



Royal College of
General Practitioners

Patient Online

long term conditions - Dementia

RCGP Webinar, 22nd August 2018

Dementia care with Patient Online

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Person-centred care

“Two years ago I was at a stage in my understanding ... that was so limited it placed the entire weight of responsibility for my care on the doctors treating my condition. **I was a passenger, along for the ride.**

Access to my medical data ... in short I am no longer a passenger, I am now very much **part of the management team** for the effective treatment of my condition.”

O.C. Manchester Oct 2017



Learning objectives

Recommend Patient Online for patients with dementia

1. What are the benefits for patients and carers
2. What are the benefits for practices
3. The place of Patient Online in advance care planning for dementia
4. Safe and secure proxy access to patients and carers
5. Using Patient Online for sharing data with nursing homes

RCGP Patient Online programme

Aim - to increase awareness and confidence in using Patient Online in patient care

Intended for the whole practice team

Toolkit of guidance documents and templates

Events and presentations

Webinars and podcasts

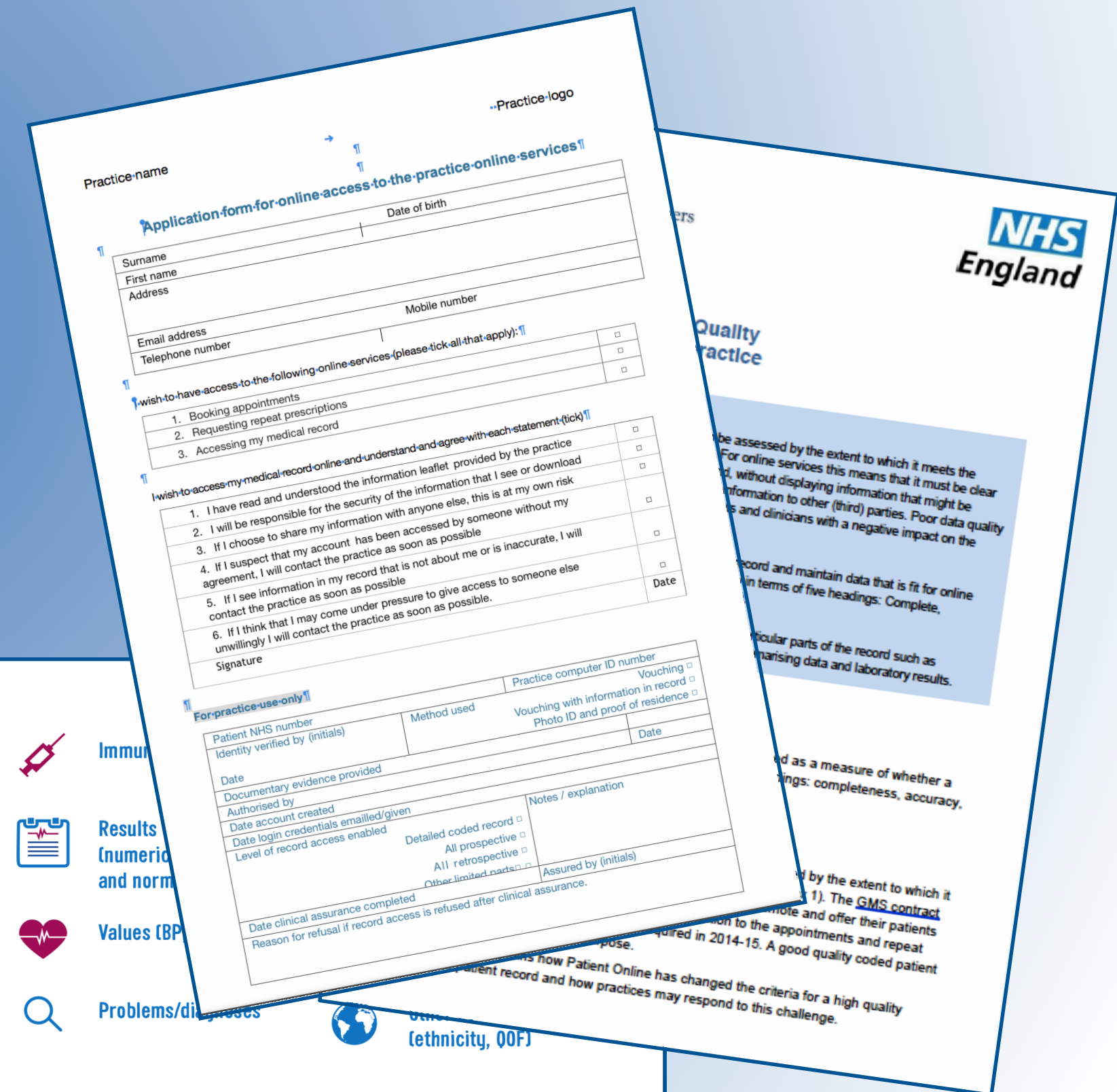
Input from other medical royal colleges, the RCN, and academic voluntary sector groups organisations and other individual health professionals and patients

