



Morecambe Bay
Clinical Commissioning Group



University Hospitals
of Morecambe Bay
NHS Foundation Trust

Advice & Guidance

The Morecambe Bay Solution

Dr George Dingle

Clinical Lead Advice & Guidance, Primary Care Lead Digital Health

27th November 2018



Morecambe Bay
Clinical Commissioning Group



University Hospitals
of Morecambe Bay
NHS Foundation Trust



A bespoke, locally-developed, secure, easy to use, web-based messaging system which allows GPs to have timely dialogue with local specialists about specific patients and their conditions

What did we do and why?

- **Unsuccessful pilot using existing national functionality**
- **Lessons learnt**
- **Small team, collaborative, low budget approach**
- **Bespoke local solution created**
- **New pilot**
- **Pilot evaluation – formalised to full service**

Advice & Guidance

It's about.....

- Providing a really easy to use electronic system connecting GPs with local specialist colleagues to discuss our patients specific cases
- GPs learn from the dialogue and patients benefit from timely specialist advice
- We use the system for elective care (ie non urgent care)
- If a system is easy to use and is well liked by its users it will be used
- Communication in real time terms between GP and specialist improves patient care in a variety of ways
- The system is also secure and collects data allowing monitoring of impact on patient care

COMMUNICATION BETWEEN CLINICIANS.....IMPROVES PATIENTS' JOURNEYS

Key objective – to improve integrated working and communication between primary and secondary care



But other benefits include reduction in need for outpatient appointments, promotes team-working, empowers GP's and is a powerful educational tool



Advice & Guidance

A quick walk-through of the IT system.....

Easy access from EMIS consultation screen.....

EMIS Web Health Care System - GARSTANG MEDICAL PRACTICE - 2641 MICKEY, Mouse (M)

Summary Consultations Medication Problems Investigations Care History Diary Documents Referrals Growth Charts New Consultation

Save Next Problem Cancel Clear Online Visibility Confidentiality Sharing Patient Fa... Date/Consulter/Place Run Template Book Appointment Create Task Medication Regime Review Add Fit Note ABC Spell check Print Configure Print SetUp Known...

Report Management - 11 SCR - 13 Test Requests - 60 Referrals - 14 (14) Documents - 1 GP2GP - 9 (9) Registration - 491 (118) Lab Reports - 1 (1) Tasks - 6 1 more

Active MICKEY, Mouse (Mr) Born 01-Jan-2005 (12y 10m) Gender Male NHS No. Unknown Usual GP ASHCROFT, Margaret (Dr) PDS

View -> My Record

My Record

- All Records

External Views

- Summary Care Record
- Advice and Guidance

Consultation

1. <No Problem> X

Problem
History
Examination
Family History
Social
Comment
Medication
Follow up
Procedure
Test Request
Referral
Document
Allergy

02-Nov-2017 GP Surgery (Garstang Medical Practice) EVANS, Susan (Mrs)
History Has never had a reaction to previous flu vaccines • Has never had a reaction to any vaccination •
Has no severe allergies to eggs • Patient feels well • Side effects of vaccination discussed
Assessment Needs influenza immunisation

26-Oct-2017 GP Surgery (Garstang Medical Practice) JOHN, Mel (Dr)
Procedure Minor surgery done - injection Manufacturer: xx, Expiry Date: 28-Oct-2017, Batch Number: xx, Injection site: Left arm •
Steroid injection into lateral epicondyle tendon of humerus Laterality: Left • Informed consent for procedure •
Risk of Infection • Risk of Haemorrhage/Haematoma • Risk of Late Tendon Damage • Risk of Nerve Damage •

Latest Contacts

Summary Detailed

Summary

Diary

- Clinical Diary... 11-Oct-2006
- Diary... 31-Dec-2008

Problems

Active Problems

- Care plan
- Seasonal influenza vac...
- Hypothyroidism
- Infectious and parasiti...
- Administration

