



Royal College of  
General Practitioners

# Patient Online

*Inflammatory arthritis*

RCGP Webinar, 28 August 2018



Royal College of  
General Practitioners

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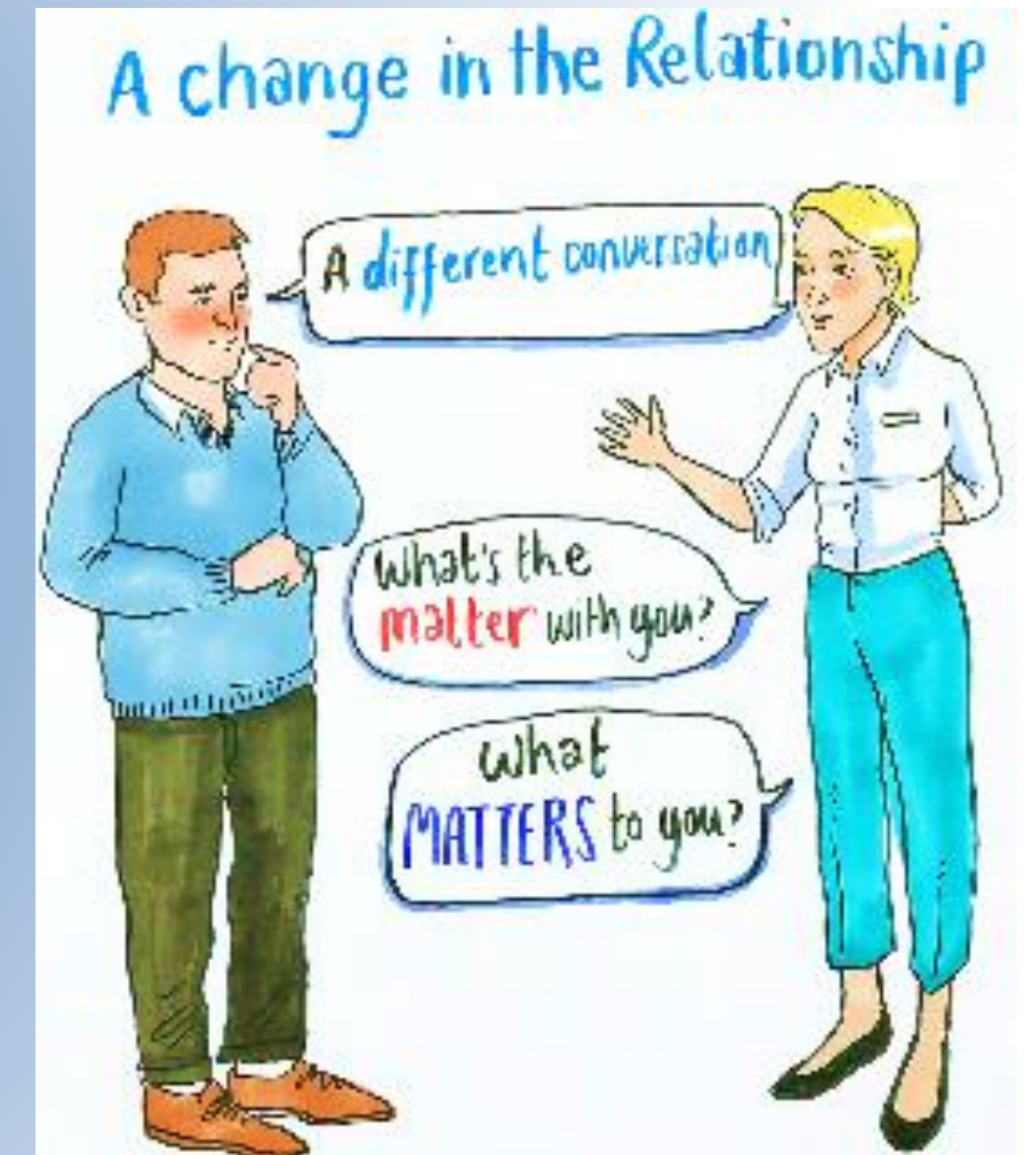


# Person-Centred Care

“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.”

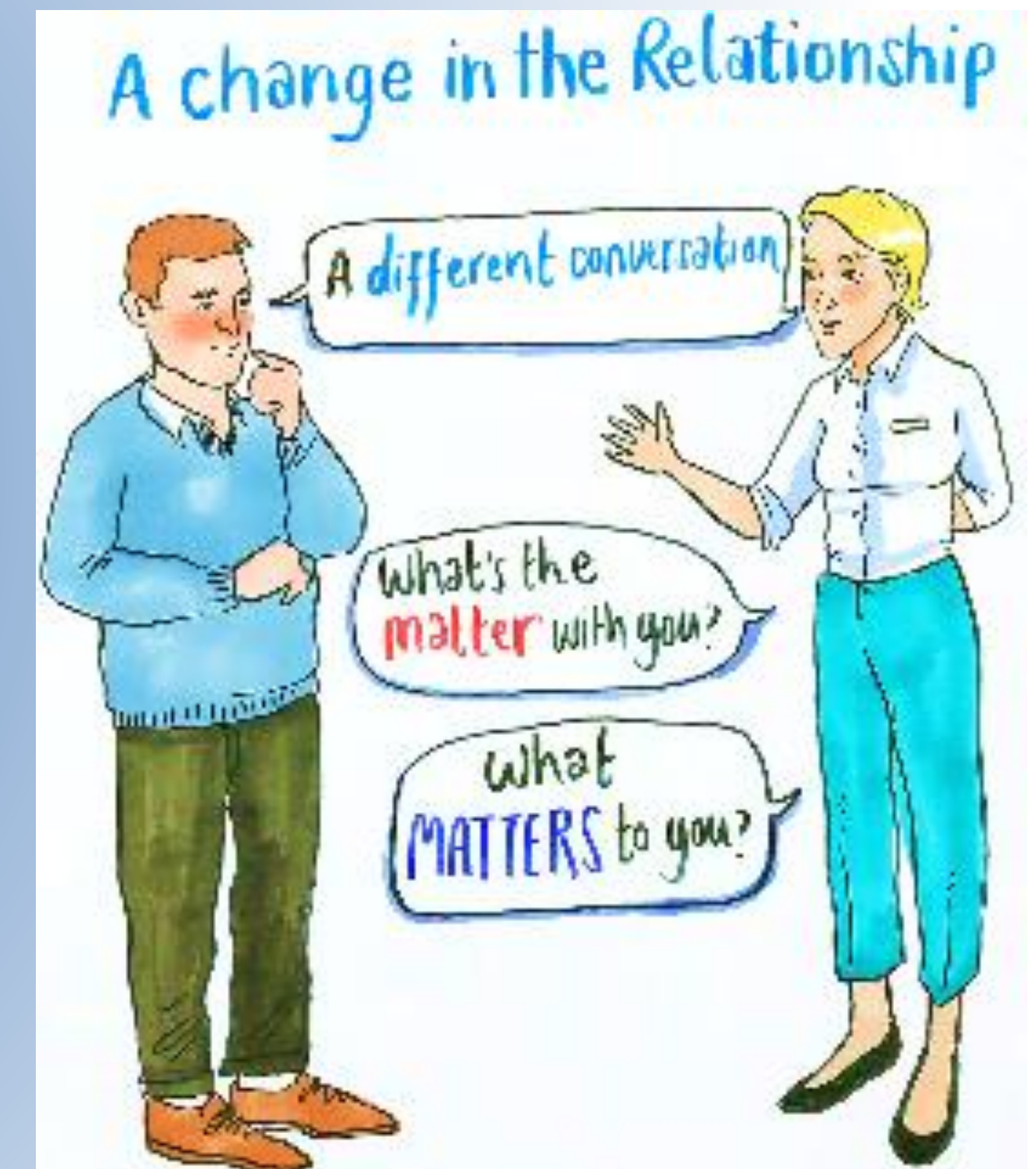
*O.C. Manchester Oct 2017*





# Inflammatory Arthritis Learning Objectives

1. Use Patient Online safely and effectively
2. Health literacy and digital inclusion
3. Coded records for inflammatory arthritis
4. Managing test results for online access
5. Patient Online in care and support planning





# Webinar Programme

1. Introduction to Patient Online for beginners
2. Benefits for patients with inflammatory arthritis of using Patient Online
3. Patient use of access to test results
4. Other uses of Patient Online to prepare for consultations
5. Clinical scenario as an example
6. Questions

# 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



# Patient Online Toolkit

Book and cancel appointments

Order repeat medication

Detailed care record

Extended record access (all or part)

