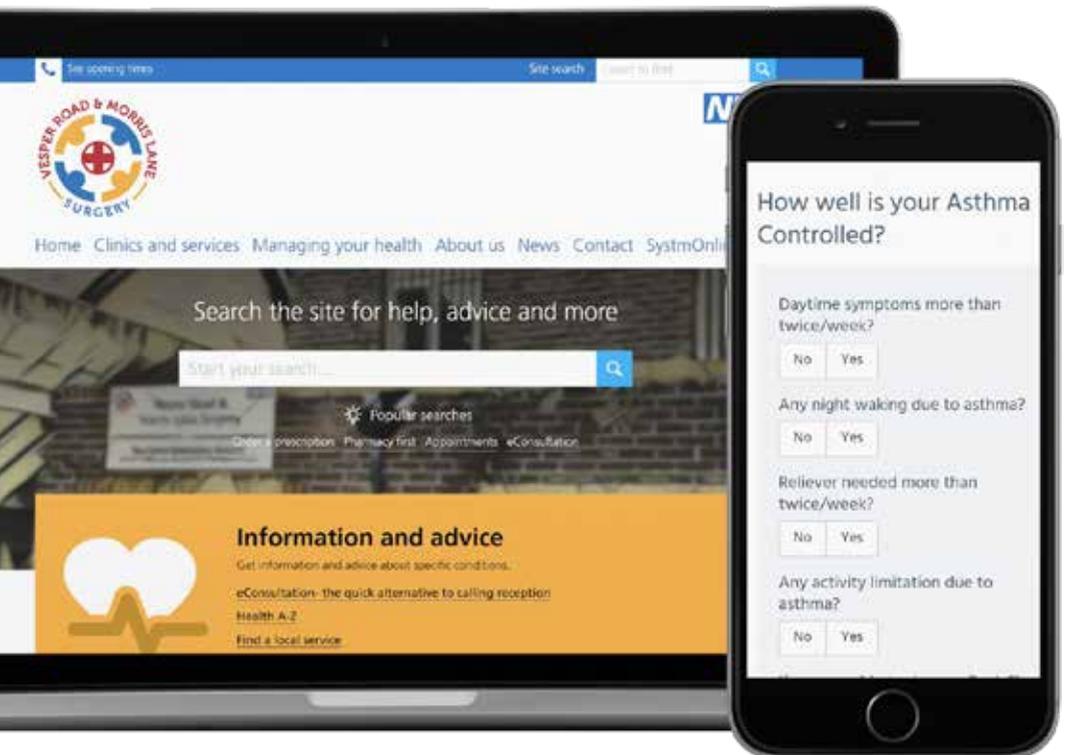
BACKGROUND

Leeds West Primary Care Network is a group of 37 General Practices operating within the area covered by NHS Leeds West Clinical Commissioning Group.

In 2016, the CCG decided that to make the process of engaging with local GP practices and their online services easier for the communities accessing their services, it would develop a responsive web service platform that could be used and customised by all their practices.

It was crucial for the CCG to be able to meet the needs and expectations of key audiences wherever they were, and on whatever device, and to enable engagement with them in the most productive and impactful way. It was therefore important the online service was designed so that people with lower levels of IT literacy could still do what they needed to, quickly and effectively.

The online services also needed to be accessible and 'local', with local pages that reinforced how services are very much out in communities, dealing with the day-to-day issues.



PROJECT OBJECTIVES

The features of the service the CCG wanted to deliver to patients included:

- Ability to locate key information quickly, such as opening times and phone numbers
- Make simple transactions, such as making and cancelling appointments
- Support some self-care and assessment/monitoring of conditions, either as a triage or as information prior to face to face consultation
- Ability to be adapted to reflect patient feedback as the platform developed

In addition, the CCG wanted to offer support through this channel, to help reduce demand for face to face GP services, by providing information that would allow people to confidently care for themselves and their families.

THE AIRE LOGIC/MIXD SOLUTION

The Aire Logic and Mixd consortium were delighted to win the tender for the work identified by the CCG, and to work with the local project team and key stakeholders to deliver their vision of a dynamic, informative, public facing web service for each member practice, which would offer a positive user experience.

The contract included the planning, design, build, integration, testing, implementation and ongoing maintenance of the solution.

The consortium brought two vital skill sets to the project. Mixd has unrivalled web design and usability expertise, and has worked extensively across the NHS. Aire Logic contributed their healthcare digital forms product, forms4Health, to add a highly flexible, user configurable eforms solution, which would allow patients, and potentially clinicians, to submit data. In addition, Aire Logic has a great deal of experience in national and local integration and interoperability projects, so was able to advise on integration requirements for the solution.

The Aire Logic and Mixd project team worked with the local delivery team, including technicians, to understand the full requirements, design the online service, and deliver the platform for the CCG. This collaborative approach meant the solution's development was informed by Leeds West Primary Care Networks' in depth knowledge of local health and care delivery, and of the community. The discovery/requirements stage included agile user story workshops to ensure a detailed specification was produced.

WHAT WE DID

- Designed and developed the websites incorporating extensive user testing
- Set up the forms4health product for each practice
- Integrated with 'self-help' options from NHS Choices
- Created a framework within forms4health to allow staff to create their own local forms

Mixd ensured that the site was fully accessible and complied with accessibility guidelines, including the RNIB 'See it Right' compliance specifications and W3C's Web Accessibility Initiative.

The solution was also hosted with security at the heart of deployment. The hosting provider is ITK Toolkit and ISO 27001 accredited.

The service went live in June 2017, and has already been well received by clinicians, patients and practice staff. Practices that have actively promoted these services are already seeing significant benefits in time saving, safety, reduced DNA rates and improved patient satisfaction.

Following training, local staff are developing their own forms using the forms4health platform, allowing a faster response to patient information requirements. New forms are also being created that enable more patients to practice effective self-care, reducing face to face consultation time.

NEXT STEPS

The consortium and CCG local team collaboration has now delivered a live, responsive, online channel that is easy for local communities to access. The service is appropriately configured for local patient needs in each practice area – demonstrating the service's flexibility. In addition, patients are able to use the service from a range of devices, providing user-friendly, convenient and productive engagement with the practices. The solution is supporting the CCG in managing demand more effectively with the resources available in primary care, rather than diverting demand, so patients receive timely, appropriate care.

As more practices use the service, the CCG can deliver an increasingly unified approach to eConsultations, ensuring patients receive a consistent service, irrespective of which GP practice they visit, and reducing care inequalities. The service allows practices to share resources and co-ordinate care delivery, standardising best practice across the CCG, whilst also supporting necessary customisation at GP level.

Further plans to develop direct integrations between the service and the clinical systems used across the CCG will provide seamless delivery and minimise disruption to workflows.

The practices are now continuing to develop their own forms for use across the service, with Aire Logic and Mixd providing technical support where necessary.

GET IN TOUCH

For more information, please contact info@airelogic.com

