

Digital Coaching Taster Session

17th September

Anna Buckle

Stacey Thomson

We support and coach health and care staff on how to get the most out of people, systems and technology

Agenda

- [Our Digital Coaching Opportunities](#)
- [What is the Digital Front Door?](#)
- [NHS App](#)
- [Smarter Messaging](#)
- [Websites](#)

Our Digital Coaching Offers



DIGITAL CHAMPIONS
PROGRAMME



DIGITAL AND
TRANSFORMATION LEAD
PROGRAMME



DIGITAL ADOPTION
PROGRAMME

What is the Digital Front Door?



slido

Please download and install the Slido app on all computers you use



How confident do you feel in understanding elements of General Practice's Digital Front Door?

① Start presenting to display the poll results on this slide.

slido

Please download and install the Slido app on all computers you use



What do you feel are your biggest issues in practice/PCNs?

① Start presenting to display the poll results on this slide.

How can we improve capacity and access in Primary Care?

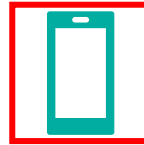
We need to ensure that we are optimising communication technologies so that they complement each other rather than compete



Cloud based
Telephony



Online
Consultations &
Triage tools



NHS App



Messaging



Website



Video Group
Clinics



Social
Media



PPG's

NHS App

NHS App Uptake

Summary

Period:
 Date:
 Region:
 ICB:
 Sub ICB:
 PCN:
 GP:

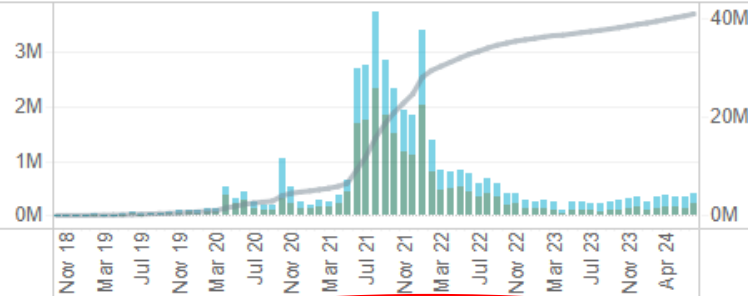
Date Selected: Last full month: July 2024

Monthly National Downloads - Apple, Android

420,343

▲ 21.7%

Running Total
40,939,009

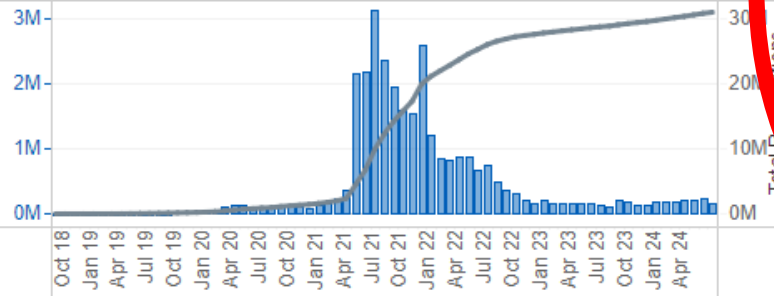


Monthly Registrations

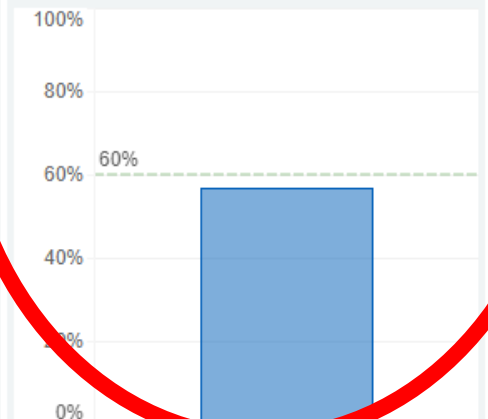
160,261

▼ 31%

Running Total
30,916,490



57% of GP Patients 13+ Registered for NHS App



Uptake

Usage

Jump Offs

Monthly NHS App Logins

26,242,481

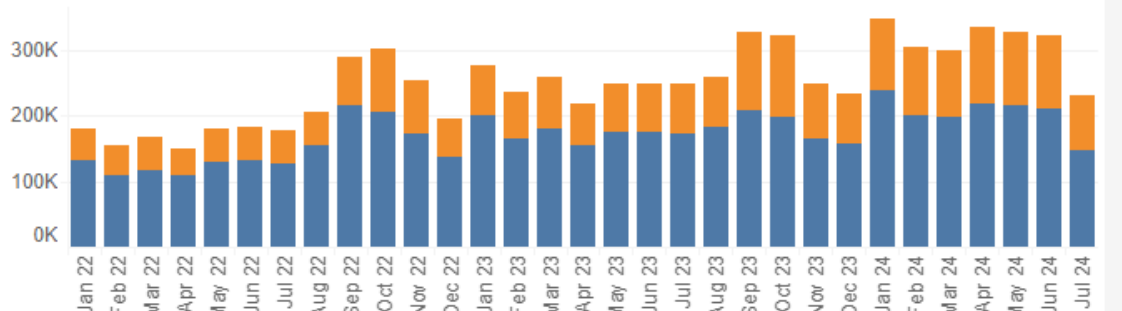
▼ -20.8%



Monthly Appointments Managed

230,014

▼ -28.3%



Patients can use the NHS App to:

View messages, in a secure inbox, from the NHS App, from their GP practice or other healthcare provider – notifications must be switched on in the App settings to be alerted to incoming messages

Book, check, cancel GP appointments - at their registered GP surgery and see details of upcoming and past appointments

Ordering repeat prescriptions - from a list of available medicines and choose the preferred dispensing pharmacy. They can also see the previous orders and barcode.