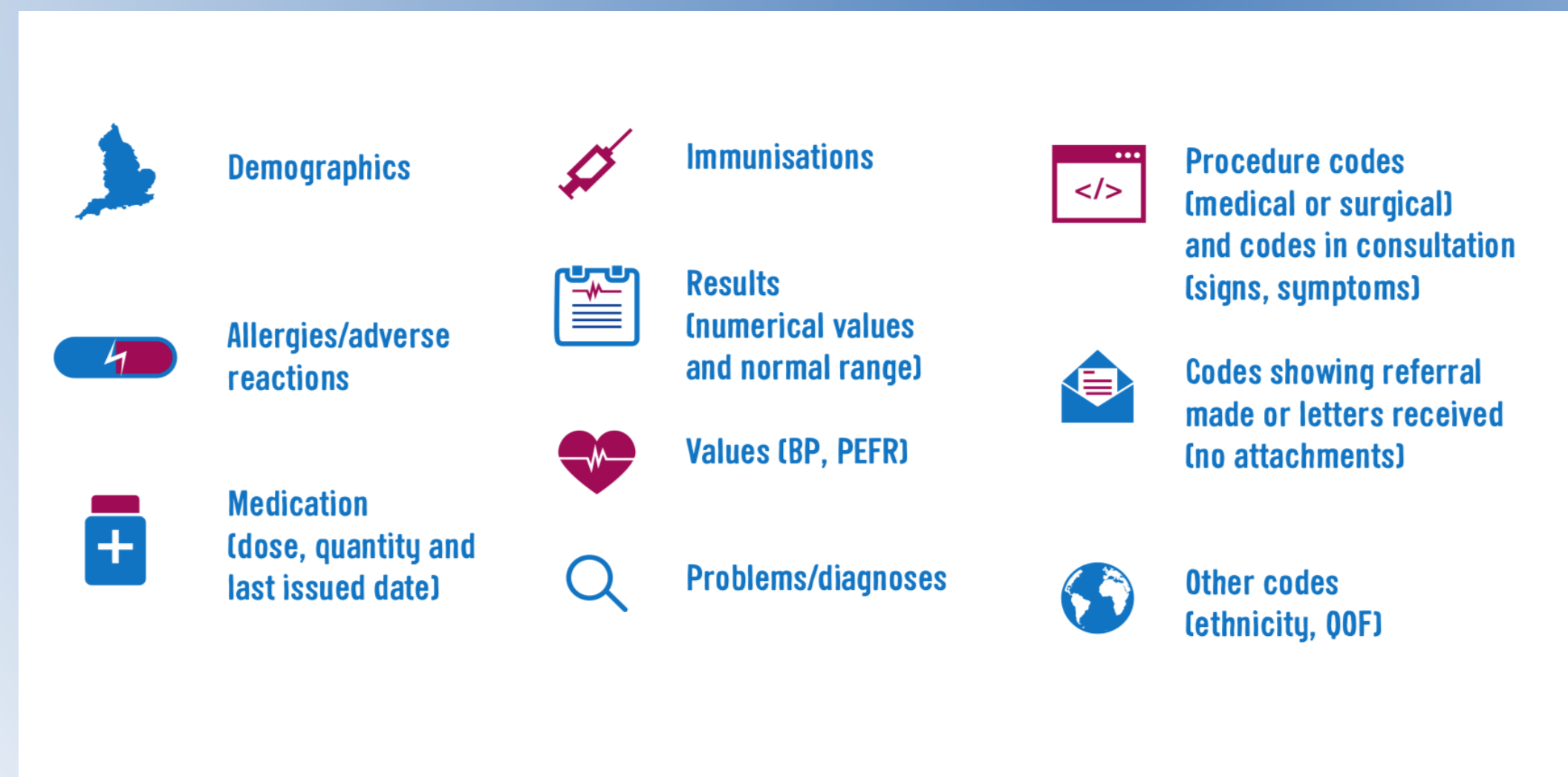
Managing new applications

Safeguarding

Information Governance

Patient Information

Overcoming barriers



# Patient Online Toolkit

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



Demographics



Immunisations



Procedure codes  
(medical or surgical)  
and codes in consultation  
(signs, symptoms)



Allergies/adverse  
reactions



Results  
(numerical values  
and normal range)



Codes showing referral  
made or letters received  
(no attachments)



Medication  
(dose, quantity and  
last issued date)



Values (BP, PEFR)



Problems/diagnoses



Other codes  
(ethnicity, QOF)



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## Online services: Data Quality Guidance for general practice

### Executive summary

The quality of data in a patient's record can be assessed by the extent to which it meets the various purposes that the record is used for. For online services this means that it must be clear and unambiguous for the patient to understand, without displaying information that might be harmful to the patient or others or confidential information to other (third) parties. Poor data quality may be confusing and may mislead both patients and clinicians with a negative impact on the patient's health care and safety.

This guidance offers recommendations on how to record and maintain data that is fit for online services. The starting point is to think of data quality in terms of five headings: Complete, Accurate, Relevant, Accessible and Timely (CARAT).

There are specific aspects of data quality that affect particular parts of the record such as problems and diagnoses, other consultation codes, summarising data and laboratory results.

### Definition

Data quality is an attribute of electronic patient records used as a measure of whether a record is fit for purpose. It can be assessed under five headings: completeness, accuracy, relevance, accessibility and timeliness (CARAT).

### Background

The quality of the data in a patient's record can only be measured by the extent to which it meets each particular purpose for which it might be used (see Box 1). The GMS contract and PMS arrangements for 2015-16 require practices to promote and offer their patients online access to their detailed coded record in addition to the appointments and repeat prescribing services and summary data required in 2014-15. A good quality coded patient record must be fit for this new purpose.

This guidance explains how Patient Online has changed the criteria for a high quality electronic patient record and how practices may respond to this challenge.



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# Patient Online Toolkit

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

- Demographics
- Allergies/adverse reactions
- Medication (dose, quantity and last issued date)
- Immunisations
- Results (numerical values and normal range)
- Values (BP, PEFR)
- Problems/diagnoses

Practice name

Application form for online access to the practice online services

Practice logo

Date of birth

Surname

First name

Address

Email address

Telephone number

Mobile number

I wish to have access to the following online services (please tick all that apply):

- 1. Booking appointments
- 2. Requesting repeat prescriptions
- 3. Accessing my medical record

I wish to access my medical record online and understand and agree with each statement (tick):

- 1. I have read and understood the information leaflet provided by the practice
- 2. I will be responsible for the security of the information that I see or download
- 3. If I choose to share my information with anyone else, this is at my own risk
- 4. If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible
- 5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible
- 6. If I think I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible

Signature

Date

For practice use only

Patient NHS number

Identity verified by (initials)

Method used

Practice computer ID number

Vouching

Vouching with information in record

Photo ID and proof of residence

Date

Date

Documentary evidence provided

Authorised by

Date account created

Date login credentials emailed/given

Date login credentials emailed/given

Level of record access enabled

Detailed coded record

All prospective

All retrospective

Other limited access

Notes / explanation

Date clinical assurance completed

Reason for refusal if record access is refused after clinical assurance.

Assured by (initials)

College of General Practitioners

NHS England

Practices: Data Quality

general practice

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# GP Contractual Requirement in England

Book and cancel appointments

Order repeat medication

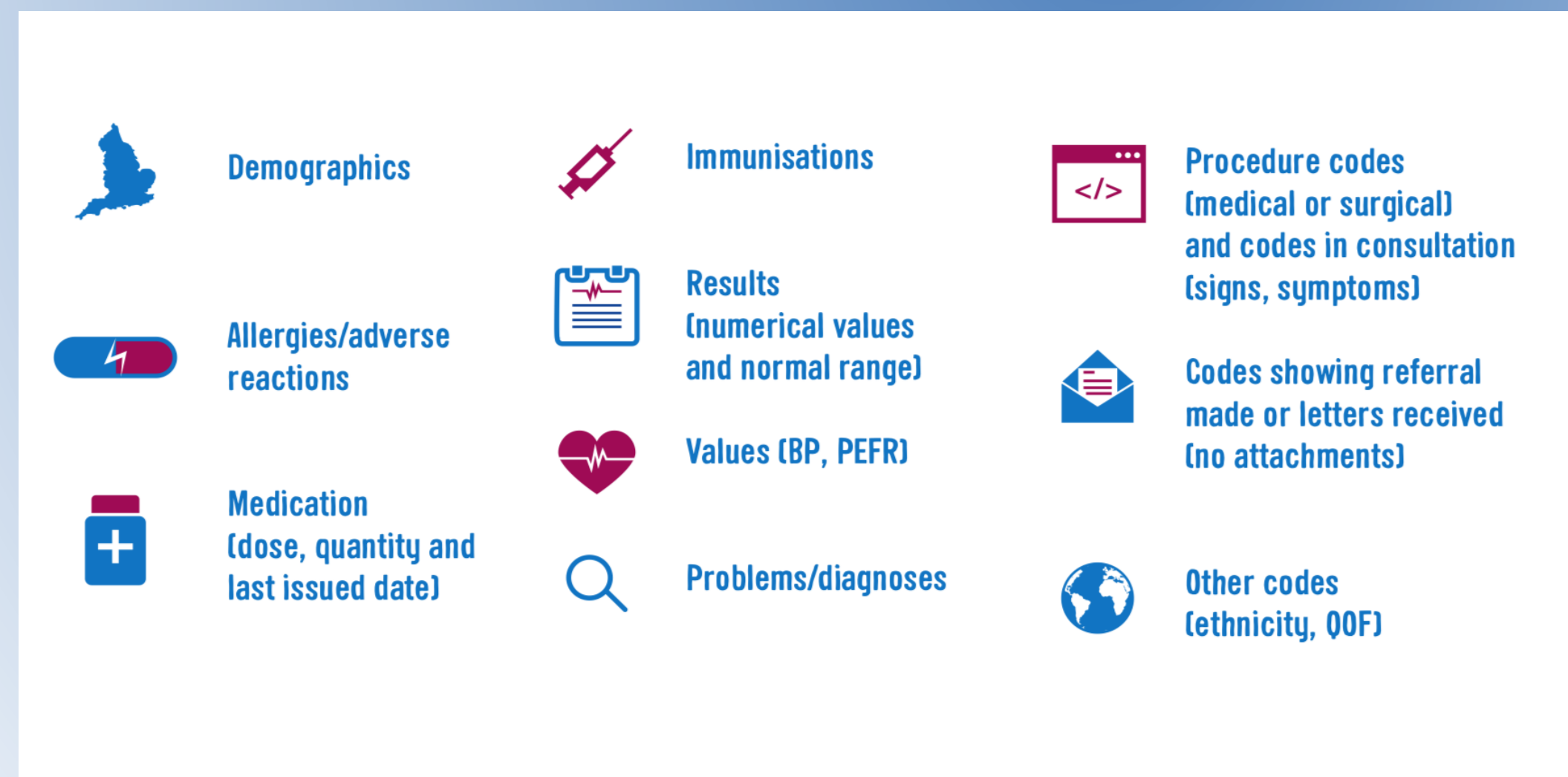
Detailed care record

Extended record access (all or part)

Contractual requirement  
for GPs in England

To offer and provide ...