Medication

Acute

- Dermol 500
- Inactivated Influenza (Split Virion)
- Leflunomide • Paracetamol

Allergies

- Allergy to banana

Summary

Resource

NHS Clinical Practitioner | DINGLE, George Edward (Dr) | Organisation: GARSTANG MEDICAL PRACTICE | Location: Garstang Medical Practice | In Consultation | Alerts

The new conversation page.....key patient details automatically pulled across from EMIS GP system

Advice & Guidance

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[Home](#) : [Inbox](#) : New Conversation

Logged in as: matt.heys ([Logout](#))

New Conversation

To start a new request for advice and guidance; enter the patient's information below, select a specialty and then enter your query. When you hit 'Send' your question will be sent instantly to available care providers in the selected specialty.

1. Patient Details

Patient Name:		NHS Number:	
Date of Birth:		Gender:	<input checked="" type="checkbox"/>

2. Message Details

Specialty:	<input type="text"/>	Request telephone conversation:	<input type="radio"/> Yes <input checked="" type="radio"/> No
------------	----------------------	---------------------------------	---

[Change Telephone Availability](#)

3. Message Content

 [Add attachment](#)

[Send Message](#)

Select a speciality from list.....

To start a new request for advice and guidance; enter the patient's information below, select a treatment function and then enter your query. When you hit 'Send' your question will be sent instantly to available care providers in the selected treatment function.

1. Patient Details

Patient Name:	xxxxxxxxxxxxxxxxxxxx	NHS Number:	123456789
Date of Birth:	1/1/12	Gender:	Transgender

2. Message Details

Treatment Function:	<input type="button" value="▼"/>	Request telephone conversation:	<input type="radio"/> Yes <input checked="" type="radio"/> No
---------------------	----------------------------------	---------------------------------	---

[Change Telephone Availability](#)

3. Message Content

<ul style="list-style-type: none">CARDIOLOGYCLINICAL HAEMATOLOGYDIABETIC MEDICINEENDOCRINOLOGYGASTROENTEROLOGYMEDICAL ONCOLOGYRESPIRATORY MEDICINERHEUMATOLOGY	<input type="button" value="▲"/> <input type="button" value="▼"/>
--	---

 [Add attachment](#)

[Send Message](#)

Type message and send.....

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Home : Inbox : New Conversation

Logged in as: matt.heys ([Logout](#))

New Conversation

To start a new request for advice and guidance, enter the patient's information below, select a specialty and then enter your query. When you hit 'Send' your question will be sent instantly to available care providers in the selected specialty.

1. Patient Details

Patient Name:		NHS Number:	
Date of Birth:		Gender:	<select></select>

2. Message Details

Specialty: Request telephone conversation: Yes No

[Change Telephone Availability](#)

3. Message Content

[Add attachment](#)

Send Message

Add attachment functionality if you wish (ECG's, photos of rashes).....

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Logged in as: matt.heys ([Logout](#))

[Home](#) : [Inbox](#) : New Conversation

New Conversation

To start a new request for advice and guidance, enter the patient's information below, select a specialty and then enter your query. When you hit 'Send' your question will be sent instantly to available care providers in the selected specialty.

1. Patient Details

Patient Name:		NHS Number:	
Date of Birth:		Gender:	<select></select>

2. Message Details

Specialty: Request telephone conversation: Yes No

[Change Telephone Availability](#)

3. Message Content

 [Add attachment](#)

[Send Message](#)

Instant notification to your local consultant's email to inform them there is an advice request and also similar notification to GP of message reply

From: Advice & Guidance [donotreply@mbhci.nhs.uk]
To: Dingle George (NHS LANCASHIRE NORTH CCG)
Cc:
Subject: Advice & Guidance: New Message Alert

Sent: Fri 02/05/2014 10:07

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george.dingle,
You have received a new message from sasalu.deepak.
[Click here to view this message](#)