Ask a GP for Advice - answer guided questions online, through a linked online consultation service provider to get a response from the patient's registered GP practice for themselves or for a child

Linked profiles (for a child or proxy access) - which enables family members/carers to access health services on behalf of the patient

Securely view the GP patient health records- to see information like allergies, and current and past medicines – patients can also see information like filed test results and the details of consultations.

Get Health advice via NHS 111 online and linked to Health A-Z – About Coronavirus, answer guided questions online, through a linked online consultation service provider to get a response from the patient's registered GP practice.

View referrals and other healthcare appointments - if the practice has enabled this service

Other services available via the NHS APP are:

Find nearby NHS services

Symptom checker

[Find your NHS number](#)

[Update data sharing preferences and register to take part in health research](#)

Get help with technical issues and settings, with troubleshooting advice and a link to contact the NHS App team

[Register for organ donation, and subsequently manage patient choices.](#)

Access account information and settings

[NHS App patient videos](#)



Test your Patient Journey

Using the Apps & browsers

Set up a test patient in your clinical system

Your test patient needs to be aged 16 or over, and have an NHS number and account in your clinical system, with patient online services activated. You might already have a suitable account set up.

Record the full name, postcode, linkage key and account ID to use later.

You need a test NHS number to use that's present on the central NHS system, Spine. If you don't have one, you can contact nhsapp@nhs.net to request one.

- <https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/set-up-a-test-patient#set-up-a-test-patient-in-your-clinical-system>

XXTESTPATIENT-ABDF

Address will be Test Data Manager at NHS England to ensure any post which is inadvertently sent does not get sent to real patients.






This is NOT the same as your Mickey Mouse 'dummy' patient







Receive notifications and messages from your GP

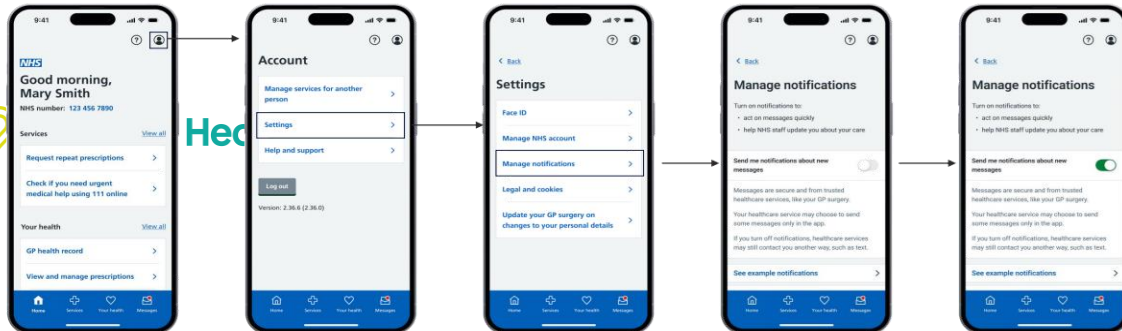
- Patients in some practices can receive messages securely from their practice via NHS app instead of SMS, providing they have downloaded the app and switched on the notification toggle. This short [video](#) shows how patients can turn on notifications in the NHS App.

How it works




-  Patients can turn notifications on/off by clicking on the 'Account' icon on the top right corner > 'Settings' > '[Manage notifications](#)' and using the toggle to set their preference.
-  Practice staff members create a message to the patient in the same way they are used to using their communication supplier of choice, such as Mjog, iPlato, Accurx etc.
-  The communication supplier automatically attempts to send a message to the patient using the appropriate channel (e.g. NHS App, another app). If the message is not read via the initial channel, it will automatically try the next priority channel (e.g. SMS).
-  Messages received via NHS App are stored in the inbox for that NHS number. If enabled, patients will receive a notification to let them know they have a new message.
-  Time-critical messages are not sent via NHS App.

What your practice needs to do to set this up

-  Check whether your messaging supplier offers NHS App messaging. If they do, ask them when they will be rolling this out in your practice. If they don't, ask them to contact the app onboarding team at app.onboarding@nhs.net.
-  Find out how you can implement NHS App messaging by emailing england.nhseimplementation@nhs.net. See further information on the [FutureNHS](#) platform.
-  Update your [privacy policy](#)
-  Plan how you will tell patients about this service – check out these [promotional materials](#) and see guidance [here](#)



Benefits:

-  Supports a reduction in SMS costs – you can explore other ways to be more sustainable with messaging [here](#)
-  More secure than other channels like SMS
-  Messages can be longer and richer in content, e.g. with branding


Book/check/cancel a GP appointment

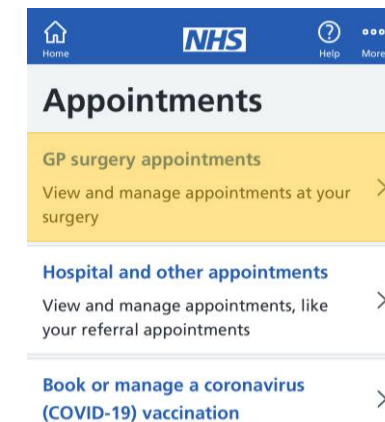
- Patients can book/manage GP appointments by clicking on the 'Appointments' icon. There is a new contractual requirement to make all [“directly bookable” appointments](#) available online, as well as by phone/in-person. This includes appointments that do not need to go through a triage process.