Webinar programme

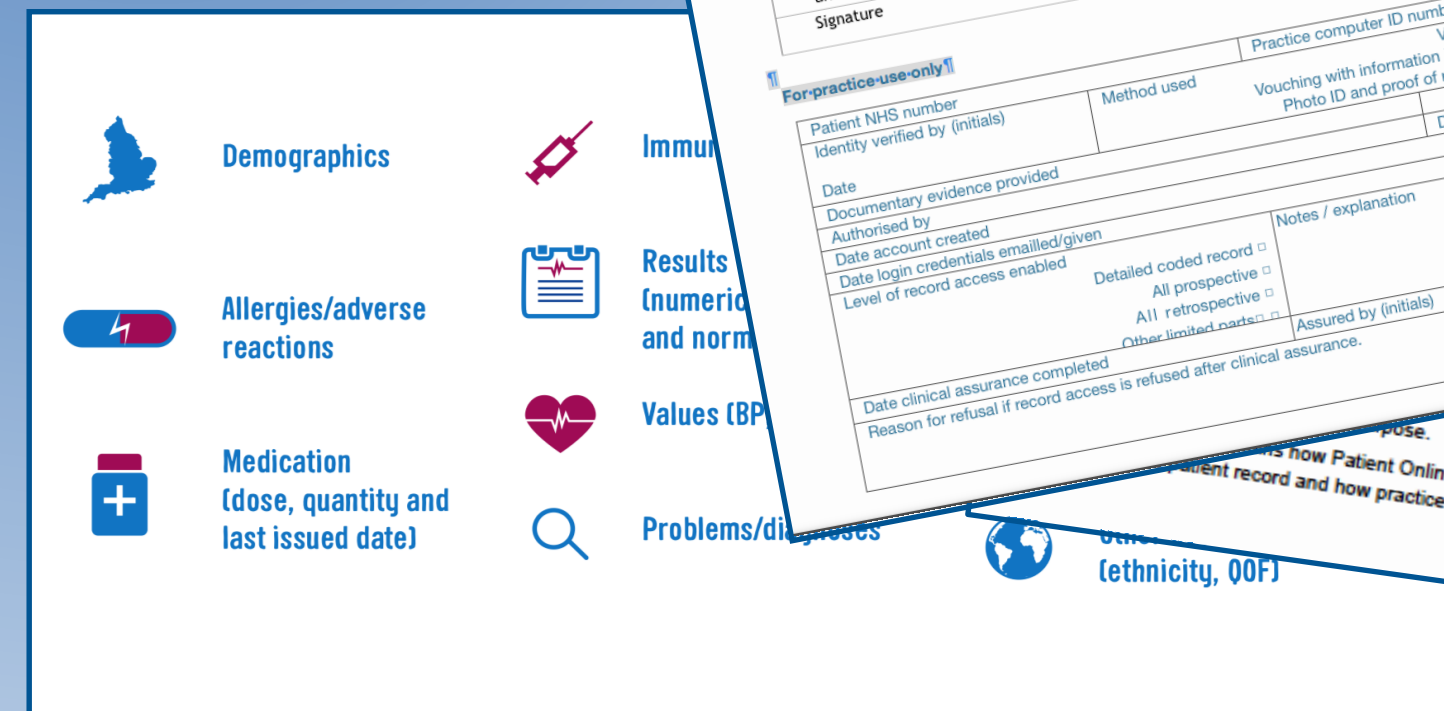
1. Patient Online for beginners
2. Benefits for patients living with dementia
3. Advance care planning for future incapacity
4. Proxy access for carers
5. Proxy access for nursing homes

Patient Online services

- Book and cancel appointments
- Order repeat medication
- Detailed care record
- Extended record access (all or part)



The image shows a sample application form titled "Application form for online access to the practice online services". The form includes fields for practice name, date of birth, surname, first name, address, email address, telephone number, and mobile number. It also contains several sections with checkboxes for consent and service preferences, such as "Wish to have access to the following online services" and "Wish to access my medical record online". A "For practice use only" section includes fields for patient NHS number, identity verification, and documentation. The form is overlaid on a background featuring the NHS England logo and a "Quality practice" banner.



A grid of icons representing various patient online services. The categories are: Demographics (map of UK), Allergies/adverse reactions (lightning bolt), Medication (dose, quantity and last issued date) (pill), Immunisation (syringe), Results (numerical and normal) (document with checkmark), Values (BP) (heart with pulse line), and Problems/diagnoses (magnifying glass). The text "(ethnicity, QOF)" is visible at the bottom right of the grid.

Patients registered for Patient Online

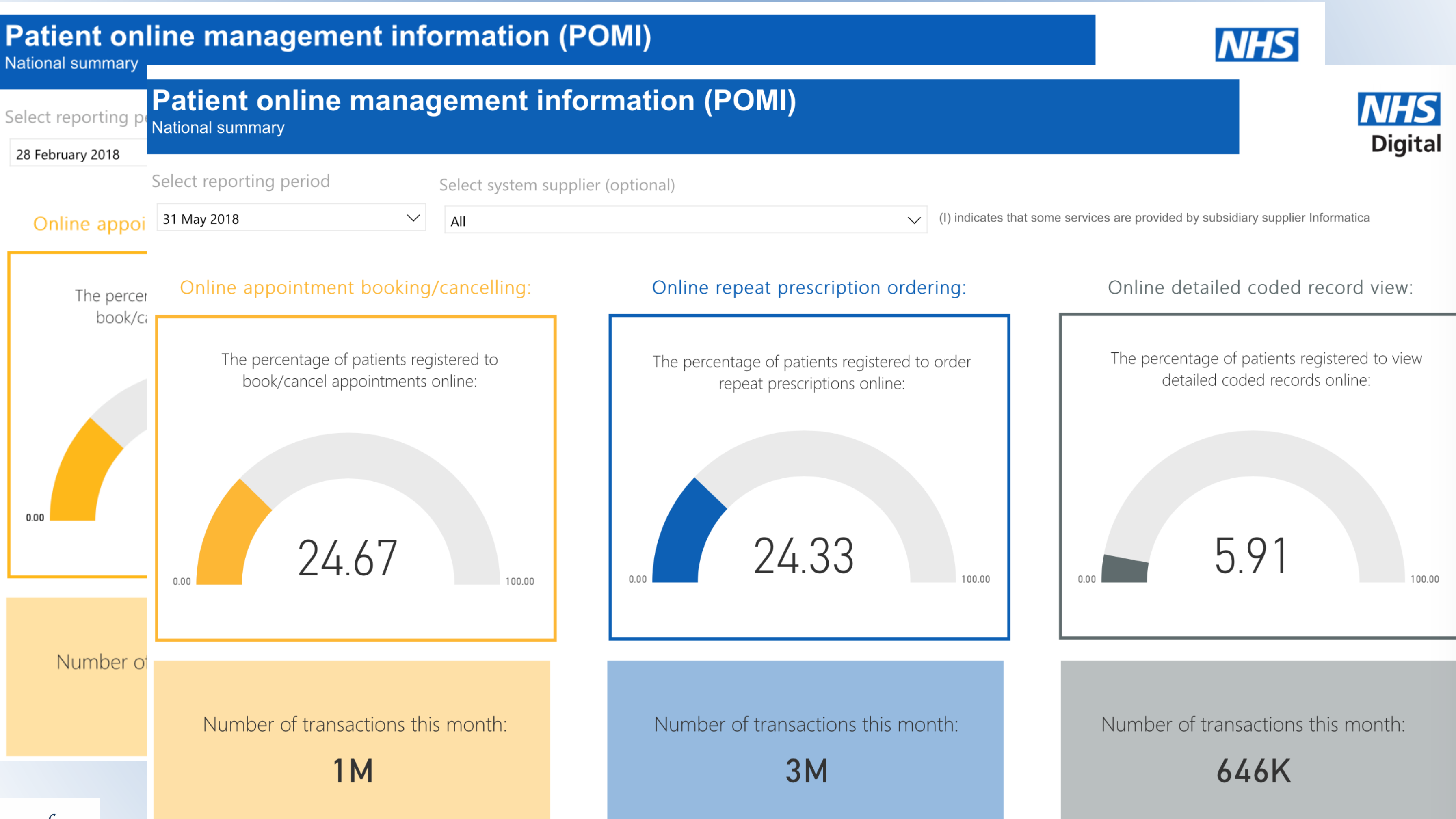
Patient online management information (POMI)
National summary