... unless it could cause  
harm to the patient





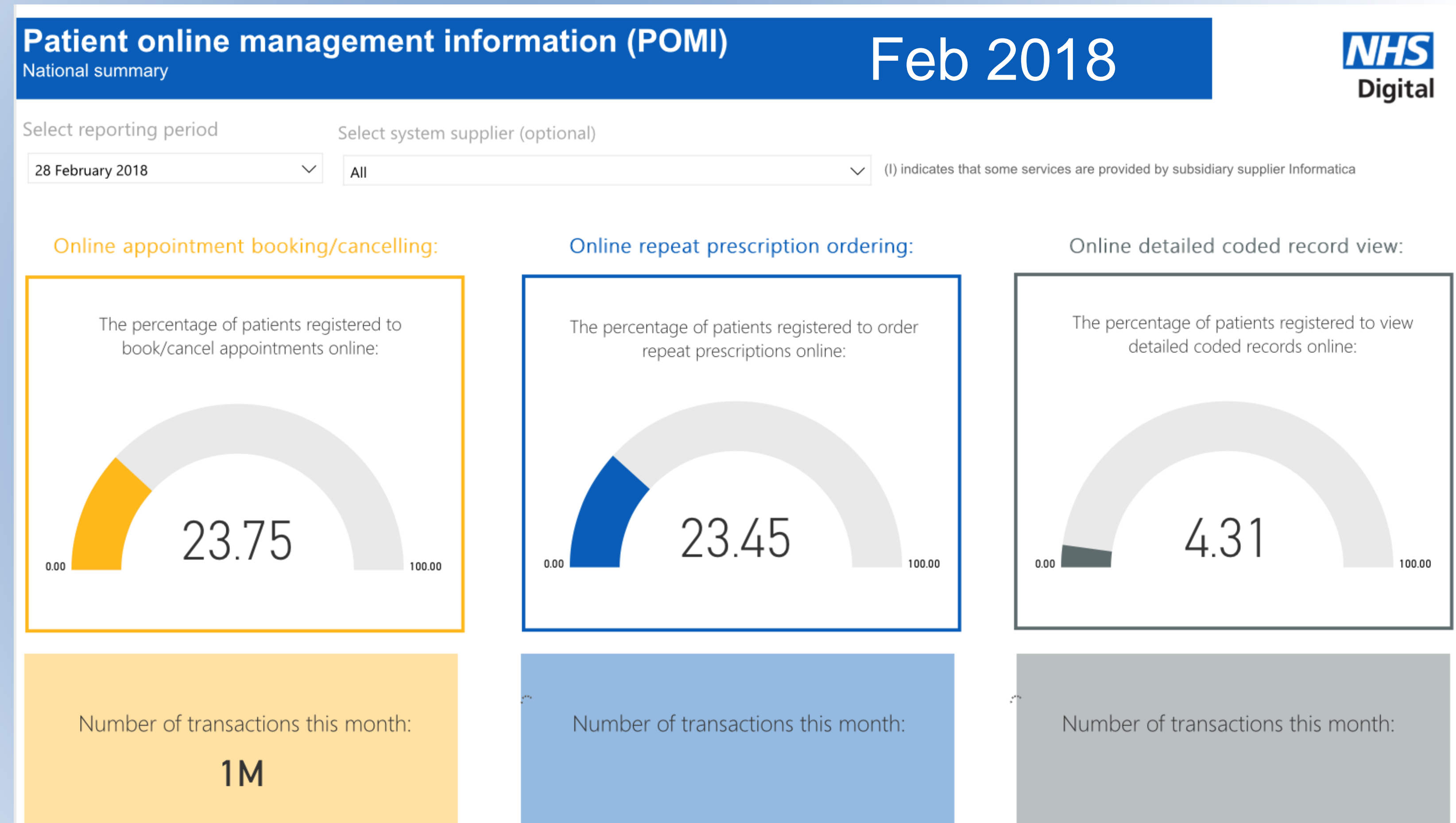
# Patients Registered for Patient Online

NHS Digital

GP Data Hub

POMI

<https://bit.ly/2oeevmq>



# Patients registered for Patient Online

## Patient online management information (POMI) Feb 2018



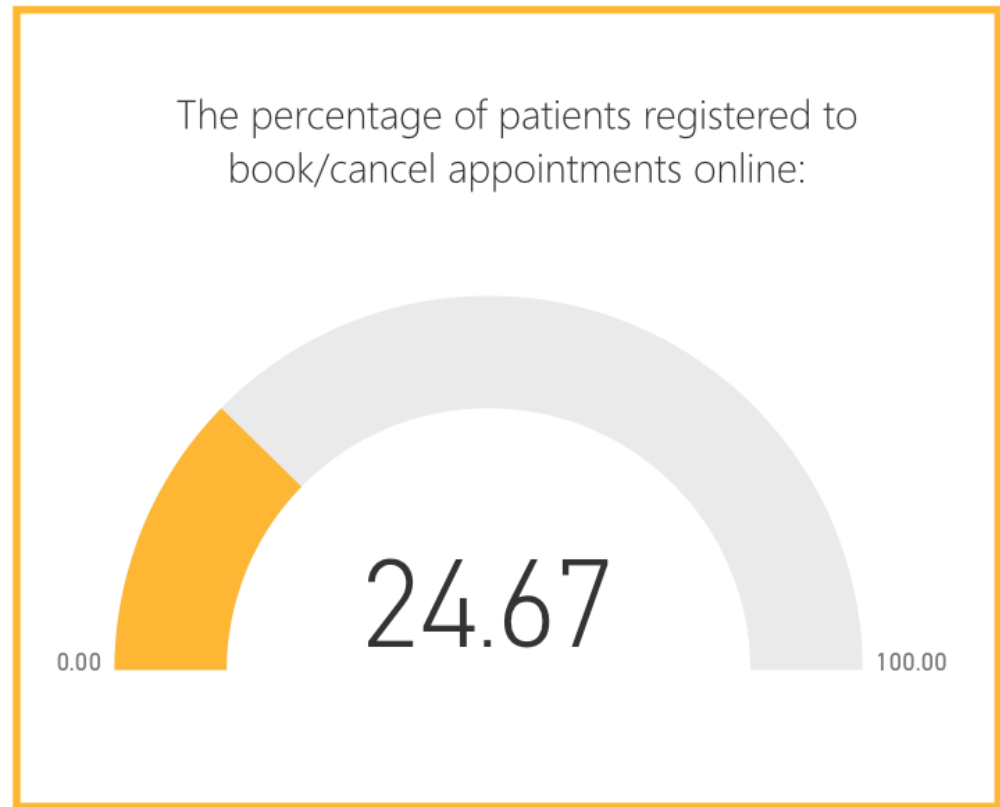
## Patient online management information (POMI) May 2018



Some services are provided by subsidiary supplier Informatica

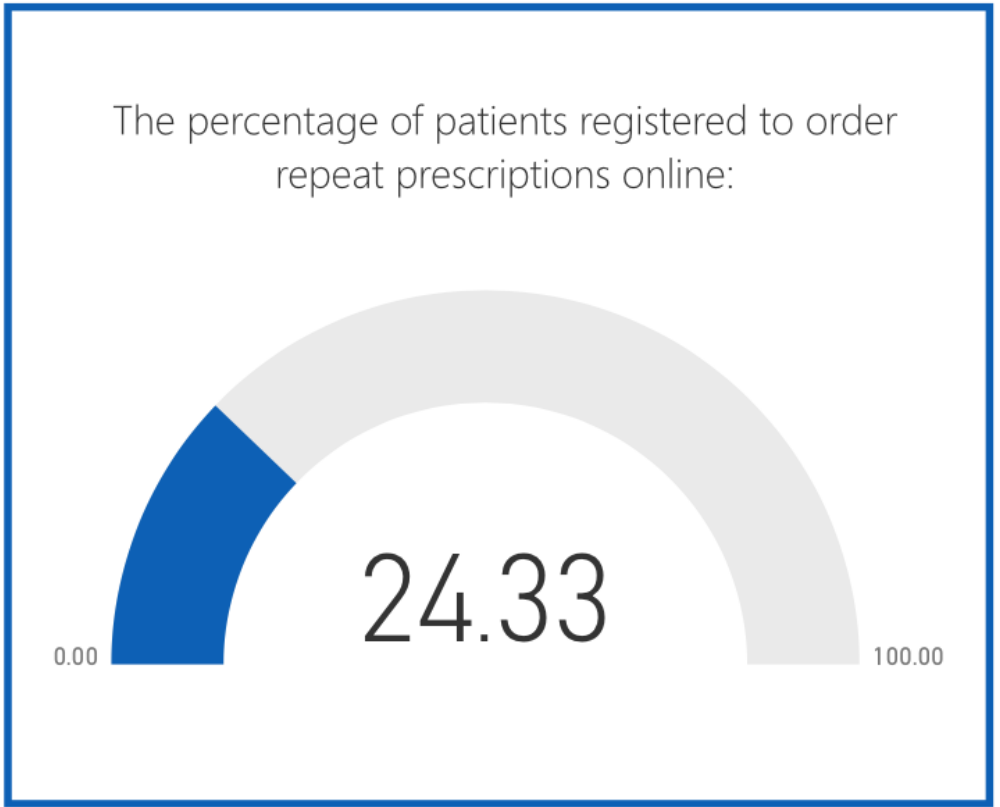
Select reporting period: 31 May 2018  
Select system supplier (optional): All  
(I) indicates that some services are provided by subsidiary supplier Informatica

### Online appointment booking/cancelling:



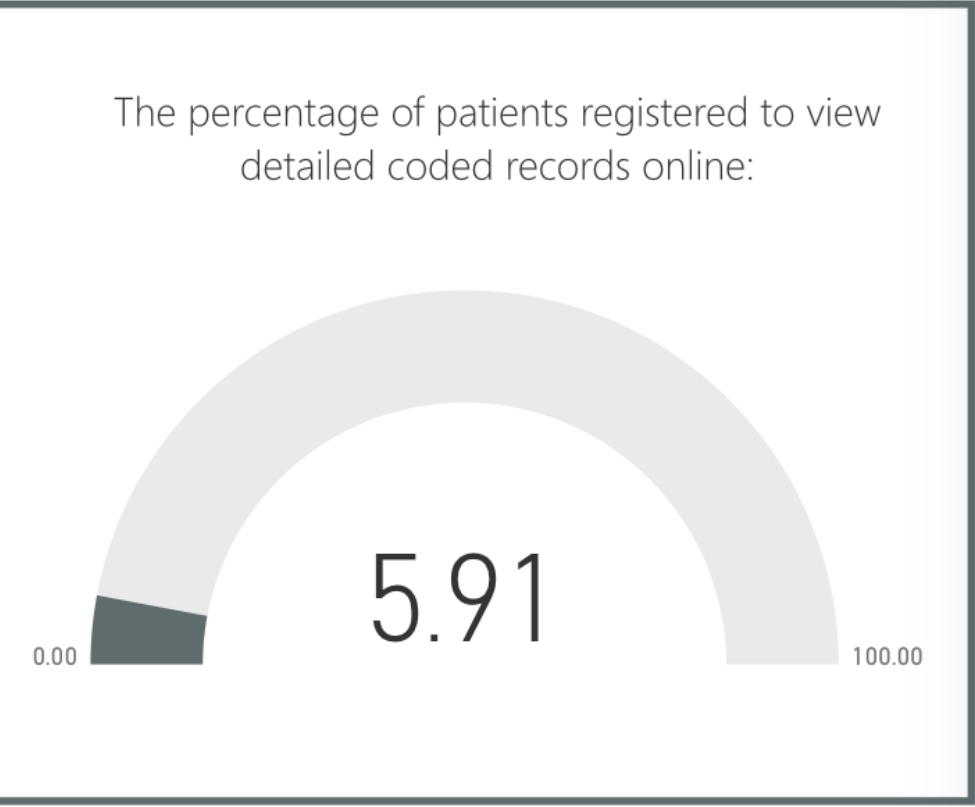
Number of transactions this month:  
**1M**