What your practice needs to do to set this up





The NHS App will show any appointments you have made available for online booking within the **next 16 weeks**, but you can decide how far in advance appointments are available to book.

 Click [here](#) for guidance on how to make appointments available within your clinical system




 Click [here](#) for some tips on features you can use to support your processes



Naming appointments

-  Use simple language when naming appointments so patients know what they are for - avoid clinical terms
-  Make the appointment type clear, e.g. phone or online
-  Clearly state the purpose of the appointment and which patient group it is for
-  Click [here](#) for instructions on naming appointments in your clinical system

Tips for practices

-  The more types of appointments you can make available to book online via the app, the more time this will save for reception staff
-  Try to open up appointments for online booking in a staged approach and gradually extend the number and type of appointments enabled
-  Let your patients know if you are using this service – you can use these promotional [resources](#) or signpost them to further support [here](#)

View GP health record securely

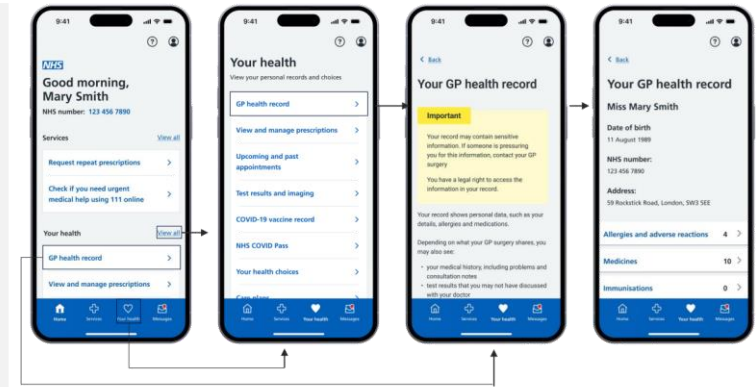
- Patients can [view their GP health record](#) through the NHS App, [NHS website](#) or [other GP online services/apps](#) to make it easier for them to understand and make choices about their health. They can view information about their medicines, conditions, test results and more. They can also [access someone else's records](#) if authorised to do so.

How it works

Patients can access their records by clicking on 'GP health record' on the homepage or in the 'Your health' section. A security message will flag that they will be accessing personal and sensitive data.

- **Summary Care Record** – patients can see information about their medicines and allergies
- **Detailed Coded Record** – patients need to contact their GP surgery to request access to information such as test results and immunisations

Most patients will automatically be given access to information added to their record from November 2023 onwards. This includes letters, test results and appointment notes. Some may also have access to information added before this date. Further details and support can be found [here](#).



Prospective record access - changes to 2023/24 GP contract

From Nov 2023 onwards, new entries in the GP record will be visible to all patients aged 16+ and with an online account - unless they have decided to opt-out or any exceptions apply. See the [GP readiness checklist](#) and [bitesize videos](#) or speak to your local commissioner for further support. You can also:

- watch this [webinar](#) on safeguarding and reducing harm
- view these [case studies](#) to understand the benefits of record access
- view the [guidance](#) on updating clinical system configuration settings

What your practice needs to do

Any changes to your workflow should be clearly documented and understood by staff - ensure that any sensitive or third-party information is redacted and know when it may be inappropriate to give a patient access to their record. You can review or remove access at any point. Find out more [here](#).

See [guidance](#) and [FAQs](#) to support your staff with switching on record access.

Use these [resources](#) to promote record access via the NHS App

Benefits:

- Reduces patient queries related to test results or referrals, which saves staff time
- Empowers patients to manage their health and care
- Reduces costs associated with printing and sending letters, also reducing carbon footprint

Become an NHS App Ambassador



- **Who are the NHS App Ambassadors?**
- Ambassadors are **vital advocates**, spreading the word to colleagues and patients about the NHS App's benefits through a variety of activities.
- Ambassadors work across the NHS in various roles.

Why become an NHS App Ambassador?

- Get access to the **latest app information** and **campaign materials** to share with your network
- Join a community of ambassadors sharing **best practice** and success stories
- Get invites to webinars with the **NHS App team**
- Develop your leadership and persuasion skills, in a **flexible role** that fits around your work



Quality Improvement Action Plan



Simple Quality Improvement Project to increase NHS App usage

Increase numbers of patients registered with the NHS App and using to order medication online.