NHS Digital


Select reporting period: 28 February 2018
Select system supplier (optional): All (I) indicates that some services are provided by subsidiary supplier Informatica

Online appointment booking/cancelling:	Online repeat prescription ordering:	Online detailed coded record view:
<p>The percentage of patients registered to book/cancel appointments online:</p> <p>23.75</p>	<p>The percentage of patients registered to order repeat prescriptions online:</p> <p>23.45</p>	<p>The percentage of patients registered to view detailed coded records online:</p> <p>4.31</p>
<p>Number of transactions this month:</p> <p>1M</p>	<p>Number of transactions this month:</p>	<p>Number of transactions this month:</p>

Patients registered for Patient Online




Patients registered for Patient Online

Patient online management information (POMI) 


National summary

Select reporting period: 28 February 2018

Patient online management information (POMI) 

National summary

Select reporting period: 31 May 2018

Patient online management information (POMI) 

Online services by practice

1) Select reporting period (required): 31 May 2018

2) Search for your GP practice (scroll or type below box to search): BENTHAM MEDICAL PRACTICE (B82061)

Your practice's clinical system is supplied by: EMIS

Which online services are offered by my practice?

- Appointment booking/cancellation: **Yes**
- Repeat prescription ordering: **Yes**
- View detailed coded record: **Yes**

What percentage of patients are registered to use these services at my practice?

Black lines represent overall England figures

Service	Practice Percentage	Overall England Percentage
Appointment booking/cancellation	16.84	24.67
Repeat prescription ordering	16.82	24.33
View detailed coded record	16.22	5.91

How many times were the services used this month?

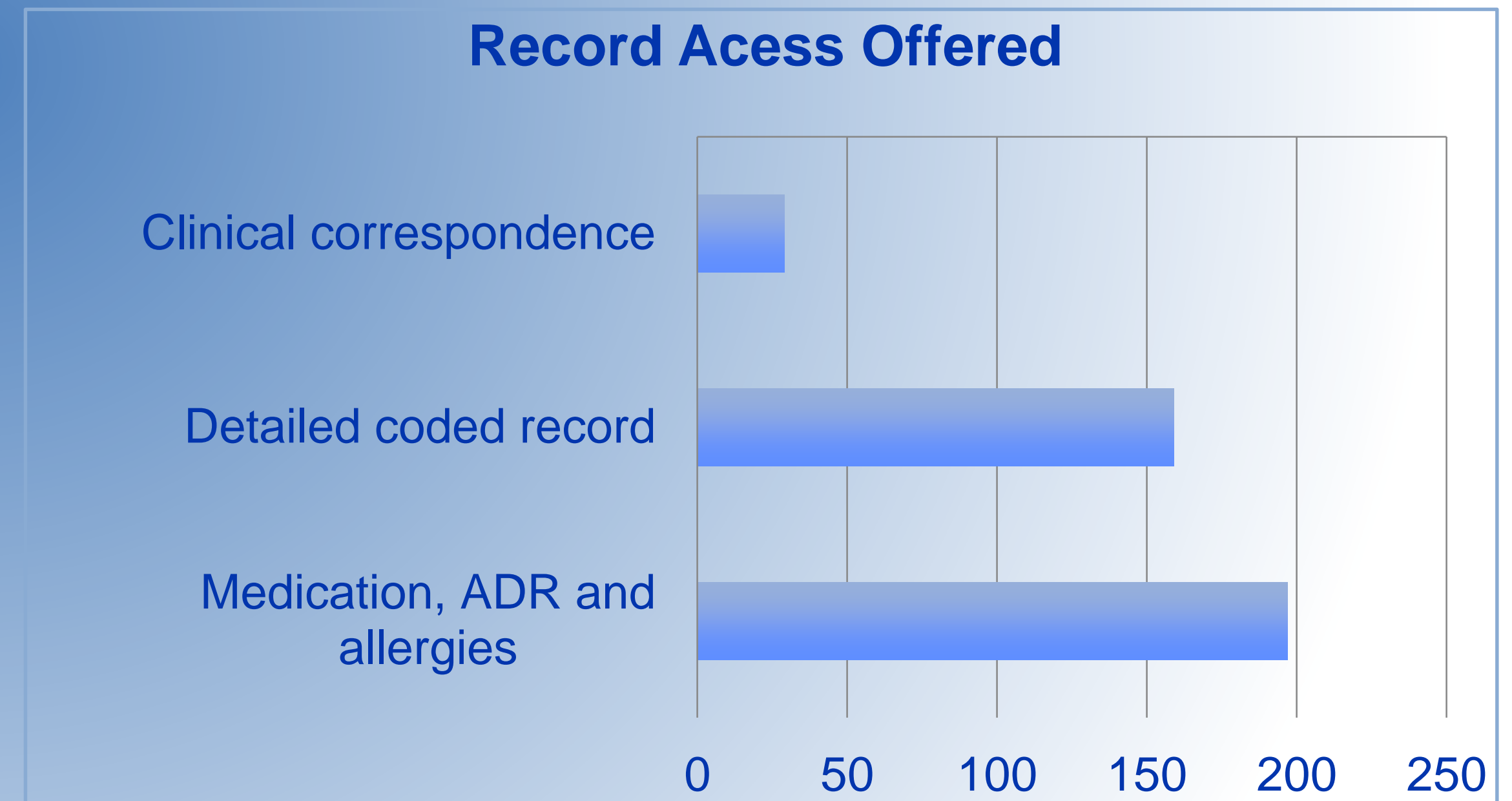
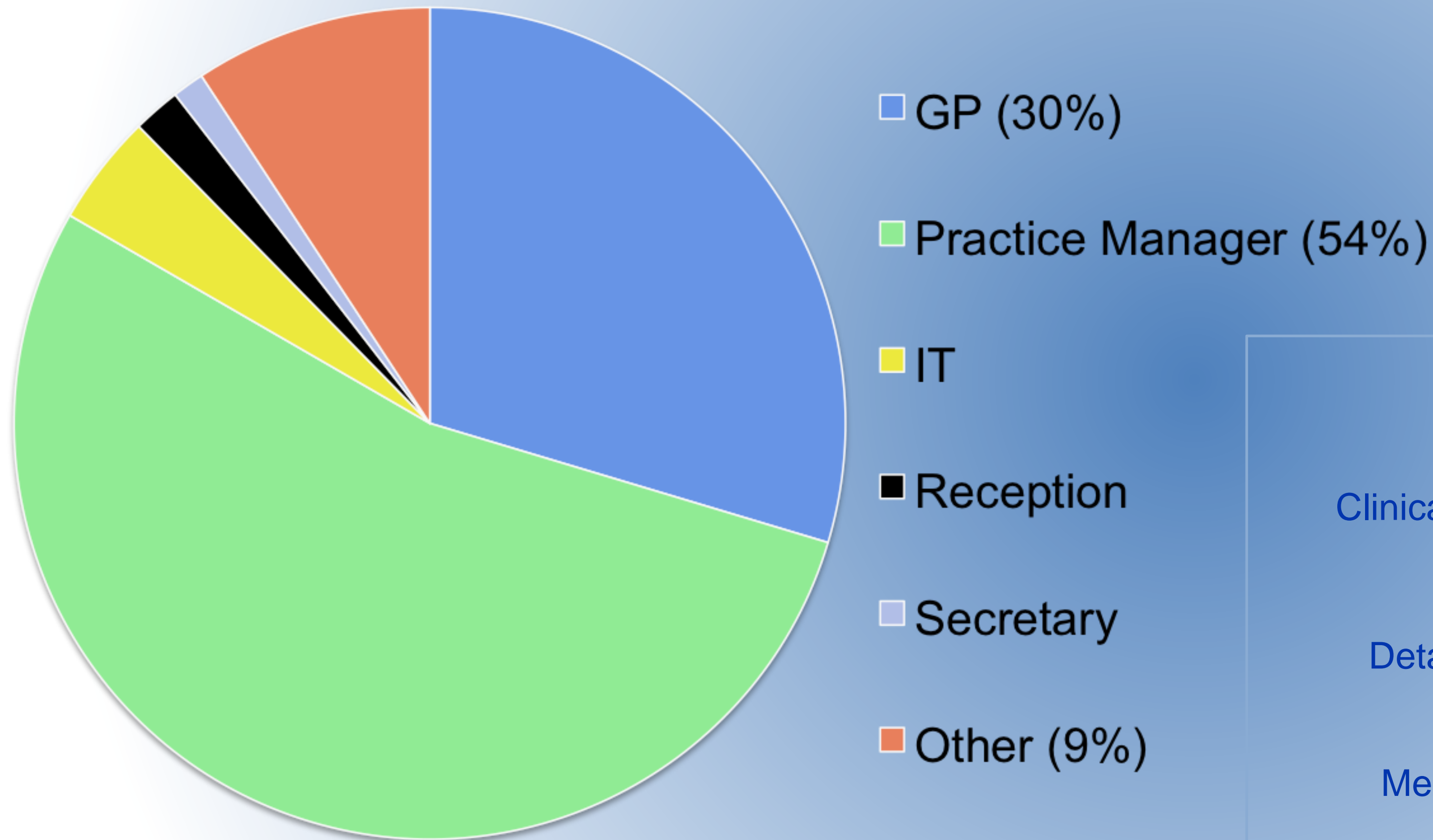
Number of times online appointment booking/cancellation used: 72