### Online repeat prescription ordering:



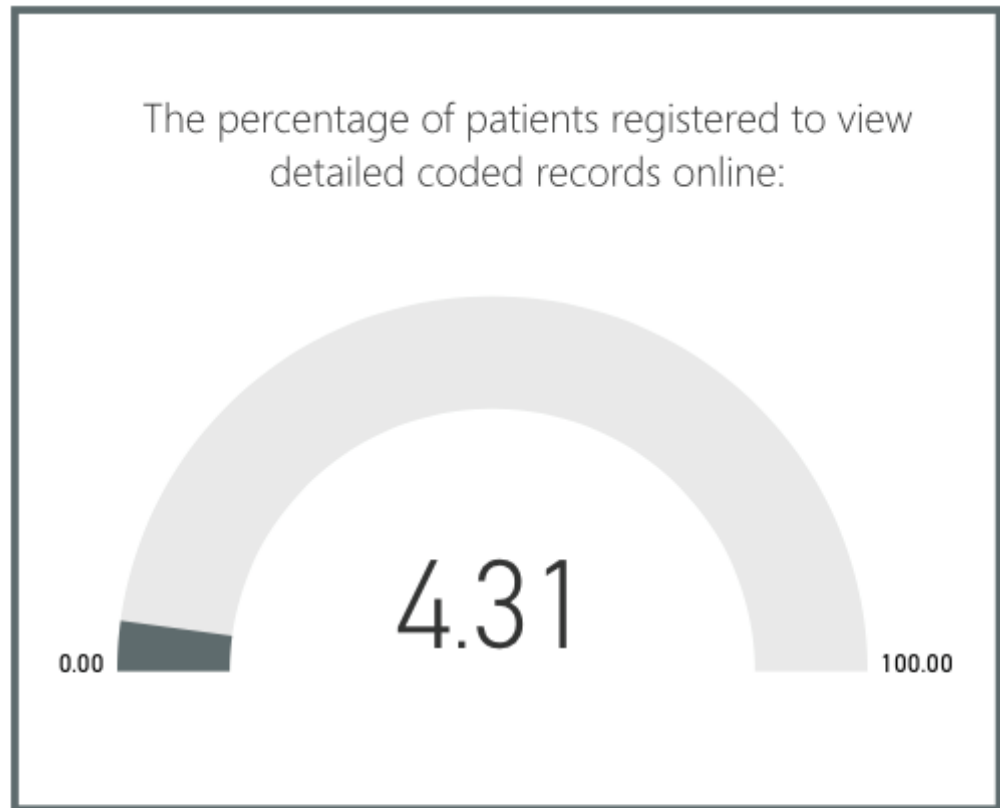
Number of transactions this month:  
**3M**

### Online detailed coded record view:



Number of transactions this month:  
**646K**

### Online detailed coded record view:

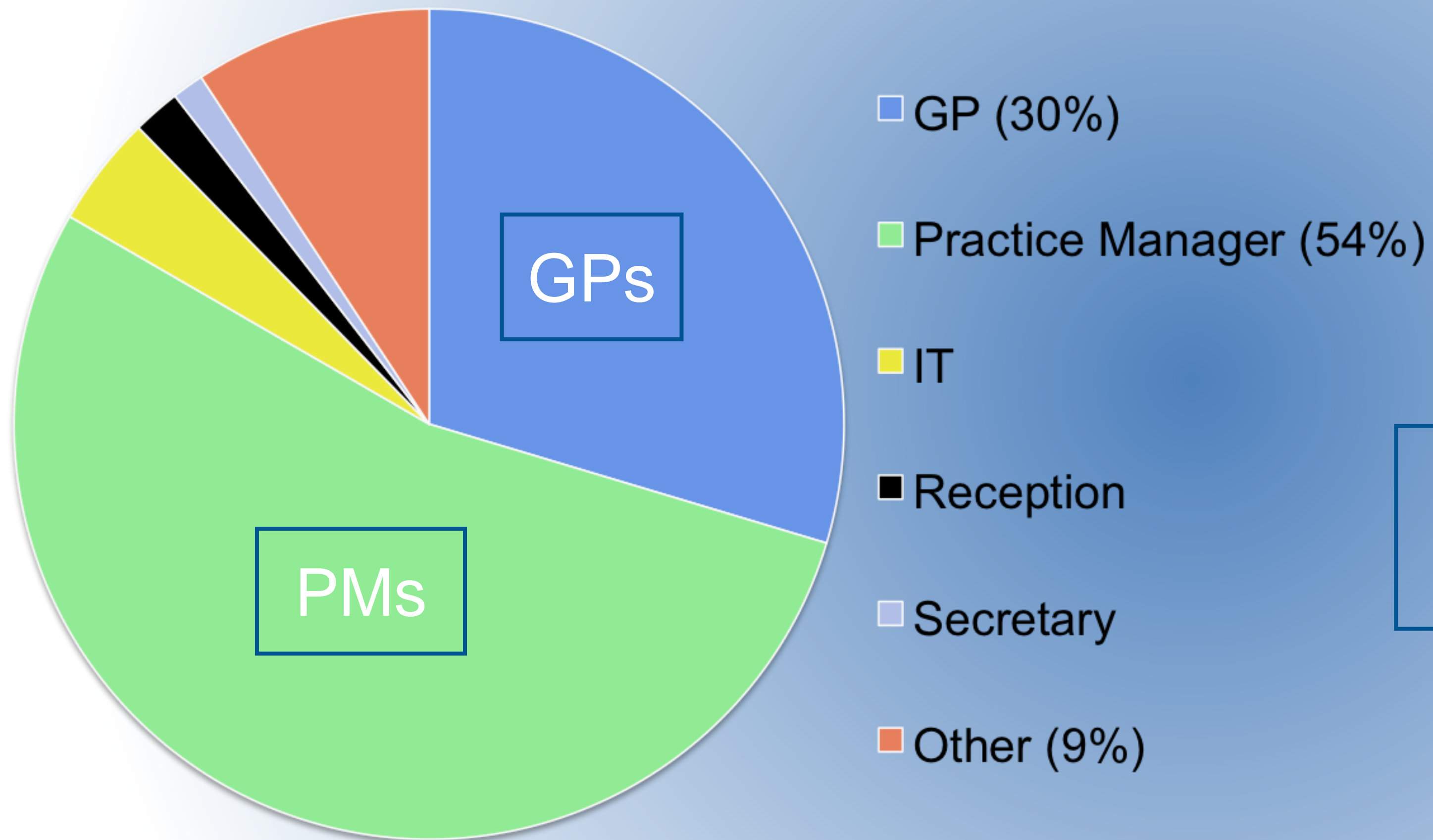


Number of transactions this month:



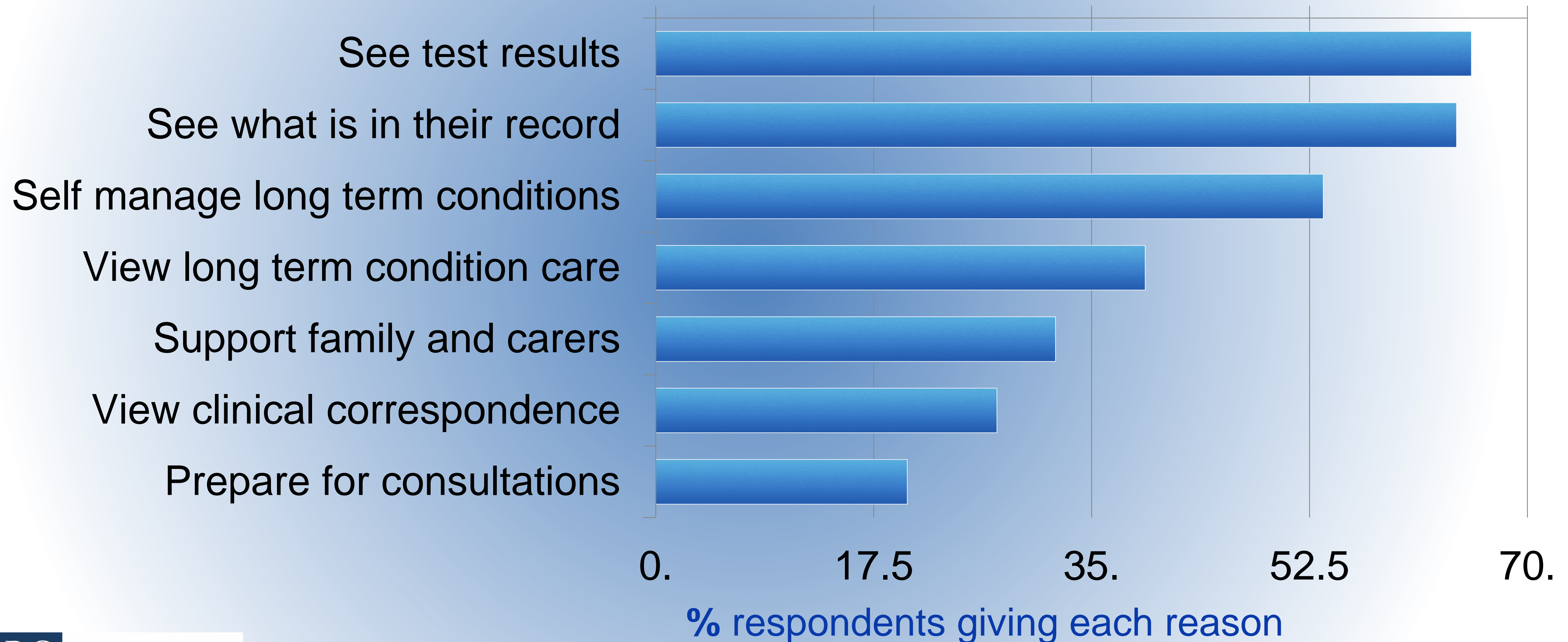


# RCGP Survey, August-Sept 2016 (n=211)



75% offering online access to the detailed coded record

# Reasons to recommended record access



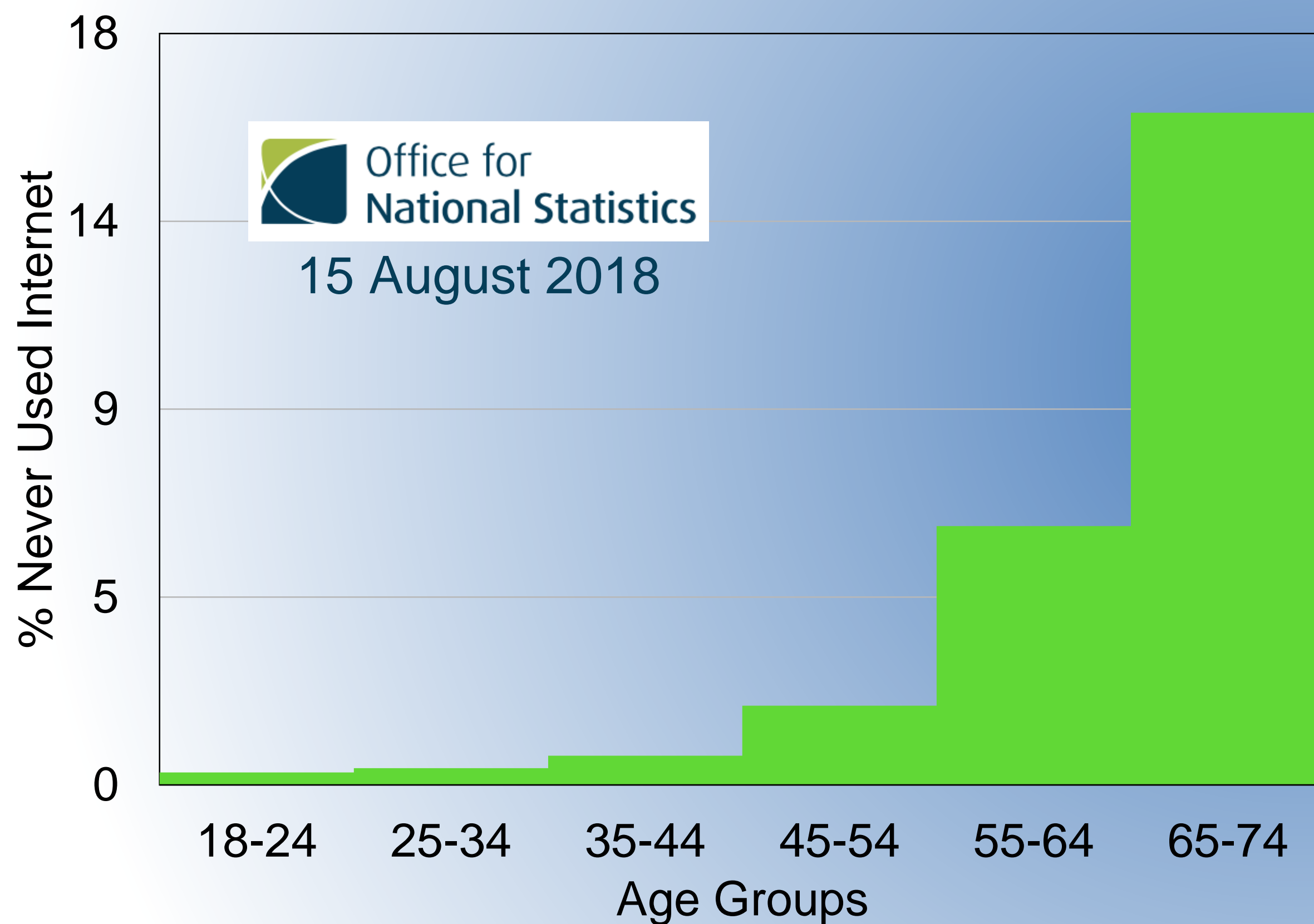


# Health Literacy

- Enough knowledge, understanding, skills and confidence to use health information
- More active partners in their care, and to navigate health and social care systems
- 43% of working-age adults in England have low health literacy
- This figure rises to 61% if numeracy is involved.
- Affected by
  - ability to read and write
  - computer and numerical literacy
  - ability to interpret graphs and visual information
- Teach back - chunk and check

# Digital Exclusion

People Who Have Never Used Internet (%)



Good Things  
Foundation

NHS Widening Digital Participation

<https://bit.ly/2LtjqZR>

Future Digital Inclusion

<https://bit.ly/2f4nTaR>

Online Centres Network

<https://bit.ly/2vSeAOw>



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# Summary so far

- The purpose of the RCGP Patient Online programme
- National uptake of Patient Online in England
- Reasons for recommending record access
- Overcoming patients problems in using Patient Online

# Patient Online and Inflammatory Arthritis

Book and cancel appointments

Order repeat medication

Detailed care record

Extended record access (all or part)



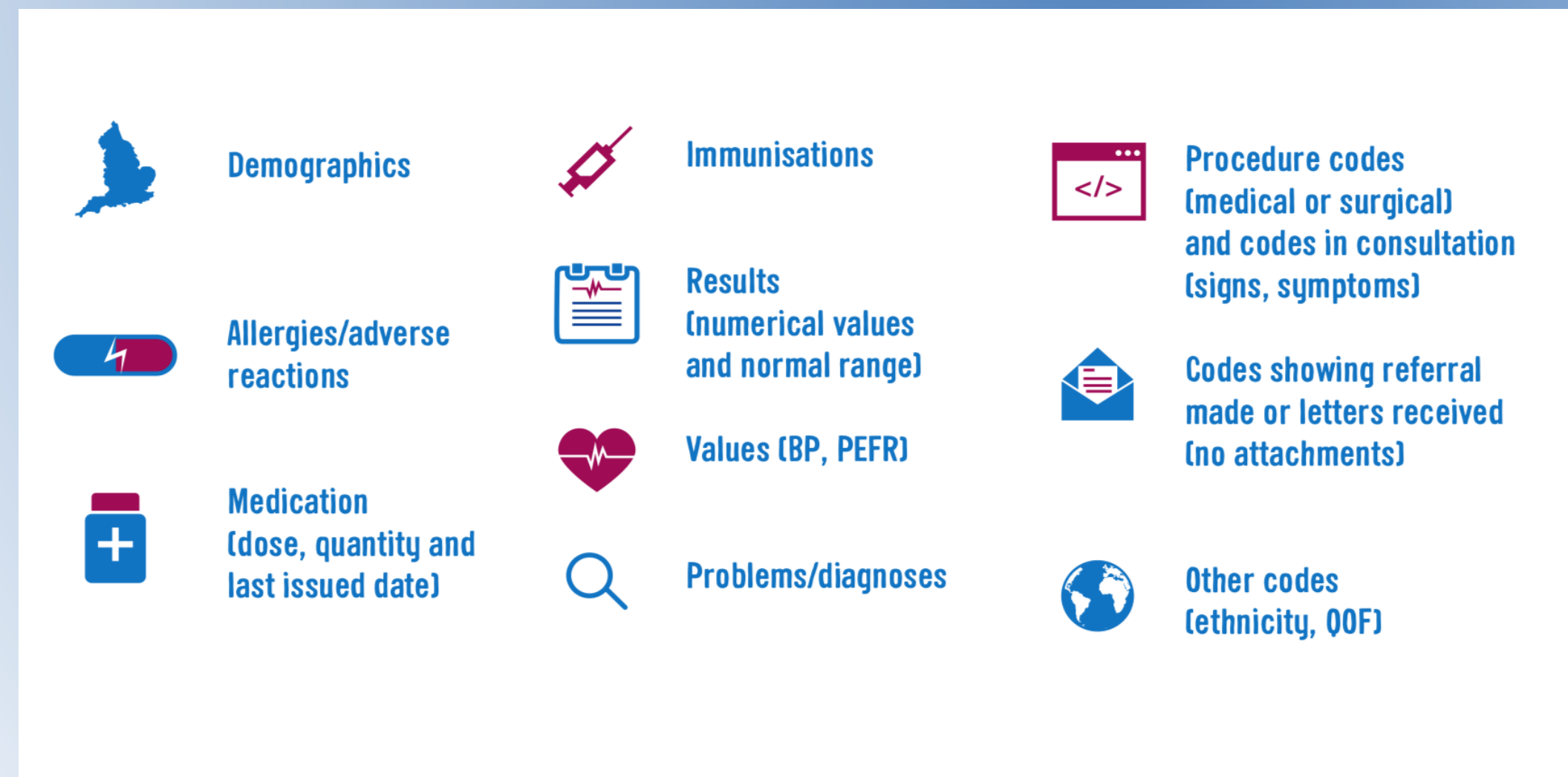
# Patient Online and Inflammatory Arthritis

Book and cancel appointments

Order repeat medication

**Detailed care record**

Extended record access (all or part)



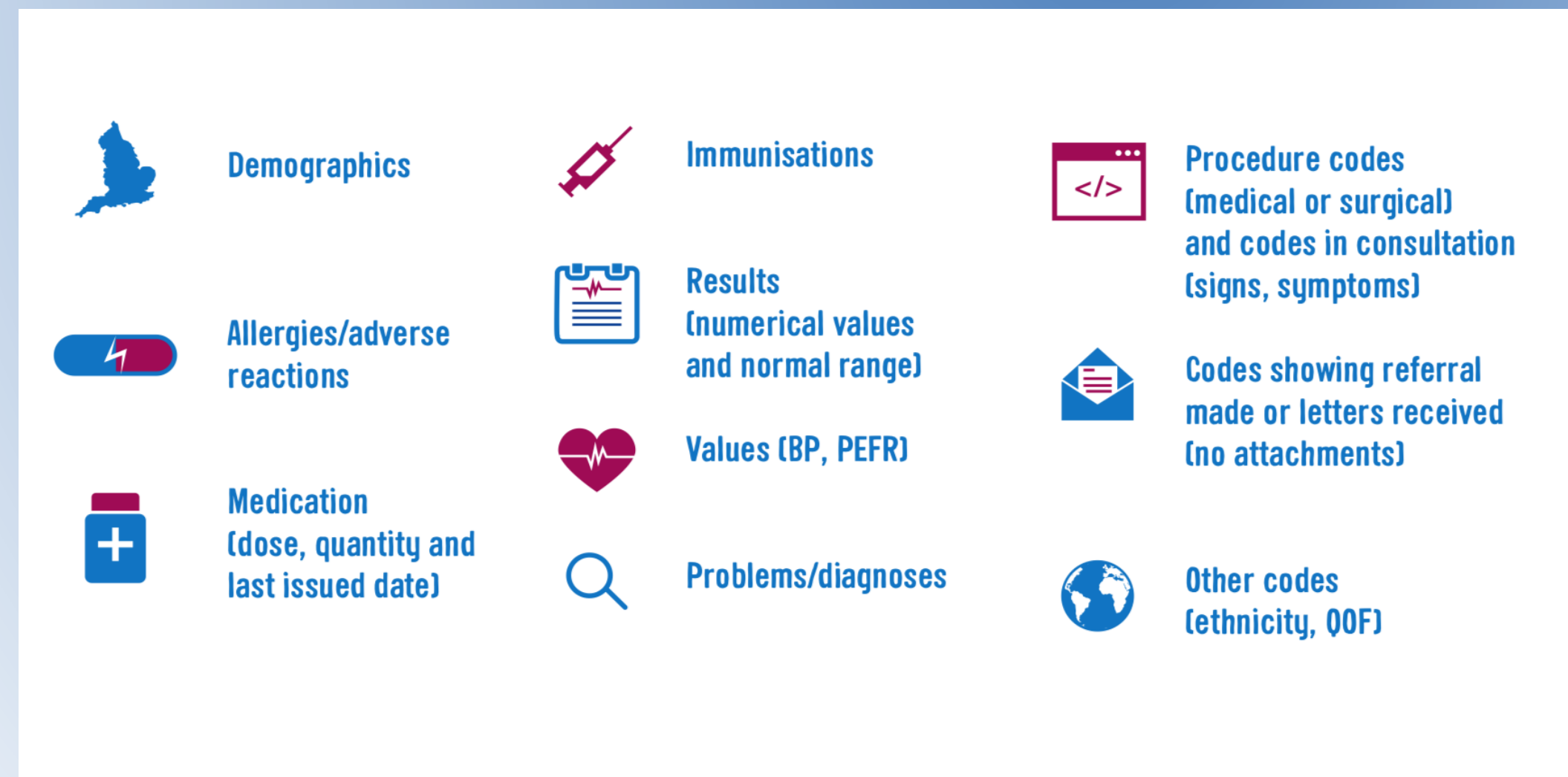
# Patient Online and Inflammatory Arthritis