SMART Goals

ACTION PLAN FOR GENERAL PRACTICE

Specific

Increase the volume of patients who order medication online each month, either via the NHS app or other patient-facing service apps

Measurable

Use Patient Online Management Information (POMI) and NHS App data to baseline and measure enabled and utilisation rates over 3-6 months

Achievable

Seek at least 1% change each month in each practice taking part

Relevant

Improves patient experience, saves staff and practice time, widens digital access and literacy, fits with strategic direction from NHS

Time

Project to be 3 months from start to finish
– baseline and measure change

NHS App Top Tips

- Track usage via NHS App dashboard
- Use clinicians to help promote – make every contact count
- Promote on your greeting or holding message on telephones
- Set up a test patient for staff to view
- Become an NHS App Ambassador
- Use the promotional toolkit

Smarter Messaging

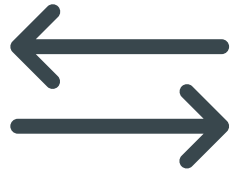
Benefits

- Widespread engagement with local community
- Consistency of communications
- Streamlined and automated messages
- Reduces duplication and saves admin time
- Signposts to and supports self care/management
- Increases patient engagement
- Releases time for the non-digital, as others can self serve
- Increases population health literacy

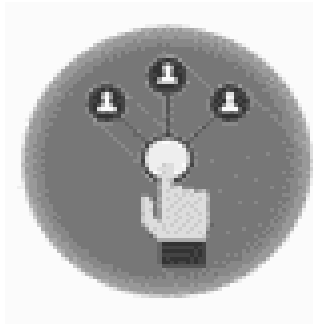
The Basics



One way message



Two-way send/receive messages



Batch messaging

SMS Fragments

- 160 characters = 1 fragment
- Shorten links
- Be aware of non-standard characters

Fragment- character conversion

1 Fragment= 160 characters

2 Fragments= 306 characters

3 Fragments= 459 Characters

4 Fragments= 612 Characters

Patient Activation

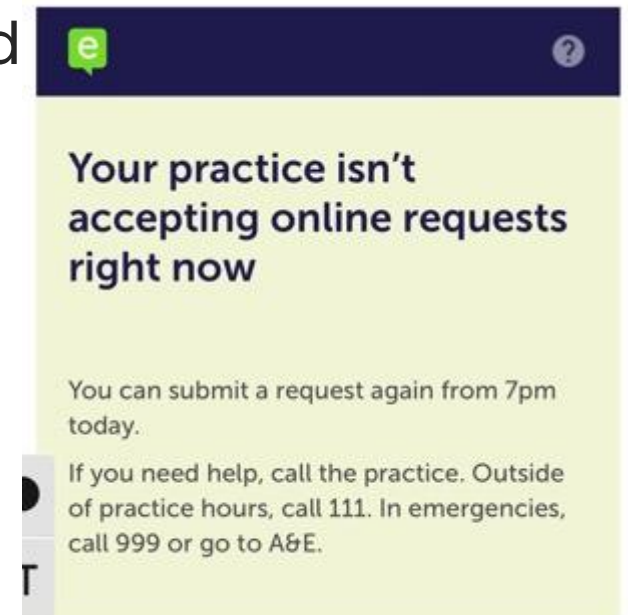
'Prescription not quite right, trying to avoid unnecessary admin hassle for surgery but only able to phone in the daytime. First for me - normally people turn off overnight. As a motivated patient trying to save the surgery hassle interesting experience'.

How are you managing your patients Communication preferences?

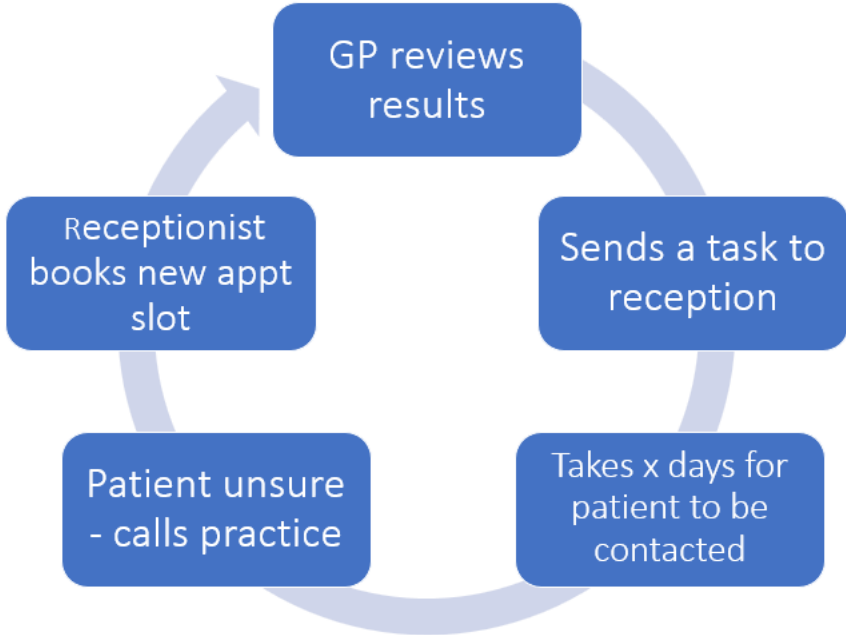
Who are your digitally activated patients - do they know who they are?

Are we booking appointments for people who need Medication review, but not sending a review questionnaire for them to do it online?