Number of times online repeat prescription ordering used: 200

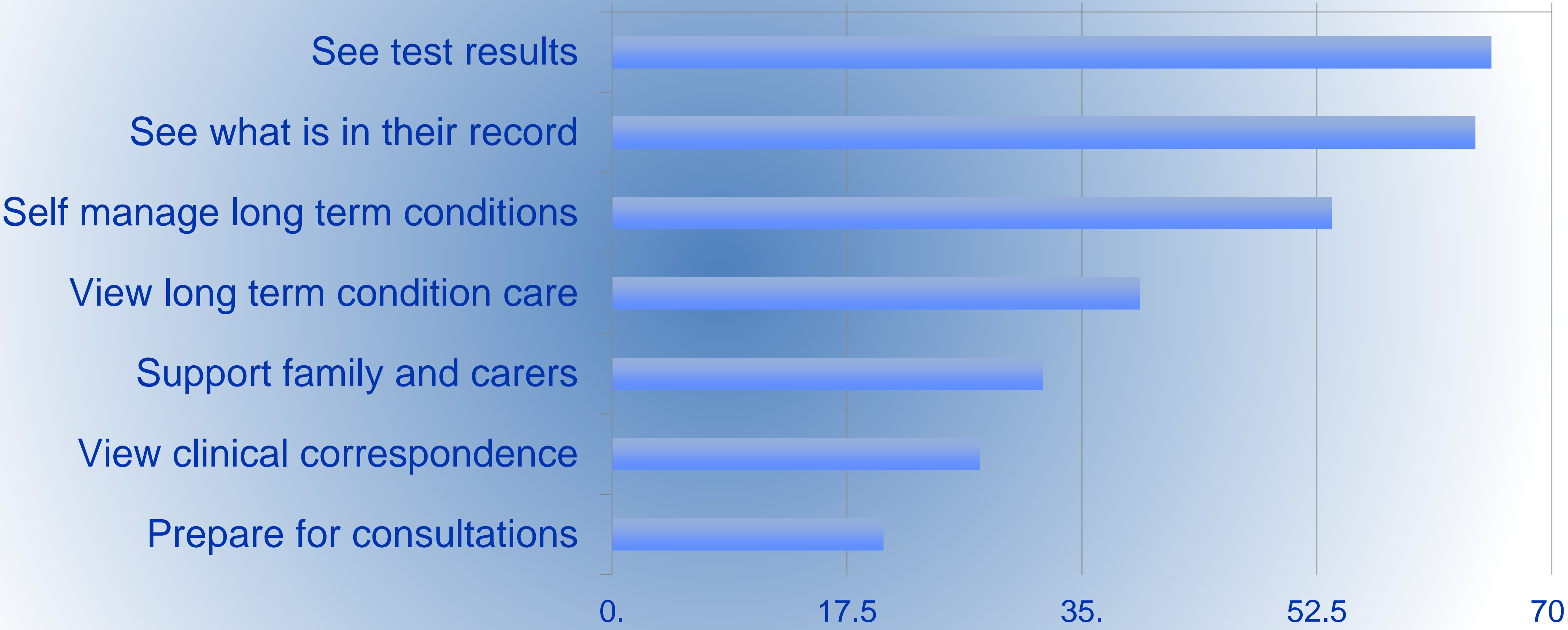
Number of times online detailed coded record view used: 190

May 31

RCGP Survey, August-Sept 2016 (n=211)



Reasons to recommended record access ... (%) n=84/211



Record access application steps

1. Inform the patient, verbally and leaflet - security, record content and discuss concerns with practice,
2. Receive and scan completed application form (coercion question),

“Do you think that you may come under pressure to give access to someone else unwillingly?”

3. Check records for sensitive data - redact as necessary,
4. Consider if there are grounds to refuse record access,
5. Verify the patient’s identity.