Quick link within email directing user straight to relevant advice conversation

The conversation page.....easy to follow graphics with colour coding for contributors to the conversation

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[Home](#) : [Inbox](#) : Conversation

Logged in as: matt.heys ([Logout](#))

Conversation

Patient Name:	Test Patient	DOB:	01/01/1970	Gender:	Male	NHS No.:	NHS1234567890
---------------	--------------	------	------------	---------	------	----------	---------------

Specialty: ENT Initiated: 16/01/2013 12:51:47 Status: New Message

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris sagittis justo at velit sagittis suscipit. Aliquam erat volutpat. Nam pretium auctor diam, ac dapibus tellus viverra non. Fusce tincidunt, tortor nec porta ultrices, augue diam suscipit diam, id malesuada felis mauris tempor tortor.

Sent by matt.heys Jan 16 2013 12:52PM

Donec tellus mi, placerat ac cursus eu, ornare iaculis diam. Proin vitae neque id erat ornare condimentum sit amet dignissim metus. Vestibulum a nulla ut dui iaculis sollicitudin dictum nec libero. Vivamus pharetra imperdiet enim, eu mollis sapien elementum vitae.

Sent by marc.hadwin Jan 16 2013 2:01PM

Send a response / close the conversation

 [Add attachment](#)

Closing the conversation, record drops into EMIS EPR

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[Home](#) : Conversation [Login](#)

Conversation

Patient's Name: John Smith
NHS Number: NHS123-456-7890 DOB: 01/01/1970
Sex: Male

Subject: Neurology - Initiated: 14/11/2012 13:54 - Status: Open (Responded)

Patient is presenting with symptoms of severe migraines sporadically. Patient has a history of migraines and states that three close family members have been diagnosed with brain tumours in the last 5 years. Patient has mentioned they are under a particularly high level of stress at the moment both at work and at home.

I've advised the patient to try to reducing their stress levels however given the family history of brain tumours, should I refer to UHMB for further investigation?

Sent by Matt Heys (GP12345 Fiction Practice, Lancaster) 14/11/2012 13:54

Given the family history I would advise referring the patient to the neurology department as a routine referral to conduct further investigations.

Sent by Marc Hadwin (Royal Lancaster Infirmary) 14/11/2012 14:32

Send a response / close the conversation

[Add attachment](#)

[Send Message](#) [Mark Conversation as Closed](#)

Morecambe Bay Health Informatics © 2012

Automatic feedback pro-forma activates on closing conversation to allow monitoring / audit of the impact and user experience of service (quick and snappy, GP's don't mind doing this)

The screenshot shows a digital communication interface with a blue header bar. The top left corner displays 'Home : Inbox : Conversation'. The top right corner shows 'Logged in as: matt.heys (Logout)'. The main area is titled 'Conversation' and features a 'Patient Name' field containing 'Test Patient'. Below this, 'Specialty: ENT' and 'Initiated: 16/01/2013' are listed. A message from 'matt.heys' dated 'Jan 16 2013' is shown: 'Lorem ipsum dolor sit amet, con- tincidunt, tortor nec porta ultrice...'. Another message from 'matt.heys' dated 'Jan 16 2013' follows: 'Donec tellus mi, placerat ac cursus libero. Vivamus pharetra imperdie...'. On the right side, a green box contains the NHS number 'NHS1234567890'. A large central window is titled 'GP Feedback' and contains the instruction: 'Please complete the following feedback form regarding this conversation:'. It includes several questions with dropdown or radio button options:

How straightforward did you find the process of requesting advice and guidance?	Easy
How useful did you find the advice you received?	Really useful
Comments about usefulness:	(empty text area)
Has the advice given altered your management of the patient?	<input checked="" type="radio"/> Yes <input type="radio"/> No
If yes, how?	(empty text area)
Have you gone on to refer this patient as a formal outpatient referral?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A - Referral already in progress
How do you think you would have dealt with this case if this advice and guidance service was not available?	Refer to outpatients
If other, please provide details:	(empty text area)
Do you have any other suggestions to improve this service?	(empty text area)

At the bottom of the feedback window is a 'Submit Feedback and Complete Conversation' button.