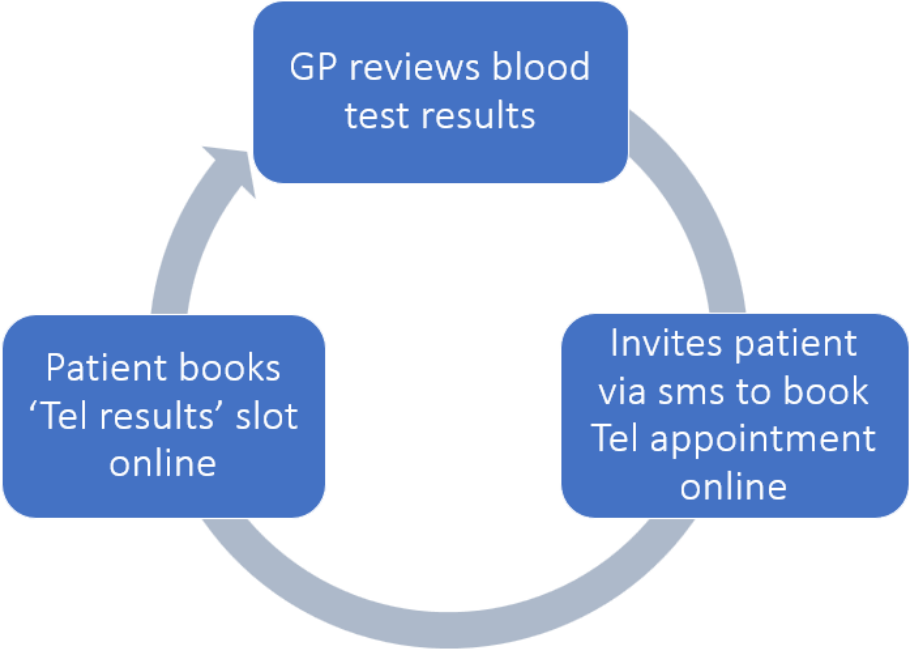
Are we supporting those that wish to be digitally activated, to free up time for those who can't?



Active messaging steps



Streamlined process



Messaging Top Tips

- ❑ Create and review regularly used templates
- ❑ Informative but short and to the point
- ❑ Creating our own demand – avoid ‘please contact the surgery’ messages
- ❑ Avoid sending messages asking the patient to contact the practice and create further demand
- ❑ Promote NHS App messaging with patients – are notifications switched on to receive messages this way?

Websites

What are the benefits of creating a highly useable/accessible website?

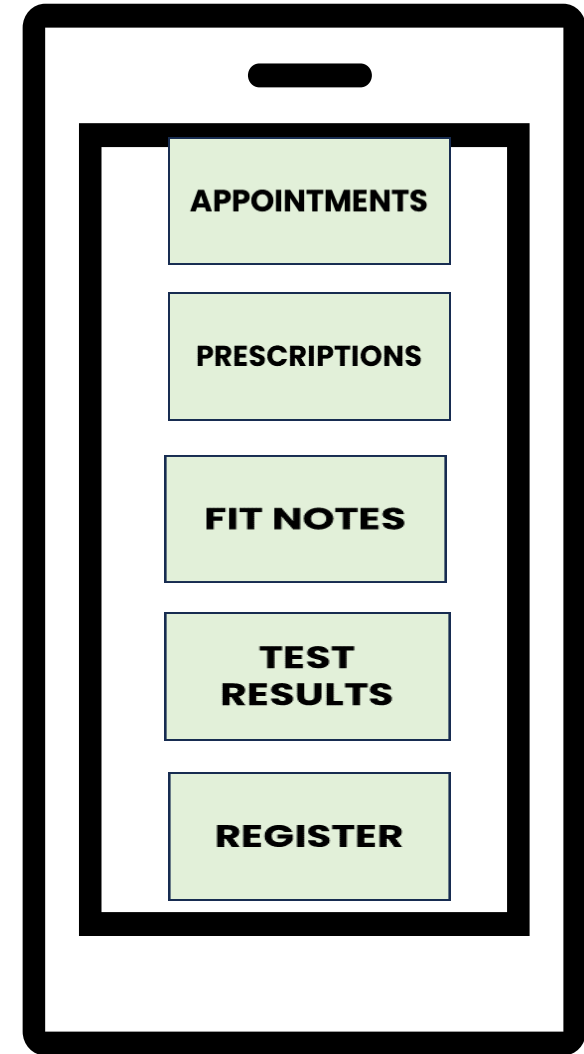
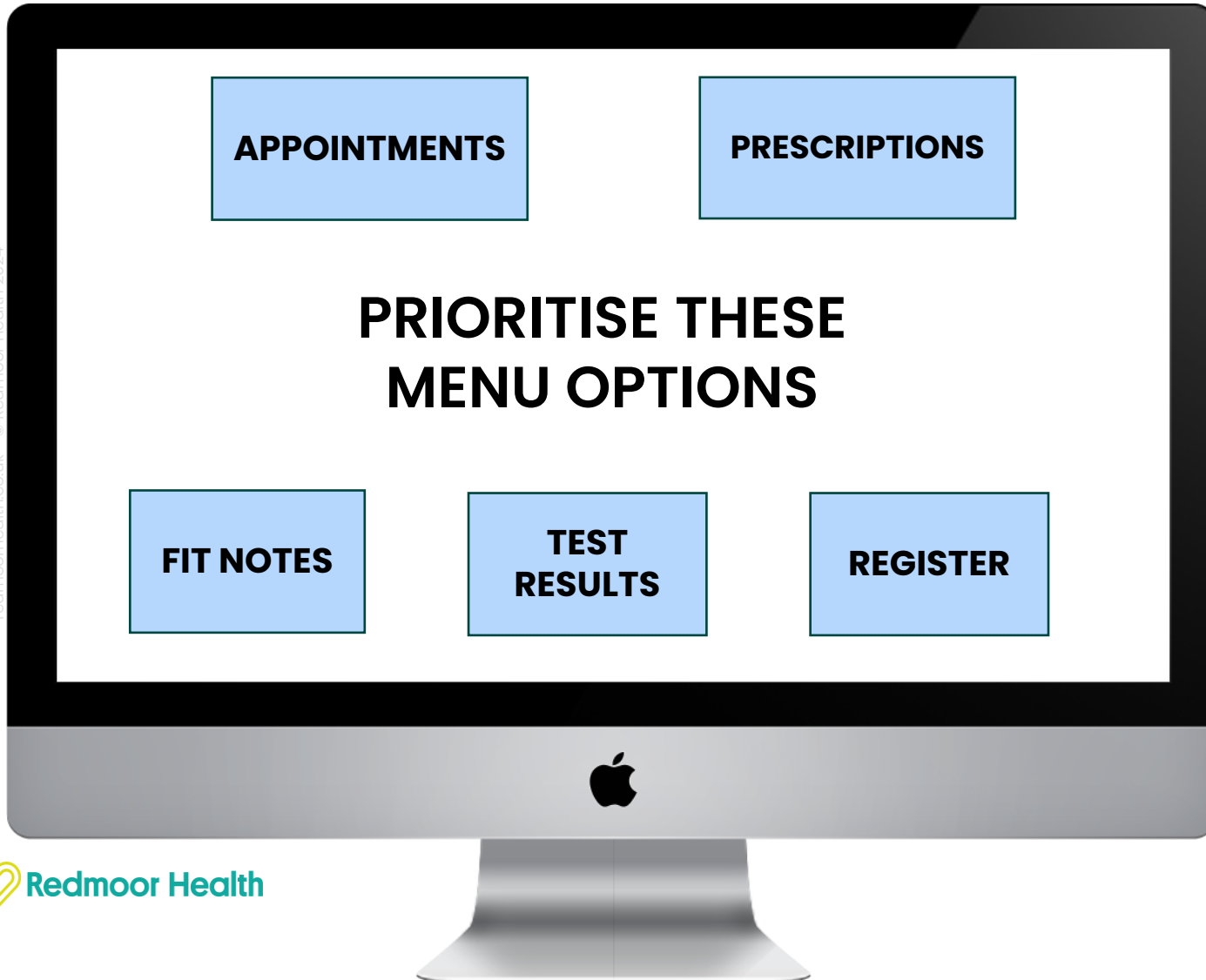
Patient benefits