Provide log-in details and switch on access

Summary

- The purpose of the RCGP Patient Online programme
- National uptake of Patient Online in England
- Reasons for recommending record access
- The application process

Patients with dementia are vulnerable

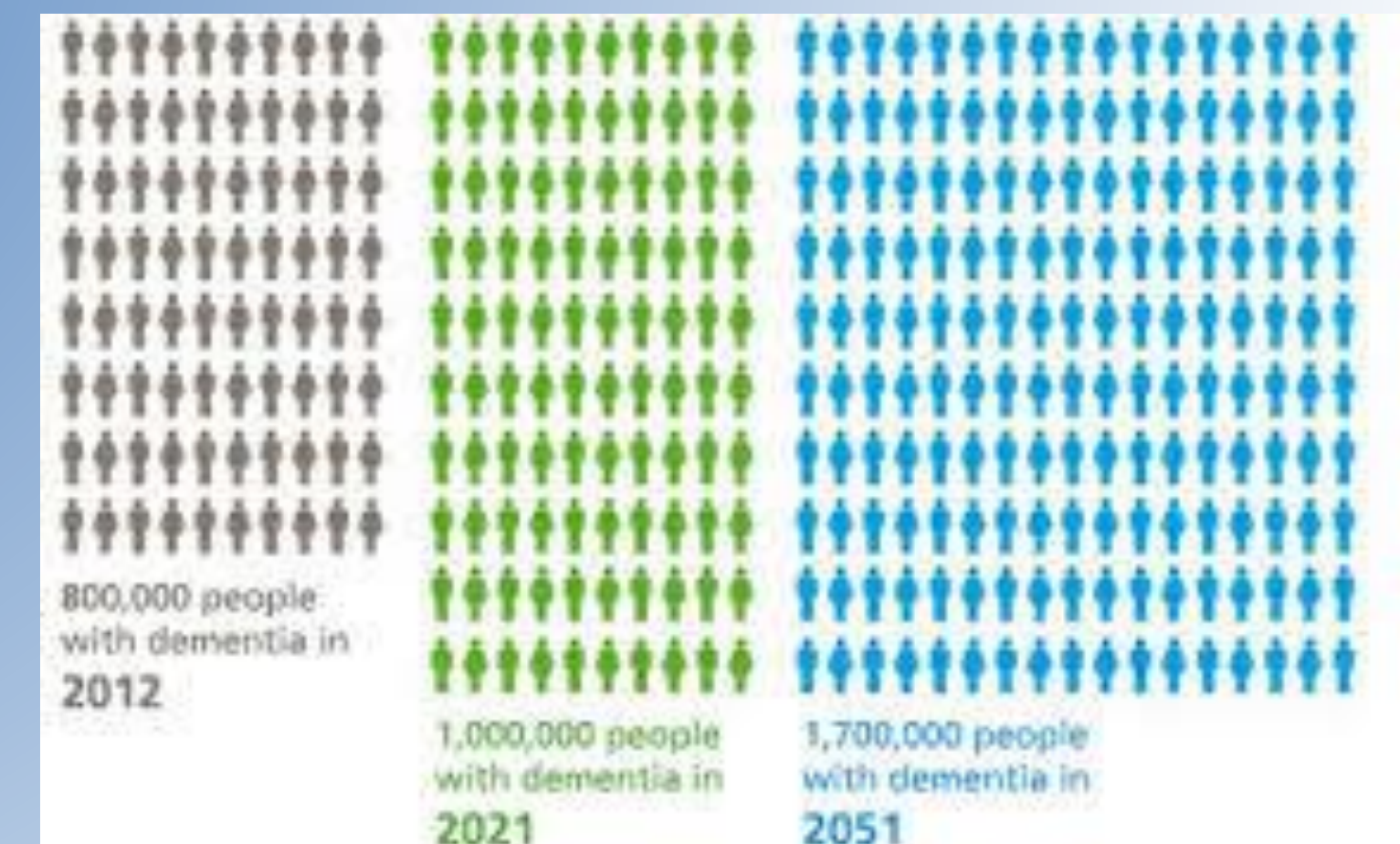
Coercion risk: Step 1 Practice staff, when registering a proxy, must be aware of any safeguarding signs to look out for. **Ask the question:** “Do you think that you may come under pressure to give access to someone else unwillingly.”

Coercion risk: Step 2 If a GP or other health professional suspects that a patient is being coerced, they should try to establish the true position with the patient before making a decision about proxy access

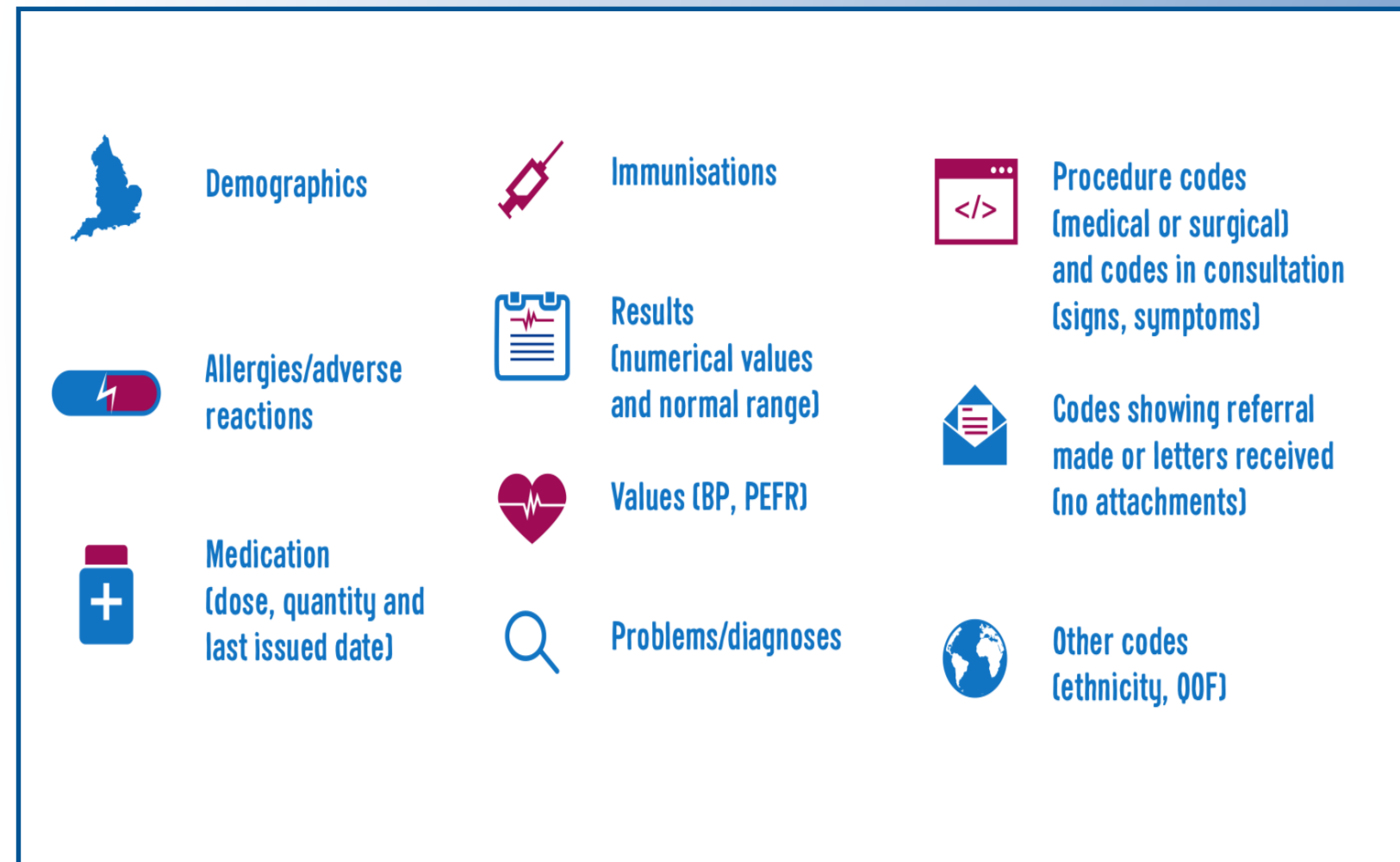
Coercion risk: Step 3 If after discussion with the patient and colleagues who know the patient and their circumstances, you believe there are good grounds for suspicion that the patient is not consenting freely, **you have grounds to decline access**