Book and cancel appointments

Order repeat medication

Detailed care record

Extended record access (all or part)



Problem list

Lifestyle and work

Examination results

Test results

Arthritis-relevant codes

Care plan codes

Past medication

Allergies and ADRs

Preventive healthcare



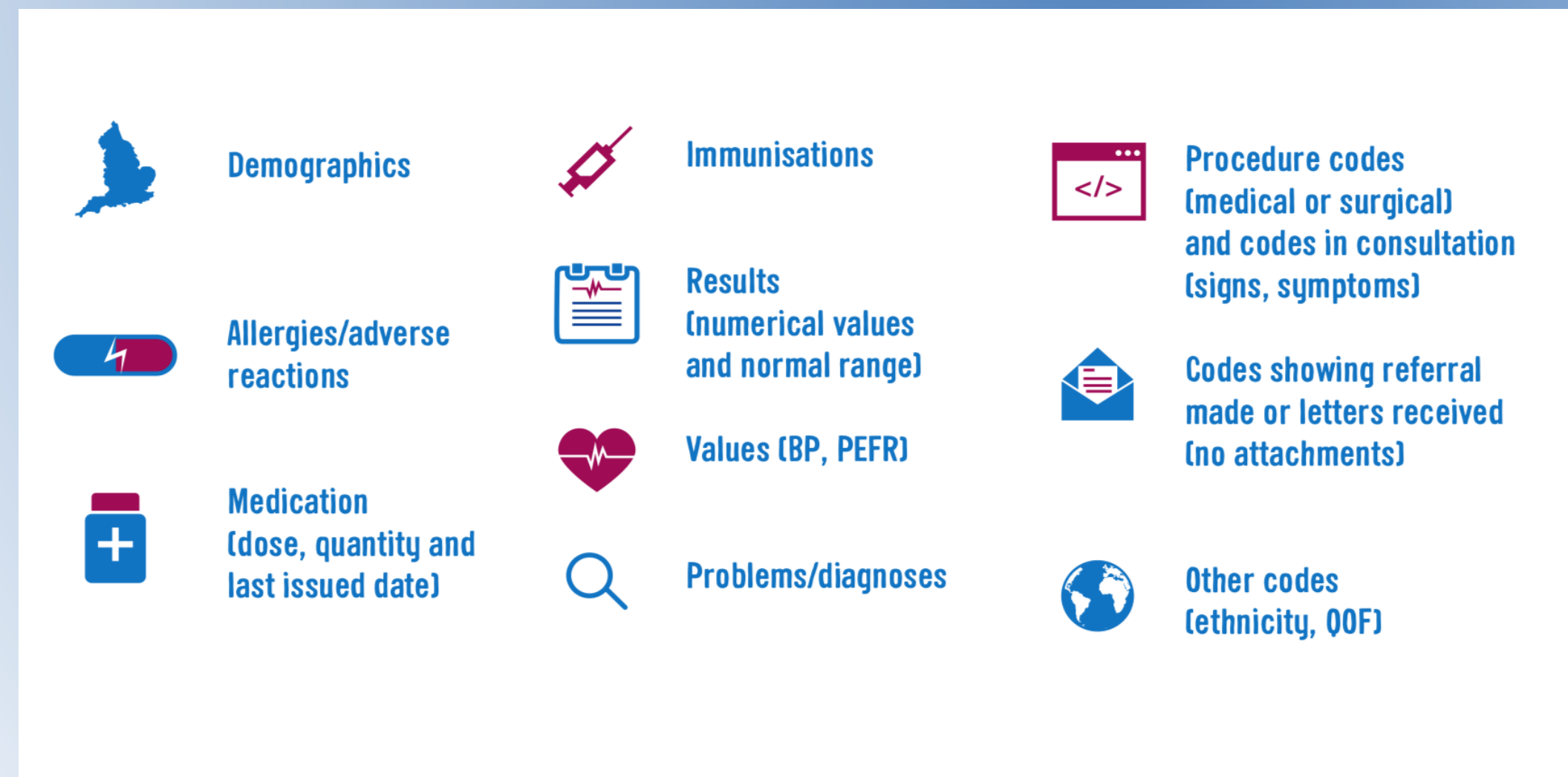
# Patient Online and Inflammatory Arthritis

Book and cancel appointments

Order repeat medication

Detailed care record

Extended record access (all or part)



# Patient Online and Inflammatory Arthritis

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

Attached documents

Consultation notes

Free text













Hospital OPD letters

Discharge reports

Radiology reports

Referral letters

...

 Demographics	 Immunisations	 Procedure codes (medical or surgical) and codes in consultation (signs, symptoms)
 Allergies/adverse reactions	 Results (numerical values and normal range)	 Codes showing referral made or letters received (no attachments)
 Medication (dose, quantity and last issued date)	 Values (BP, PEFr)	 Other codes (ethnicity, QOF)
	 Problems/diagnoses	



# Patients Using the Detailed Coded Record

- Identify any inaccuracies that might be present

Problem list  
Lifestyle and work  
Examination results  
Test results  
Arthritis-relevant codes  
Care plan codes  
Past medication  
Allergies and ADRs  
Preventive healthcare

# Using the Detailed Coded Record

- Identify any inaccuracies that might be present
- Generally improve their health literacy through access to their detailed coded record

Problem list  
Lifestyle and work  
Examination results  
Test results  
Arthritis-relevant codes  
Care plan codes  
Past medication  
Allergies and ADRs  
Preventive healthcare



# Using the Detailed Coded Record

- Identify any inaccuracies that might be present
- Generally improve their health literacy through access to their detailed coded record
- **Assess the blood test results**

Problem list

Lifestyle and work

Examination results

Test results

Arthritis-relevant codes

Care plan codes

Past medication

Allergies and ADRs

Preventive healthcare

# Using the Detailed Coded Record

## Laboratory abnormalities requiring action

**White cell count  $<3.5 \times 10^9/l$**

**Neutrophils  $<1.6 \times 10^9/l$**

**Unexplained eosinophils  $>0.5 \times 10^9/l$**

**Platelet count  $<140 \times 10^9/l$**

**Mean cell volume  $>105 \text{ f/l}$**

**Creatinine increase  $>30\%$  over 12 months and/or calculated GFR  $<60 \text{ ml/min/1.73 m}^2$**

**ALT and/or AST  $>100 \text{ U/l}$**

**Unexplained reduction in albumin  $<30 \text{ g/l}$**

*From BSR and BHPR guideline for the prescription and monitoring of non-biologic disease-modifying anti-rheumatic drugs*



# Using the Detailed Coded Record

- Identify any inaccuracies that might be present
- Generally improve their health literacy through access to their detailed coded record
- Assess the blood test results
- View trends in blood results over time

Problem list  
Lifestyle and work  
Examination results  
Test results  
Arthritis-relevant codes  
Care plan codes  
Past medication  
Allergies and ADRs  
Preventive healthcare

# Using the Detailed Coded Record

**BMJ** Journals

Annals of the  
**Rheumatic Diseases**

Clinical and epidemiological research  
Extended report

## A patient-initiated DMARD self-monitoring service for people with rheumatoid or psoriatic arthritis on methotrexate: a randomised controlled trial

Hayley McBain<sup>1, 2</sup>, Michael Shipley<sup>3</sup>, Abigail Olaleye<sup>3</sup>, Samantha Moore<sup>3</sup>, Stanton Newman<sup>1</sup>

[Author affiliations +](#)

### Abstract

**Objective** To determine the effectiveness of a patient-initiated disease-modifying antirheumatic drugs (DMARD) self-monitoring service for people with rheumatoid (RA) or psoriatic arthritis (PsA) on methotrexate.

**Conclusions** The results suggest that a patient-initiated service that incorporates patients' self-monitoring DMARD therapy can lead to significant reductions in healthcare use, while maintaining clinical and psychosocial well-being.

<http://dx.doi.org/10.1136/annrheumdis-2015-207768>



# Using the Detailed Coded Record

- Identify any inaccuracies that might be present
- Generally improve their health literacy through access to their detailed coded record
- Assess the blood test results
- View trends in blood results over time
- Prepare for consultations




Problem list  
Lifestyle and work  
Examination results  
Test results  
Arthritis-relevant codes  
Care plan codes  
Past medication  
Allergies and ADRs  
Preventive healthcare

# Summary so far







- Patient Online gives access to record data relevant inflammatory arthritis
- Coded information enables person-centred care