- Can be viewed 24/7
- Easier navigation
- Reassurance of NHS care
- Kept within NHS care pathway
- Improved online user journey
- Mitigate need for unnecessary visits
- Improves self-care & health literacy
- Encourages digital literacy

Practice benefits

- Reduce footfall in the organisation
- Reduce telephone calls
- Easier for patients to register and sign up for online services
- It can signpost to other services
- It's a more professional offering having an online presence
- Rapid resolution may prevent escalation of a health issue

NHS



Homepage



Highlight important tasks at the top of the homepage.

Ditch the text-heavy paragraphs; keep it simple with tasks and action prompts.

Keep opening times and contact details on the homepage (header or footer?)

Appointments



- Booking routine/urgent appointment online
- Cancelling appointments – how to cancel online
- What is the practice process?
- Online Consultation tools
- Signpost to NHS App
- Enhanced/extended access
- GP practice roles/job types
- Appointment types/lengths
- Selfcare hints and tips
- Unwell children
- Pharmacy schemes
- Home visits

Prescriptions

- Signposting to NHS App
- GP Online system
- EPS Advice/information
- Expectation on turnaround times
- Electronic Repeat Dispensing
- Requesting of acute/one off meds
- Explanation of prescription ordering process
- Medication reviews
- Link to prescription charges ([NHS Prescription Charges](#))
- Medication waste
- Pharmacy schemes info on a well-stocked medication cabinet
- What to do if you have been discharged from hospital



Fit notes

redmoorhealth.co.uk © Redmoor Health 2024

Fit note
Statutory Sick Pay

For the patient - what to do now
Please read the notes below then fill in your details for social security benefits, sign and date the declaration and ask someone else to do it for you.

What your doctor's advice means
Not fit for work:
Your doctor will advise this when they think you should refrain from work for the stated period.

May be fit for work taking account of the doctor's advice:
Your doctor will recommend this when they think you can do some work with some support from your employer, or you can act on the doctor's advice and you will be recovered. You do not need to get a further fit note.

What you can do if you are not fit for work, or your employer should consider paying Statutory Sick Pay (SSP) if SSP cannot be paid, or your SSP is ending:
If you are claiming social security benefits because of your health condition, you should contact a Personal Adviser to Jobcentre Plus of your condition. If you are claiming social security benefits because of your health condition, you should contact a Personal Adviser to Jobcentre Plus of your condition.

Your details - Please use BLOCK CAPITALS

Surname: _____ Mr, Mrs, Miss, Ms, Dr, etc

Other names: _____

Address: _____

Date of birth: _____

National Insurance (NI) number: _____

Declaration - for social security benefits
I agree that my doctor may give the Department of Health and Social Security a copy of this form if they request it for their records. I agree that my doctor may give the Department of Health and Social Security a copy of this form if they request it for their records.