Patient Online in dementia

- Dementia is complex and progressive, co-morbidity is common
- Patient involvement in early planning
 - shared and advance decisions with better outcomes
- As patients lose mental capacity,
 - family and carers make decisions on their behalf



Benefits online record access for dementia



Appointments and prescriptions

Detailed coded record

Clinical correspondence and consultation records

Complements paper care plans

Detailed coded record for dementia

Problems and diagnoses	Reminder of co-morbidities and complications
Medication	Complex polypharmacy
Advance decisions	Carer, nursing home, LPA, end of life preferences
Behavioural and social record	Alcohol consumption, smoking
Immunisations and allergies	Influenza, pneumococcal, shingles vaccines
Test results	View latest test results...
Care plan data	...

Dementia Care Plans

- Coded data
- Medication reviews and dementia reviews
- Test results
- Legal information
- Advanced statements/decisions
- Carer review
- Additional risk factors

Dementia care planning

Care planning

Diagnosis Review

Effective support for carers review

Medication review

Evaluate risk

New symptoms enquiry

Treatment of medical conditions

Individual issues

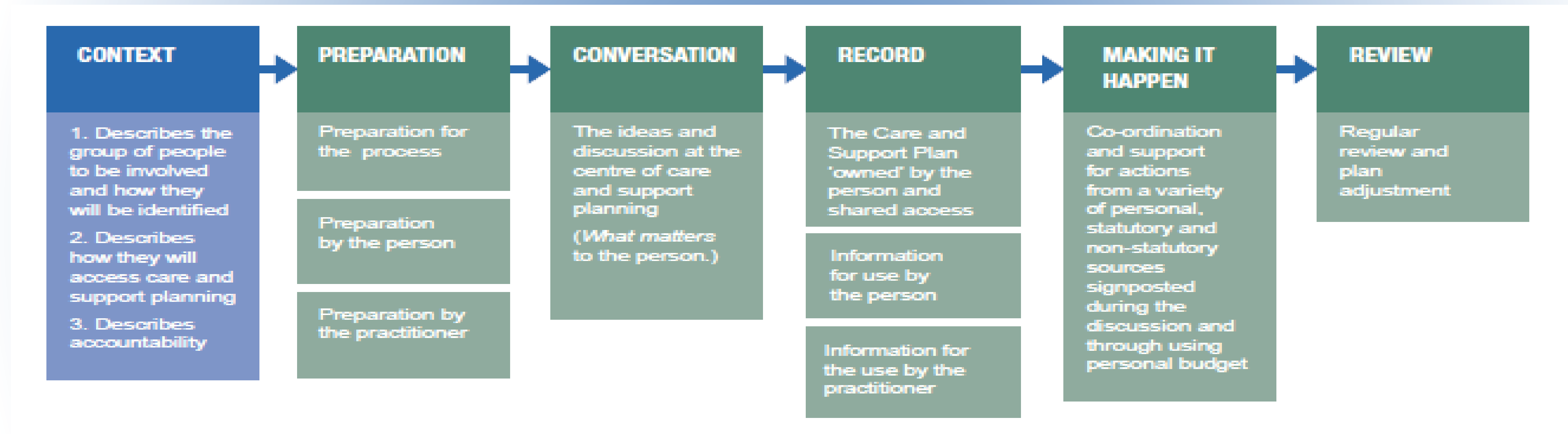
Advance care planning