At the bottom of the page, there are two small buttons: 'Send Message' and 'Mark as Read'.

In the bottom right corner, the text 'Morecambe Bay Health Informatics © 2013' is visible.

Last reload: 14/01/2016 09:01

 Search

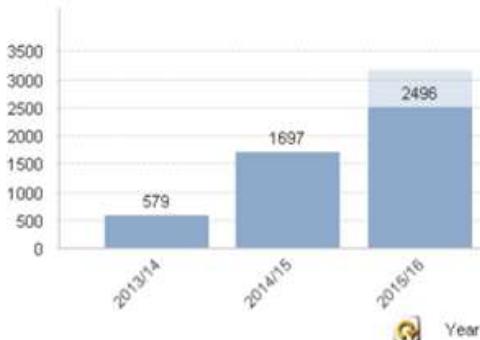
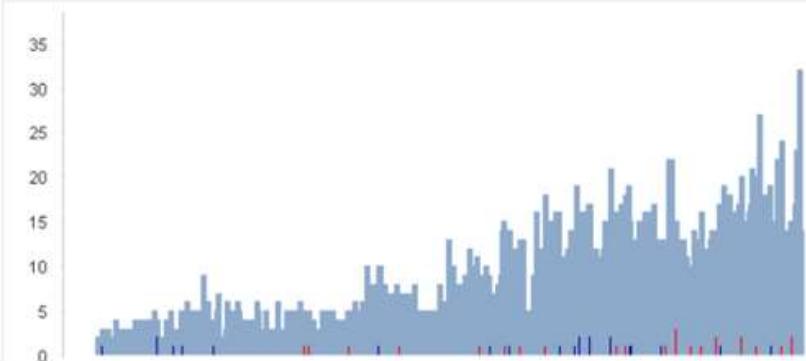
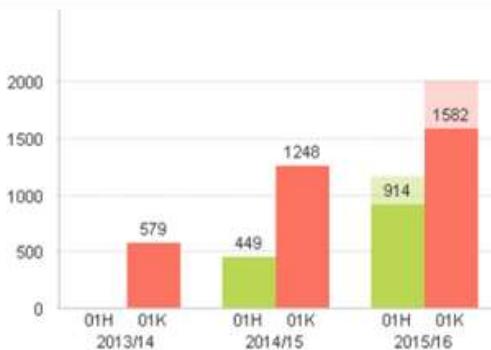
Current Selections


2015/16

2014/15

2013/14

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

Requests Made (Year view)

Requests Made (Daily view)

CCG

Organisations/Specialties using

Specialty	2013/14			2014/15			2015/16		
	Users	Convs	Est	Users	Convs	Est	Users	Convs	Est
CLINICAL HAEMATOLOGY	52	121	319	139	319	111	150	416	111
GASTROENTEROLOGY	43	108	99	230	123	75	123	280	75
RHEUMATOLOGY	52	127	97	208	114	72	114	271	72
RADIOLOGY	0	0	90	321	104	127	104	474	127
CARDIOLOGY	31	66	91	188	99	52	99	196	52
PAEDIATRICS	0	0	53	91	83	40	83	150	40
RESPIRATORY MEDICINE	22	34	43	63	68	25	68	92	25
DIABETIC MEDICINE & ENDOCRINOLOGY	50	108	61	128	66	42	66	156	42
UROLOGY	0	0	0	0	59	29	59	108	29
BIOCHEMISTRY	0	0	55	101	54	24	54	88	24
GYNAECOLOGY	0	0	0	0	52	22	52	82	22
ENT	0	0	3	3	29	10	29	39	10
MEDICAL ONCOLOGY	8	10	29	36	26	10	26	38	10
TRAUMA & ORTHOPAEDICS (CUMBRIA)	0	0	0	0	26	12	26	45	12
CARE OF THE ELDERLY	0	0	0	0	20	7	20	25	7
GYNAECOLOGY - COLPOSCOPY	0	0	0	0	6	2	6	7	2
PALLIATIVE CARE - MON TO FRIDAY -	4	5	9	9	6	6	6	24	6
XX - DO NOT USE - DERMATOLOGY	0	0	0	0	2	1	2	5	1