Signature: _____

Date: _____

Red 3 04/13

gov.uk

How to get a fit note

How to get a repeat fit note

What to do if this is required from hospital

Can this be requested online

How will the patient receive it/what does it look like?

Turnaround times

Links to HMRC Self certification

Patient Registrations

NHS Register with a GP Surgery



Advice on how to register

[How to register with a GP surgery - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Explanation about 'pre-registering'


Postcode/boundary maps

Advice for homeless patients/patients without ID

Online medical questionnaires

Links to Gov.uk on Patient rights


Register with a GP surgery service

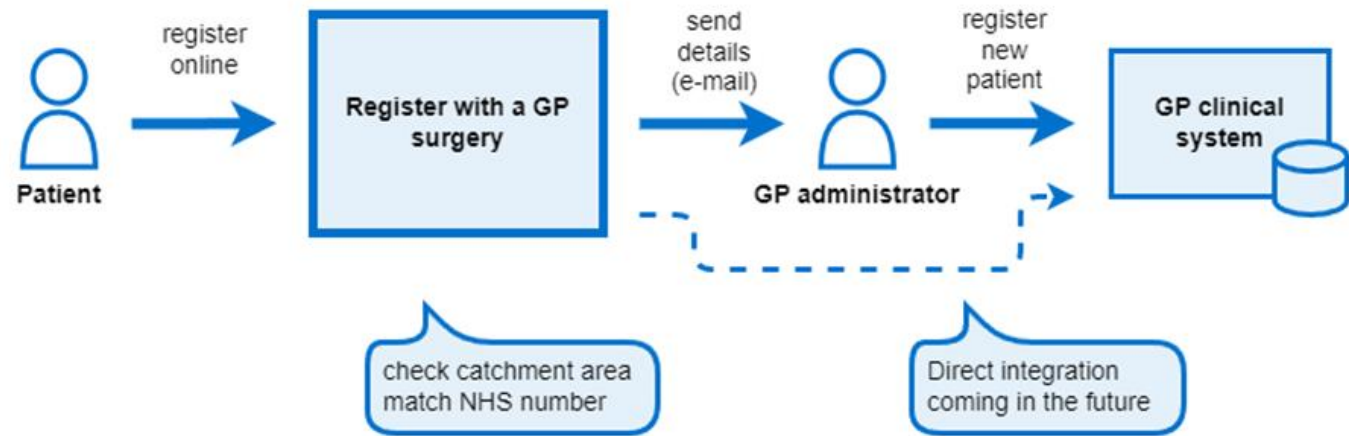
You can register with a GP online 

A new online service called 'Register with a GP surgery' makes it easier to register with our GP surgery. It's a quick online form and you can find it on the web or in the NHS App.

You don't need proof of address or immigration status, ID or an NHS number to fill out the form.

The service is designed and run by the NHS, so your personal information will be kept safe.

Scan here to register 



[Register with a GP surgery - NHS England Digital](#)

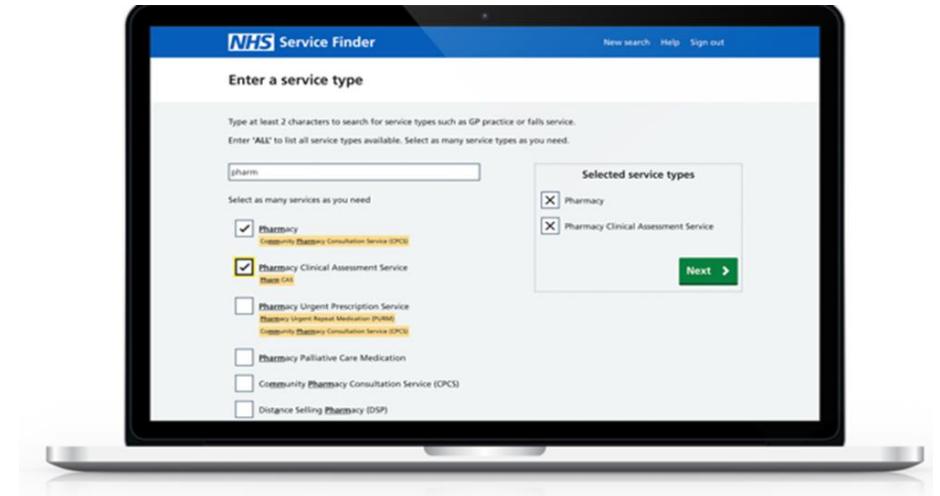
[How Register with a GP surgery works - NHS England Digital](#)

[Tell your patients about online GP registration - NHS England Digital](#)

Paper forms are still available if you need one

Services

- Winter vaccine programme
- Self- referrals
- Access someone else's information (Proxy access)
- Registering with the surgery
- NHS Health A-Z
- NHS Live well (<https://www.nhs.uk/live-well/>)



[NHS Service Finder - NHS England Digital](#)

About the surgery



redmoorhealth.co.uk © Redmoor Health 2024

Surgery staff

Surgery policies and procedures

Complaints and feedback

News items or blog

CQC rating

GP earnings

Accessibility statement

Contact us



Ask yourself:

- How do you promote your website?
- How many patients have viewed your website?
- How many times have YOU viewed your own practice's website? Via browser and mobile device?
- How obvious is it for your patients to use online services or sign up for them?
- How do you keep the info up to date/who does this/how often? Do you check for broken links?
- Have you tested your website against the NHSE Benchmarking tool?
- Have you reviewed the information on [South East Region Primary Care Transformation - FutureNHS Collaboration Platform?](#)

slido

Please download and install the Slido app on all computers you use



How confident do you feel in understanding elements of General Practice's Digital Front Door?