Care Planning



Collaborative Care and Support Planning

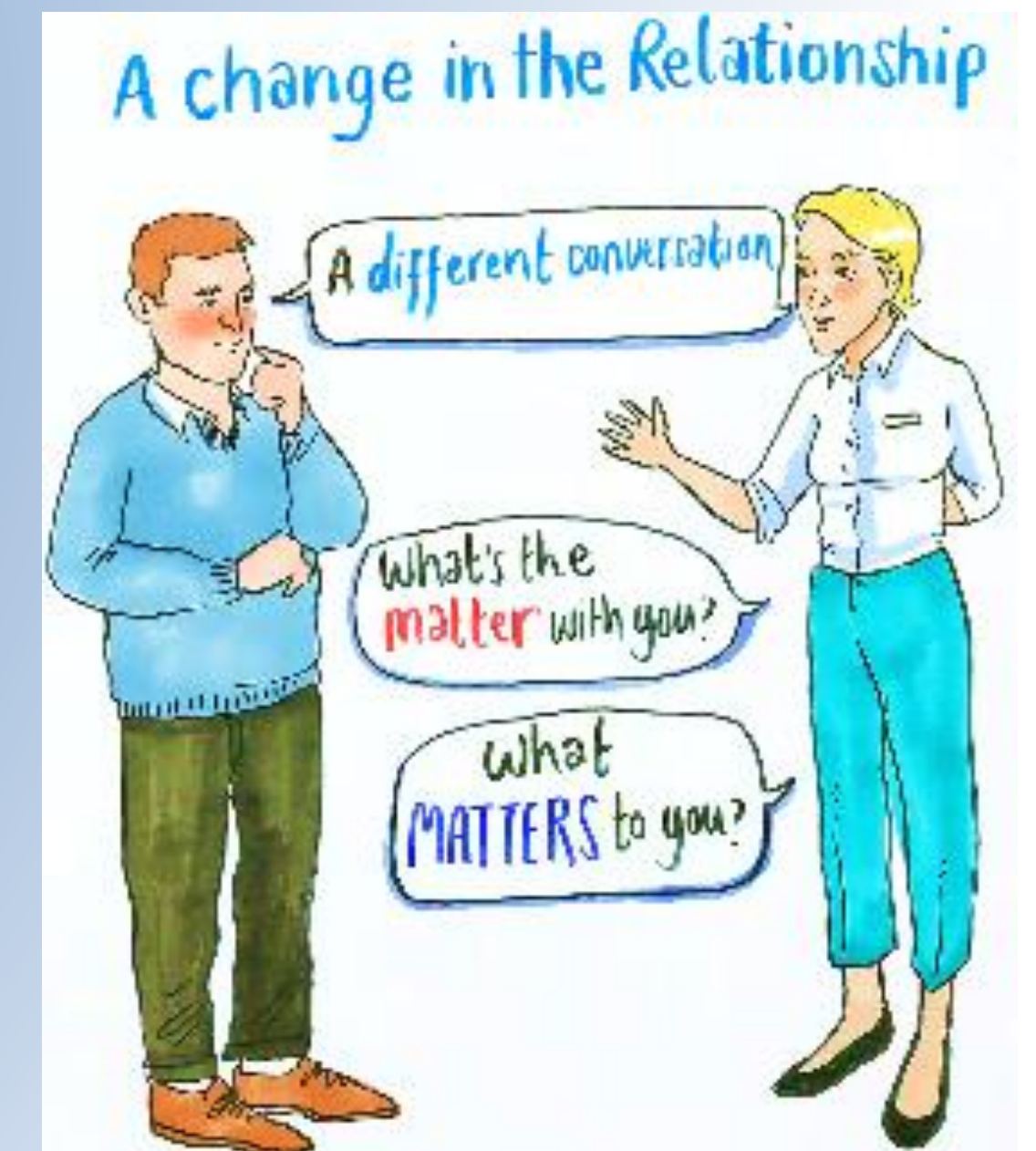
A proactive consultation model for long-term conditions



RCGP: <http://www.rcgp.org.uk/clinical-and-research/resources/toolkits/collaborative-care-and-support-planning-toolkit.aspx>

Patients prepare for consultations

- Online to access relevant information before the consultation.
- Better prepared to make informed choices
- Consultations can focus on what matters
- Collaborative personalised care plan
- Helps carers provide support



Summary so far

- Uses of Patient Online in dementia
- Value of access to the detailed coded record
- Dementia care plans and advance planning
- Preparation for consultations

Proxy access



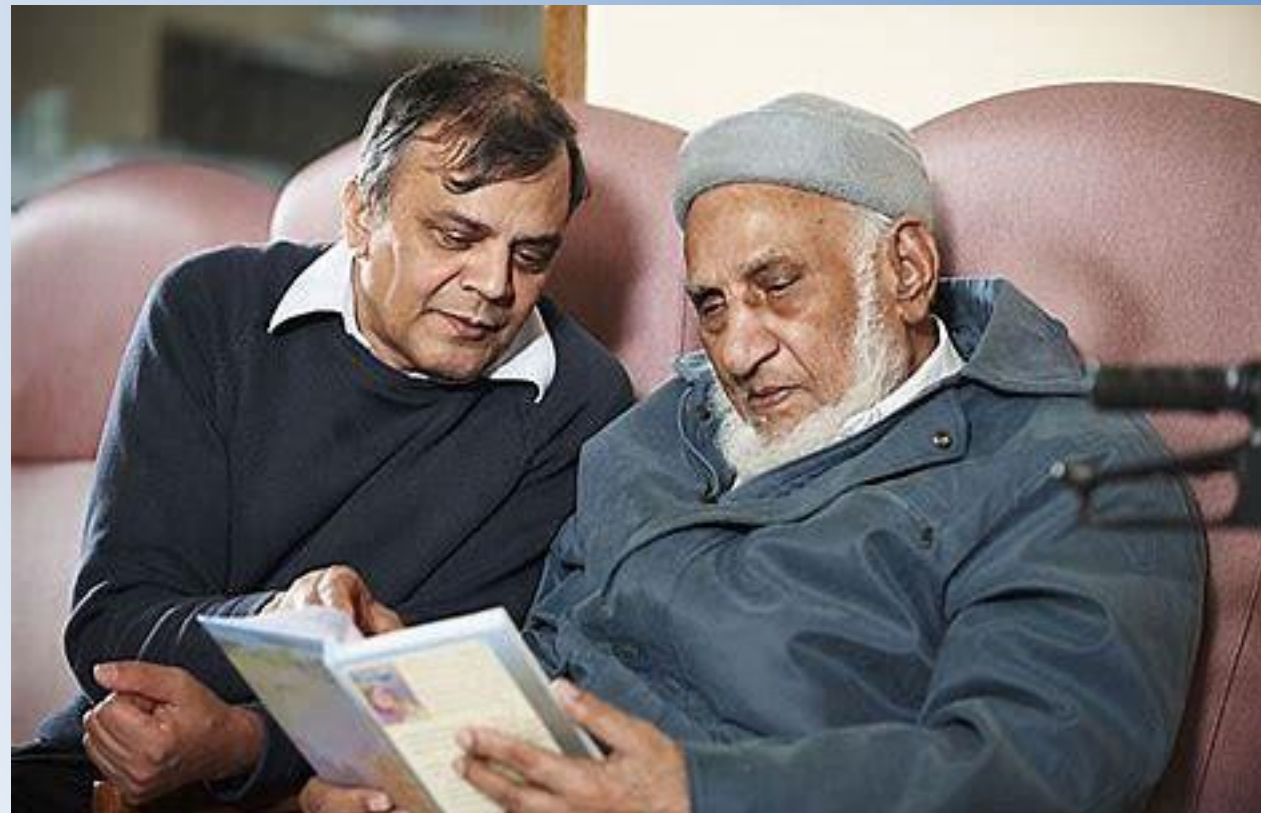
- Access to the patient's account for carers
- For someone acting on behalf of the patient
- Separate login credentials - if possible
- Patient consent and capacity
- Advance planning for dementia
- Patient Online for nursing homes

Why proxy access?

- For carers it offers confidence about the patient's care
- Carers may live some distance away
- Enables carers to act on patient's behalf
 - Manage appointments and medication
 - Shared care plans and advance planning
 - Preparation for consultations

Who can have proxy access?

