

Engagement at virtual or hybrid CP Conferences



- Professionals need to attend for the whole meeting – they are not just there to share their information but to participate in a multi-agency forum and be part of a decision-making process.
 - In addition, conferences have to have a certain level of attendance to be quorate and when professionals leave during the meeting it can mean this isn't achieved and the conference cannot formally agree a way forward.
- Everyone needs to follow the instructions of the Chair in regard to when they should have their camera on – for many local authorities this will be for the whole meeting.
 - When professionals have their cameras on, it's important they are fully engaged and are seen to be so - and are not typing or looking at phones etc.
- The chat function should not be used – unless specified by the Chair.
- As for in-person meetings punctuality is very important – professionals should arrive 2 -3 minutes early so the meeting can start straight away and there's no anxiety about whether they will be in attendance.

Safeguarding: Accelerating patient access to their records

GP Forum

Benefits of online access

- Improved transparency of records, including factual robustness
- Increased patient involvement in their own health/ treatment plans, sharing responsibility
- Patients being better informed of health conditions and more timely access to health information
- Potential reduction of clinical appointments to gain information

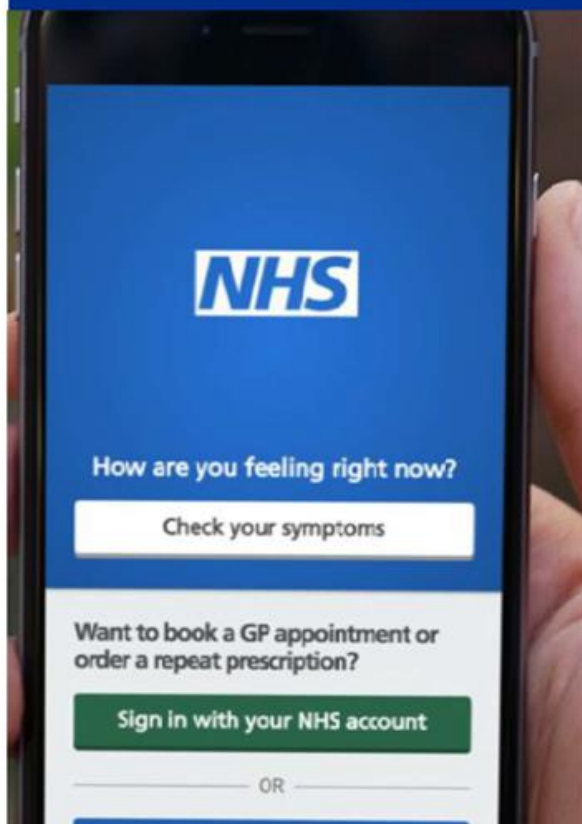
The GMS contractual requirements



Year	Requirement
2015	<u>Promote and offer facility to access online the information held in coded form</u>
2019	<u>Offer all patients online access to all prospective data on the patient record unless exceptional circumstances apply.</u>
2019	<u>Full record access upon written request</u>

How people access their records

NHS^x



digi.me



livi



evergreen
life

There are others...

Changes...

From April 2022

- Patients can sign up of online access to **prospective full medical record access** (to include coded data, free text, test results- once filed and documents- once filed) directly through various apps **without needing to go through the practice**. [Access to patient records through the NHS App - NHS Digital](#)
- Patients will not see their historic, or past, health record information unless they have already been given access to it by their GP practice.
- Patients will not have access to view administrative tasks or communications between practice staff.
- If a patient moves to a new practice after this the new access with restart from the new GP practice records
- The 'hide from online visibility' tools are lost via the GP2GP
- Child and adult proxy access is not included
- Every entry, consultation, document and result filed will need consideration as to whether entry suitable for online view in terms of patient safety/safeguarding/third party data
- There are discussions currently underway as to potential snomed code to apply for patients deemed unsuitable/need enhanced review of notes for online access in terms of safety concern.



Patient online access to their records

Safeguarding considerations necessary with this provision.

The particular concerns, which is not exhaustive, surround:

- Risk of coercion in domestic abuse relationships, and risk of sharing information against a person's will.
- Active child protection/adult at risk concerns
- Third party access- consider for patients whose reading and writing skills are limited or language barriers

Alongside this our medical notes need to serve as a tool where we can safely record safeguarding information.

Safeguarding:
What should
be hidden
(redacted)
from online
access?

Consider what impact it would have if the patient viewed this information on their record.

- Child Safeguarding Information / Child Protection Conference Minutes
- Child protection plans
- Adoption
- Looked After Child information
- Adult Safeguarding Information
- At risk of abuse
- Domestic violence
- Sensitive data
- Third Party Information

Hiding consultations from the online record

(Redaction)

The screenshot shows the EMIS software interface. At the top, there is a navigation bar with tabs for Summary, Consultations, Medication, Problems, Investigations, Care History, Diary, and Documents. Below this is a toolbar with various icons including Save, Next Problem, Cancel, Confidentiality, Sharing, Online Visibility, Run Template, and Book Appointment. The main area displays a consultation record for 'TEST, Emis (Dr)' at 'GP Surgery' on '22-Sep-2017 07:26'. A dropdown menu is open under the 'Online Visibility' icon, showing two options: 'Display on the patient's online care record' (which is selected with a checkmark) and 'Do not display on the patient's online care record' (which is highlighted in yellow). Below the menu, there is a section for 'Active' patients and a 'Consultation' list showing '1. <No Problem>'. The interface is framed by a torn paper effect.