① Start presenting to display the poll results on this slide.

Welcome to the



[Redmoor Health Digital Primary Care Fest](#)
[Digital Transformation Managed Service](#)



Introducing the Digital & Transformation Network

30th Sept | 12pm-1pm



Digital & Transformation Workshop for GP Federations

1st Oct | 10am-4pm



Introducing the



DIGITAL & TRANSFORMATION hub

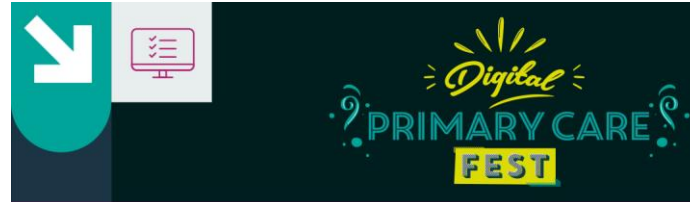
1st Oct | 10am-4pm





Empowering D&T Leads Day

2nd Oct | 9am-4pm



Reviewing Digital & Transformation Progress and Trends in Primary Care

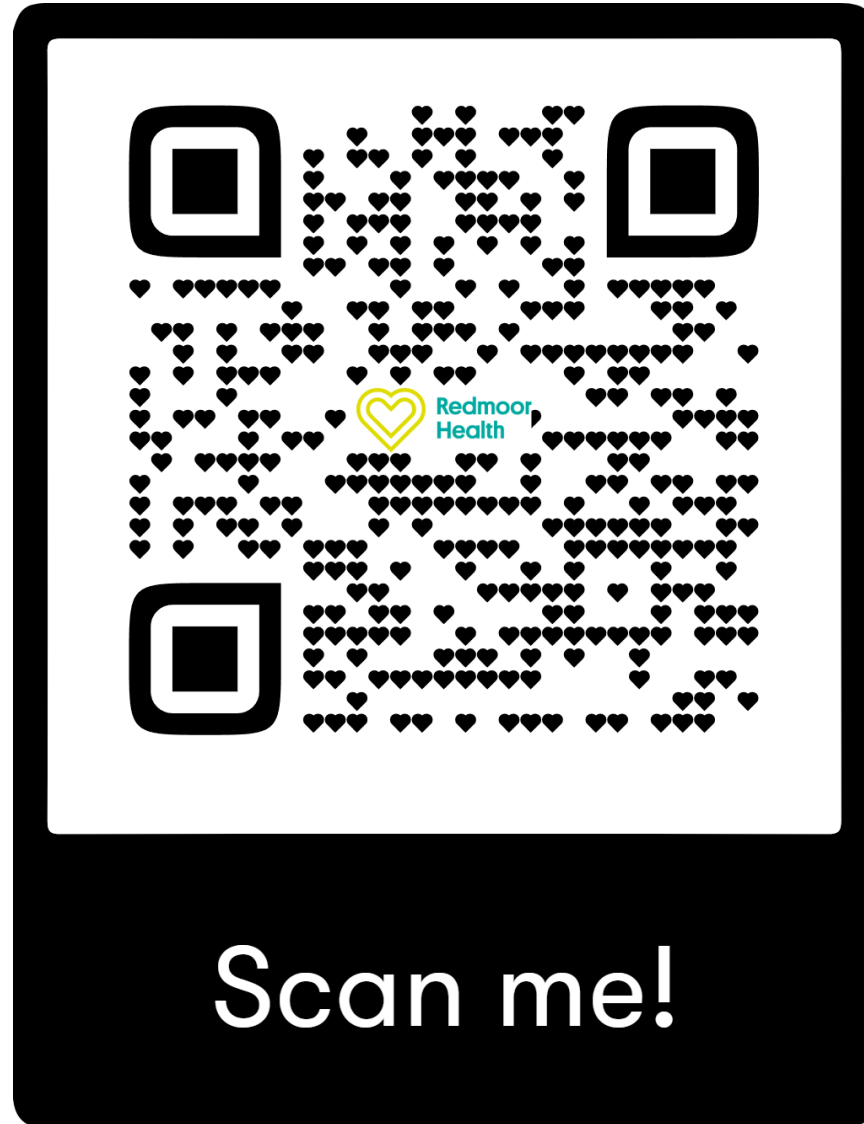
2nd Oct | 12pm-1pm



Custom GPTs Hackathon

3rd Oct | 9am-4pm





Thank you



Redmoor Health Limited
Strawberry Fields Digital Hub • Euxton Lane • Chorley • PR7 1PS

 0161 672 9778

 redmoorhealth.co.uk

 hello@redmoorhealth.co.uk

Digital Maturity Index

Key Benefits:

- Tracks digital transformation
- Identifies areas for improvement
- Benchmarks against national and regional standards
- Consolidates disparate information into visual reports
- Enhances patient engagement and experience