- Family and close friends
- Professional carers
- With patient consent while patient has capacity



Practice name _____ Practice logo _____

Consent to proxy access to GP online services

Note: If the patient does not have capacity to grant proxy access and proxy access is considered by the practice to be in the patient's best interest section 1 of this form may be omitted.

Section 1

I, (name of patient), give permission to my GP practice to give the following people to proxy access to the online services as indicated below in section 2.

I reserve the right to reverse any decision I make in granting proxy access at any time.

I understand the risks of allowing someone else to have access to my health records.

I have read and understand the information leaflet provided by the practice

Signature of patient _____ Date _____

Section 2

1. Online appointments booking	<input type="checkbox"/>
2. Online prescription management	<input type="checkbox"/>
3. Accessing the medical record for	<input type="checkbox"/>

..... (name of patient)

Section 3

I/we (names of representatives) wish to have online access to the services ticked in the box above in section 2 for (name of patient).

I/we understand my/our responsibility for safeguarding sensitive medical information and I/we understand and agree with each of the following statements:

1. I/we have read and understood the information leaflet provided by the practice and agree that I will treat the patient information as confidential	<input type="checkbox"/>
2. I/we will be responsible for the security of the information that I/we see or download	<input type="checkbox"/>
3. I/we will contact the practice as soon as possible if I/we suspect that the account has been accessed by someone without my/our agreement	<input type="checkbox"/>
4. If I/we see information in the record that is not about the patient, or is inaccurate, I/we will contact the practice as soon as possible. I will treat any information which is not about the patient as being strictly confidential	<input type="checkbox"/>

Signature/s of representative/s _____ Date/s _____

RCGP _____

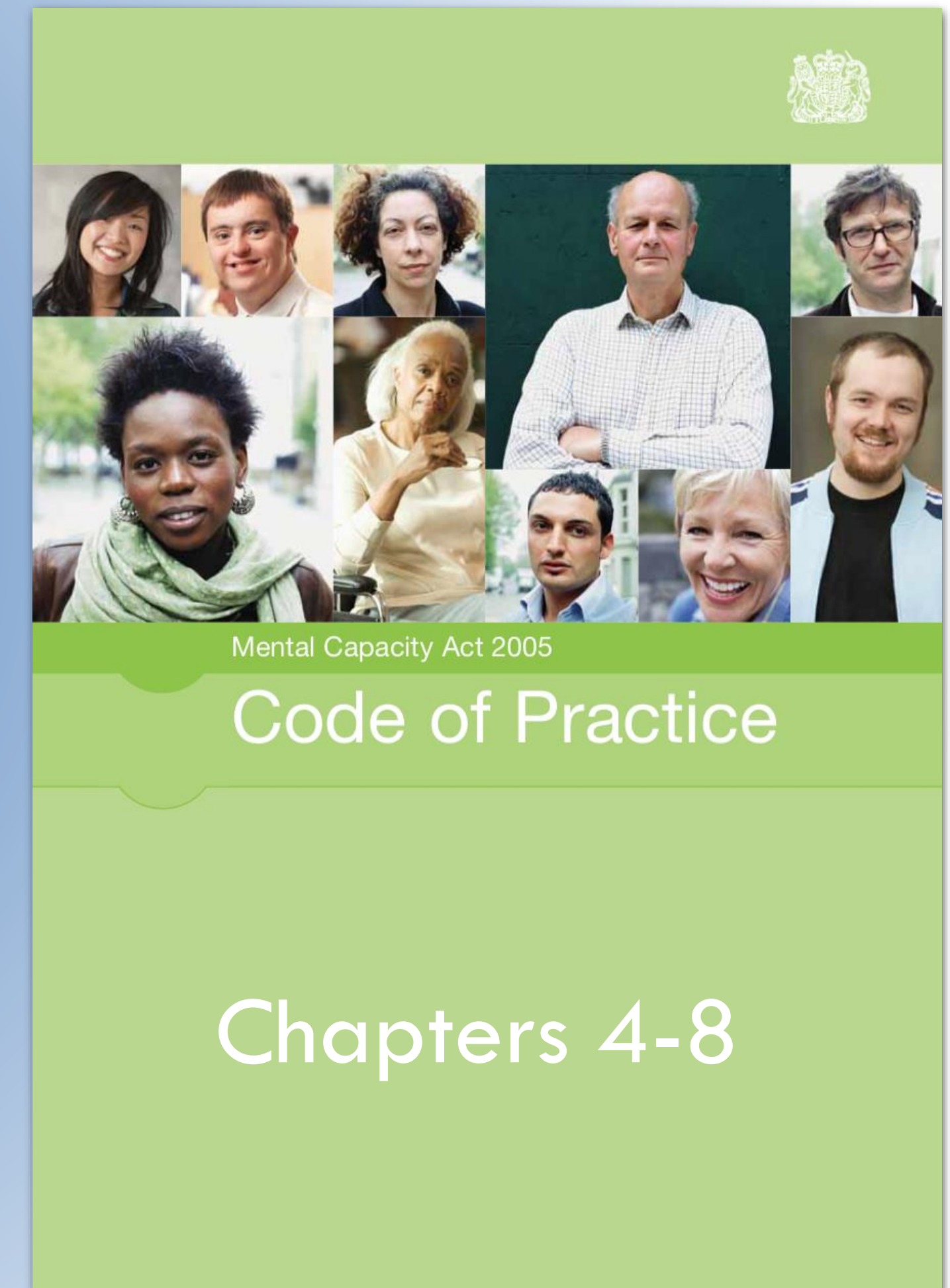
V2 10 January 2018

When to decline proxy access

- Lack of consent and no clear alternative
- Suspicion of coercion of vulnerable patient
- Risk of security to patient's record
- Knowledge of patient's previous wishes
- Not in the best interests of the patient

Proxy access in a patient lacking capacity

- In the best interest of the patient
- Recorded advanced decision
- The applicant have authority
 - Lasting power of attorney for health and welfare
 - Court appointed duty
- Is the applicant a health professional offering direct care to the patient?



Nursing homes

Purpose

Order prescriptions
Up to date with results
and/or hospital reports

Legal basis

GDPR and DPA 2018
Common Law

Access

Named health care professionals
Personal log in details
Manage access withdrawal

Information
Governance
Alliance **IGA**

THE GENERAL DATA
PROTECTION REGULATION:
GUIDANCE ON CONSENT

Chapter 6

Data sharing agreements

- Agreement to cover all patients v each individual patient
- Name(s) of patients and nursing home staff
- Legal basis for data sharing (GDPR art 6 and 9)
- Level of access required
- Protecting data security/confidentiality
- Arrangements for staff changes
- Access review period



Summary

The benefits for patients and carers

The benefits for practices

Patient Online in advance care planning for dementia

Safe and secure proxy access to patients and carers

Patient Online for sharing data with nursing homes