# Preparing for Consultations

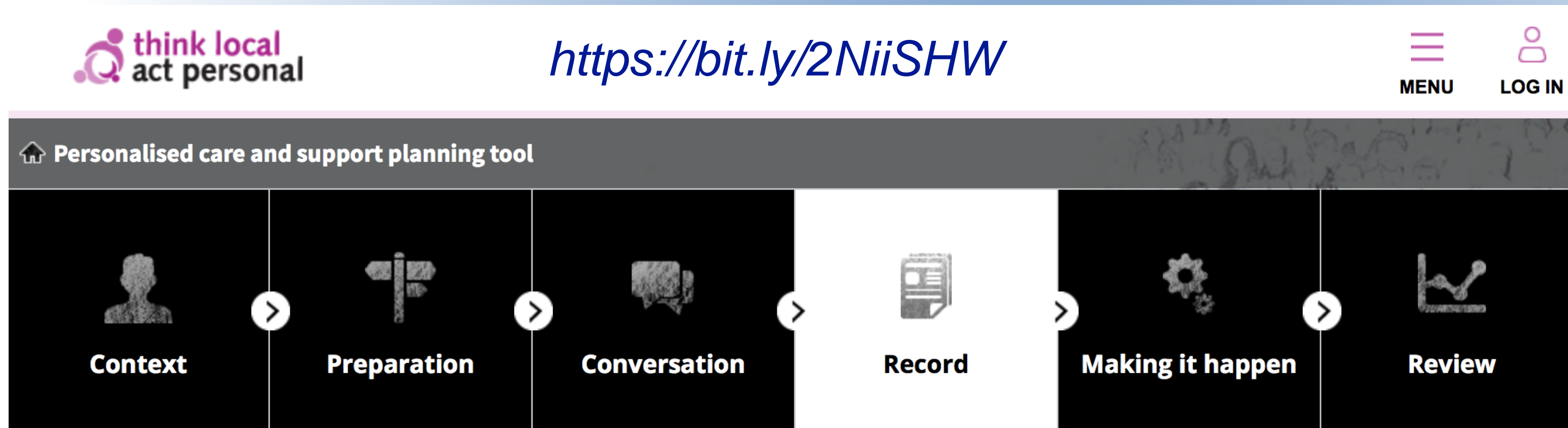
 <https://bit.ly/2NiiSHW>   MENU LOG IN

Personalised care and support planning tool

 Context  Preparation  Conversation  Record  Making it happen  Review



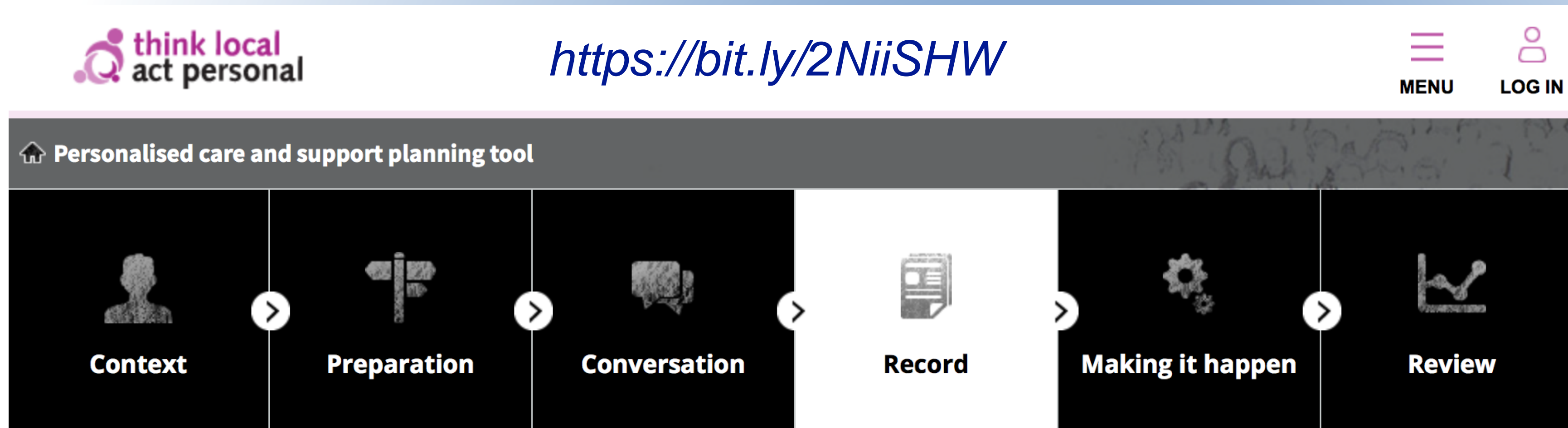
# Recording Data for Patient Online



Problem list  
Lifestyle and work  
Examination results  
Arthritis codes  
Care plan codes  
Allergies and ADRs  
Preventive care



# Recording Data for Patient Online

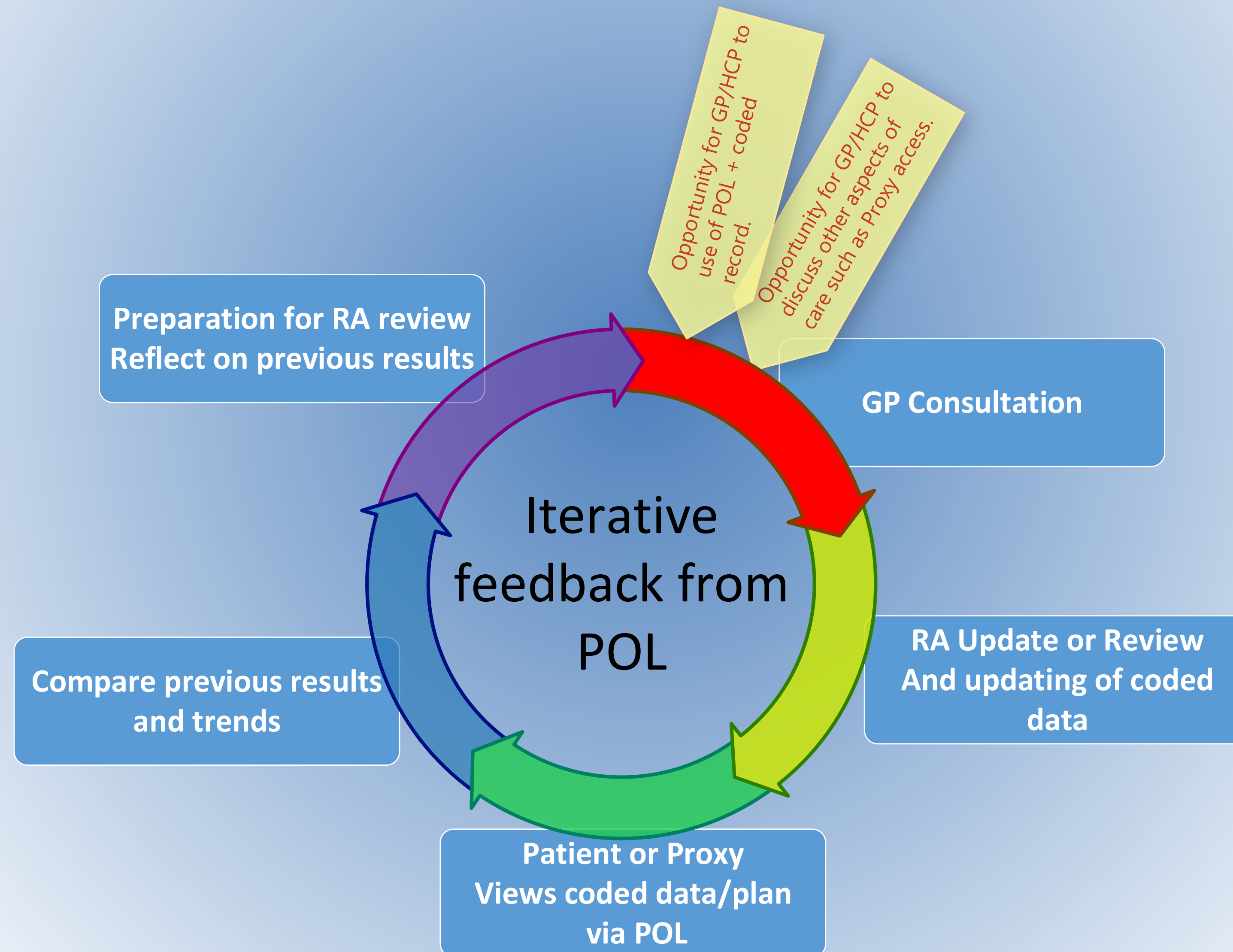


Problem list  
Lifestyle and work  
Examination results  
Arthritis codes  
Care plan codes  
Allergies and ADRs  
Preventive care



Person-Centred Care Toolkit  
Collaborative Care and Support  
Planning Guidance

# Care and Support Planning





# Clinical Scenario - request

Andrew Dearden, 61

Reumatoid arthritis on methotrexate

Also hypertension, chronic kidney disease

Wants to monitor his monitoring blood tests



# Clinical Scenario – record access

The detailed coded record is available to Andrew online:

- It Includes blood test result codes, attached values, units and reference ranges.
- To monitor his methotrexate, it is important that Andrew look at the white cell, neutrophil and platelet counts, MCV, AST or ALT, creatinine and eGFR





# Clinical Scenario – record access



The detailed coded record is available to Andrew online:

- It Includes blood test result codes, attached values, units and reference ranges

## **Resources for patients**

### **National Association of Rheumatoid Arthritis**

<https://www.nras.org.uk/laboratory-tests-used-in-the-diagnosis-and-monitoring-of-rheumatoid-arthritis>

<https://www.nras.org.uk/cardiovascular-risk-and-ra>

### **UK Lab Tests Online UK**

<https://labtestsonline.org.uk/conditions/rheumatoid-arthritis>

# Clinical Scenario - test results

Andrew has his follow-up blood tests.

He logs onto his practice Patient Online portal to view his results

All his blood results are within normal range, apart from his CRP which is 16. The text reads "Satisfactory result, no action needed as CRP is improving".