Caution: Hiding information from online visibility WILL NOT redact records when printed

Hiding parts of care record from the online record

Term	Value	Con
Adverse reactions	Adverse reactions (25-Jan-2016)	Attach
Operations, procedures, sites	Operations, procedures, sites (25-Jan-2016)	Attac
Adverse reaction to penicillins		Proble
Ischaemic heart disease		Proble
Final tetanus immunisation		Immi
Asthma		oble
Backache, unspecified		oble
Administration		Attach
Occupations		Attach
Ischaemic heart disease screen		Proble
Preferred method of contact: n		
Serum TSH level	0.30 - 4.40) Euthyroid picture (including satisfactory thyroxine replacement)	Invest
CHOL/HDL RATIO	FATS/Health Hearts guidelines for interpretation of lipids	


- Edit
- Delete
- Confidentiality ▶
- Online visibility ▶**
- Copy to Local Record
- Graphical Trend
- Tabular Trend
- Audit Trail
- Knowledge

- Display on the patient's online care record
- Do not display on the patient's online care record**



System Tools

Practices using EMIS can override individual patient settings, disabling features in EMAS Manager

Click , System Tools, and then click EMAS Manager.

Practices can enable/disable transactional services such as appointments and repeat prescriptions.







'Enhanced SNOMED codes' to trigger record review in development

Detailed coded record

Use detailed coded record settings

Detailed coded record will allow you to choose which services the online user can use.






Services

- Allergies (Mandatory)
- Medication (Mandatory)
- Laboratory test results
 - Display free text from: 01-Apr-2020 
- Documents
 - Only show documents from: Enter a date 
 - Display free text from: Enter a date 
- Immunisations
- Problems
 - Display free text from: Enter a date 
- Consultations
 - Only show consultations from: 01-Apr-2020 
 - Display free text from: 01-Apr-2020 

Ribbon Icons

Patient précis icons

The following icons are visible in the patient demographic ribbon to highlight status

Online Services user status		
Icon	Colour	Status
	Black	Not registered
	Amber	Active
		Inactive
	Green	Live
Proxy status		
	Black	No linked proxy users
	Green	Has 1 (or more) linked proxy users

Docman- Patient Visibility Function

Active ▾ BARRY, Angela (Miss) Born 19-Sep-1974 (46y) Gender Female NHS No. 751 973 4528
Usual GP HARDING, Brian (Dr)

Date Navigator

Date	Consultation Text
24-Sep-2020	Docman DME2020, DME2020 (Dr)

020 (1)
Sep (1)
24th: [DME2020] Docman

Additional [Provisional] Attachment Admin Letter Insurance Administration

Tasks Dr Pcd Docman (All Features) - Emis Test
WEST, Mark (Mr) NHS No. 686 176 4462 Born 16-Jun-1930 (90y)
Usual GP Dr Emis Test

Inbox 22 1 of 1

Search Inbox

1

review: added, Neurology document for FARMER, Steven (Mr) NHS No: 8380928467
07-Oct-2020 - Dr Pcd Docman
Active High Due 08-Oct-2020

review: Clinical Letter, Orthopaedics document for WEST, Mark (Mr) NHS No: 6861754462
23-Oct-2020 - Dr Pcd Docman
Active
Decision Required for Patient Visibility via Online Services

review: Out of Hours, General Medicine document for WEST, Mark (Mr) NHS No: 6861754462
23-Oct-2020 - Dr Pcd Docman
Active

review: Out of Hours, General Medicine document for WEST, Mark (Mr) NHS No: 6861754462
23-Oct-2020 - Dr Pcd Docman
Active

2 week wait
Leeds General Infirmary
Great George Street
Leeds
West Yorkshire
LS1 3EX
Tel: (0113) 2432799
Department of Orthopaedics
Clinic Date: 20/03/2014
Typed: 21/03/2014

Patient Name: Miss Minnie Mouse
DOB: 01/05/1991
NHS No: 9434765919

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Docman Desktop App 21 Westfield Moor, Morley, Leeds, West Yorkshire, LS27 8DO

Actions

- Show Activity
- View in Emis Web
- Annotate
- Quick Steps
- UDRN
- Add Task
- Create New Task
- Add Comment
- Free Text
- More Actions
- View Documents
- Add Clinical Codes
- Start Discussion
- Print
- Email
- Create Merge Letter
- Workflow Tracker Report
- Online Services
 - Allow viewing of this document
 - Prevent viewing of this document

Proxy access- Age Maturity Notification

Gender	Male	OS	PROXY
Usual GP	HARDING, Brian (Dr)		

There is 1
linked
proxy
user

Individual/s acting on behalf of a patient may request access to a patient's online account:

- Parents or Guardians
 - Carers
 - People with Power of Attorney
 - Friends or family with the patient's consent
 - Care or Nursing Homes with the patient's consent
-
- Child Proxy Access- Email sent by emis
 - 3 months before 11th birthday
 - On patient's 11th birthday

<https://www.emisnow.com/>

Online service guides

Next steps

- Continue high quality records
- Review all entries for consideration as to need to hide from online access (whole practice team, documents)
- Check all staff aware of 'hide from online visibility' tools
- Continue to records safeguarding concerns, suspicion of diagnoses,
- Communicate with individual patients if identified not suitable,
 - document reason in Emis
- Do not enable auto-file functions
- Consider temporarily hiding results until discussed with patients.

- Code- Enhanced review indicated before granting access to own health record (situation)
 - Patients who may lack capacity to decide about access, safeguarding codes, DVA codes, special allocation scheme patient

- Share events for review

Next steps

- <https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/accelerating-patient-access-to-their-record>
- <https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/accelerating-patient-access-to-their-record/resources-to-support-staff-with-providing-online-services>
- <https://www.emisnow.com/> Online service guides
- <https://www.rcgp.org.uk/clinical-and-research/our-programmes/patient-online.aspx>
- [Patient Online Toolkit: About the toolkit \(rcgp.org.uk\)](#)
 - <https://elearning.rcgp.org.uk/mod/book/view.php?id=12893>