# Clinical Scenario - annual review

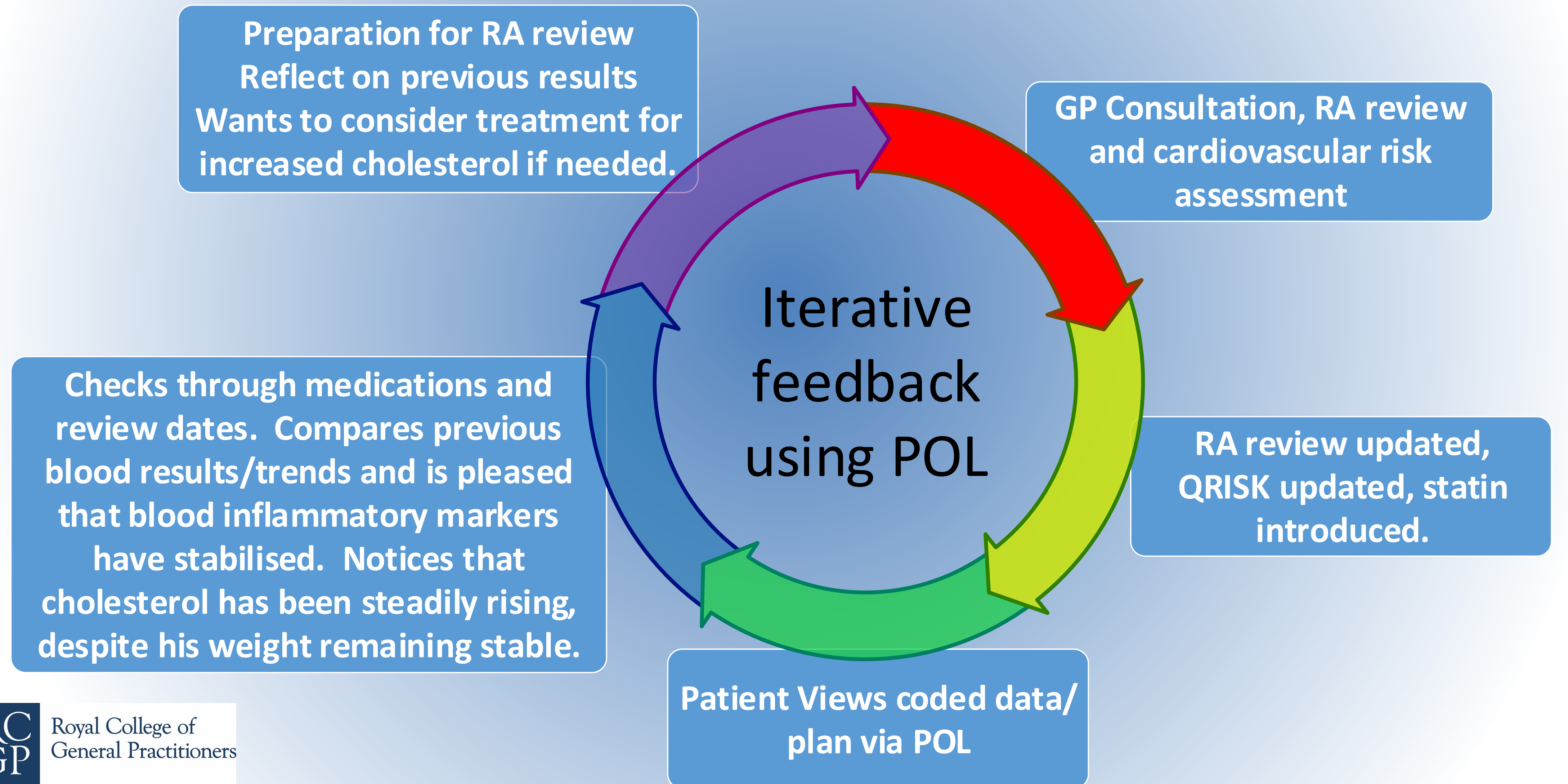
Nearly a year later Andrew is due for his annual review and has had a repeat set of bloods taken including cholesterol.

He has not had any problems with his rheumatoid arthritis for nearly 12 months and it's now well controlled.

He looks through his record before the appointment with his GP for his review.



# Care and Support Planning

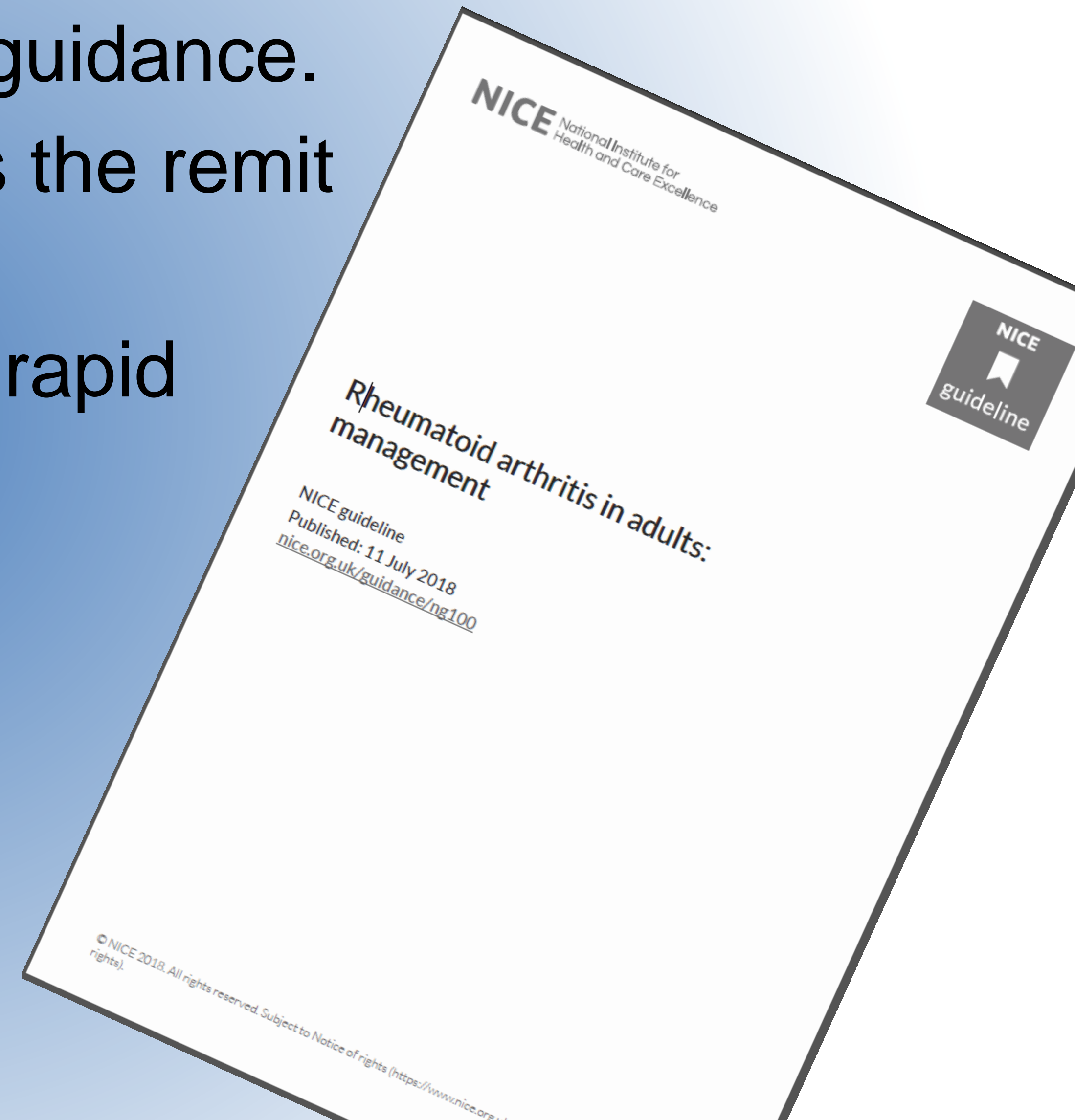




# NICE, POL and Inflammatory arthritis

All POL guidance follows recent NICE guidance.

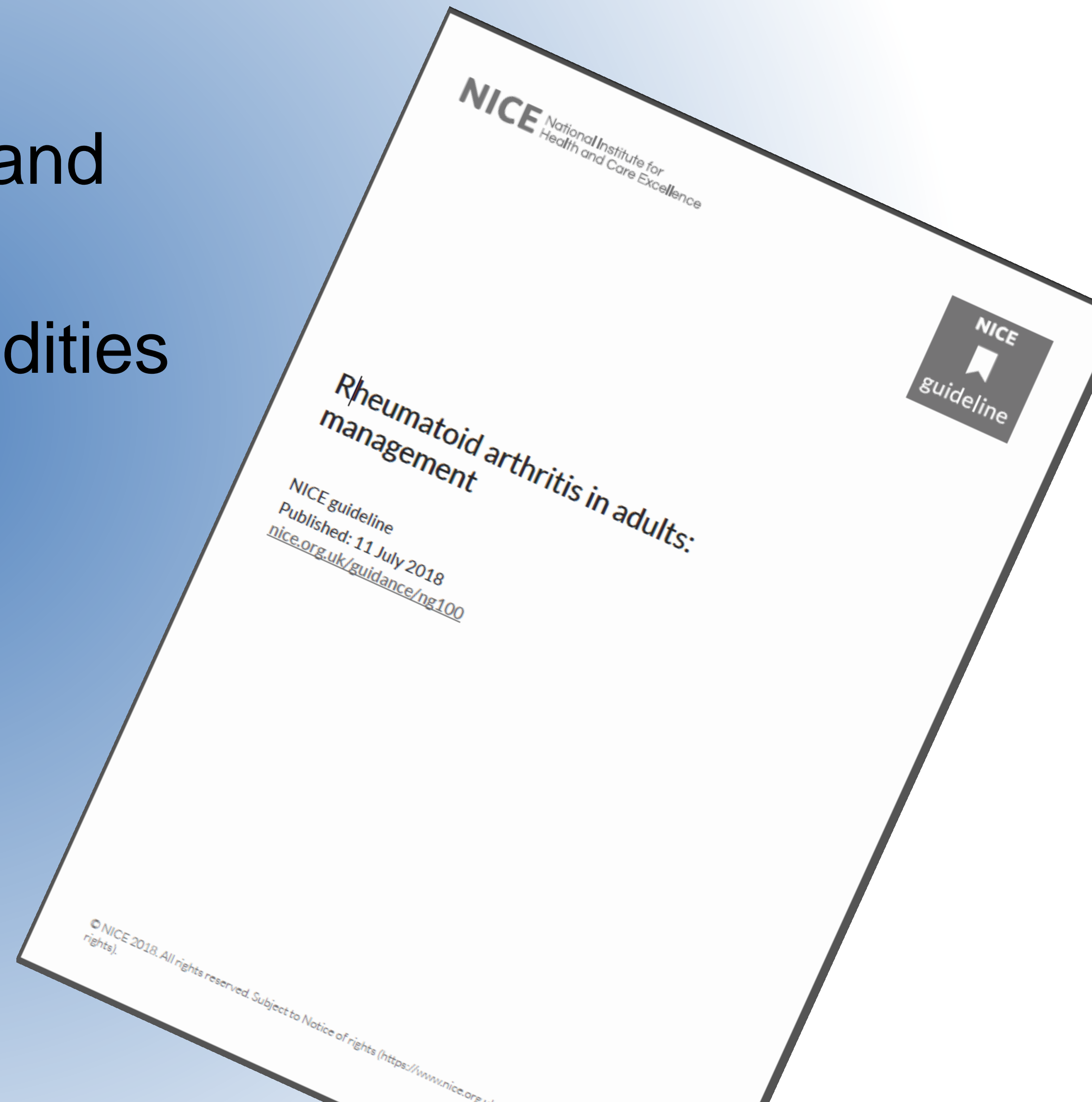
- Diagnosis and management remains the remit of secondary care.
- NICE recommends all patients have rapid access to specialist care for flares.
- All patients have an annual review.



# NICE, POL and Inflammatory arthritis

The annual review should include:

- Assess disease activity and damage, and measure functional ability.
- Check for the development of comorbidities
- Assess symptoms that suggest complications.
- Organise appropriate cross referral.
- Assess the effect it is having on the persons life.





# Summary

- POL can be useful in inflammatory arthritis
- Coded information enables person-centred care
- Iterative feedback through POL empowers patients, improves record accuracy, health literacy and can be very useful for consultation preparation

# What's Next

- Guidance document that contains all of the relevant information, resources and links to related guidance
- Podcasts and other upcoming webinars.
- Other collaborative work