Consultant

Duration group

GP code

RadiologyRequests

< Undo

> Re-do

X Clear All



Last reload: 14/01/2016 09:01

Search

Current Selections

2015/16

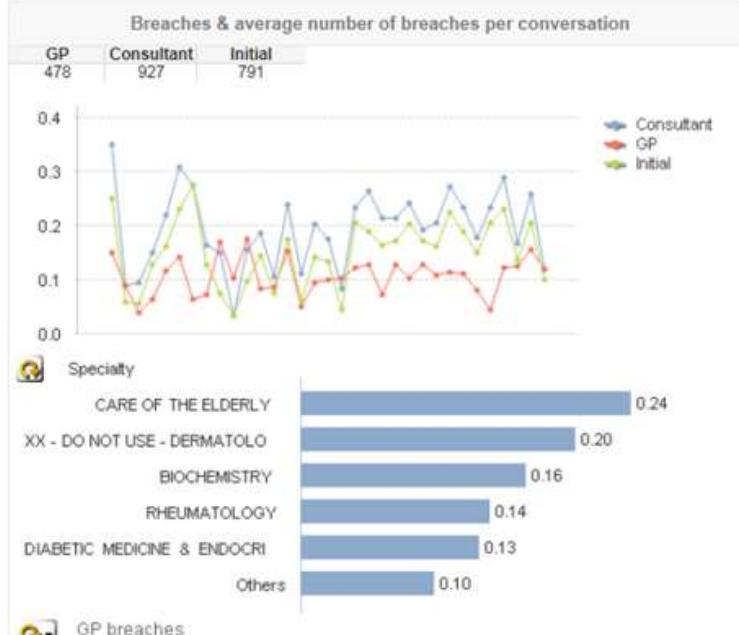
2014/15

2013/14

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar



380 Conversations open						
Duration	#	Awaiting 1st	Awaiting GP	Awaiting Cons	Awaiting Spc Own	Thanks?
00 - 01 day	380	3	295	7	34	41
01 - 07 days	13	0	9	0	4	0
07 - 14 days	62	1	36	1	17	7
14 - 28 days	20	0	18	0	0	2
28 - 90 days	33	0	25	3	0	5
90 - 365 days	55	1	40	2	9	3
over 1 year old	113	1	99	1	3	9
	84	0	68	0	1	15



< Undo > Re-do X Clear All



Last reload: 14/01/2016 09:01

Search

Current Selections



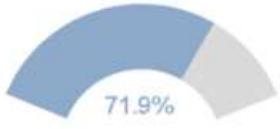
2015/16

2014/15

2013/14

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

Resulting treatment changed



IP referral within 6 months*



0.0% same specialty

42 patients would have been admitted and after Advice & Guidance, 10 patients were still admitted.

A further 11 had further investigation but were subsequently admitted within 6 months (0 of the further patients were referred to IP under the same specialty.)

Change to initial treatment following use of Advice & Guidance

Before A&G	After A&G	Total	Admit	Carry out further investigations	Manage patient's care myself	Other	Radiology test sanctioned	Refer to outpatients	Seek advice from another
Admit		42	10	3	7	2	3	15	2
Carry out further investigations		299	1	113	86	25	11	56	7
Manage patient's care myself		267	-	8	194	12	1	39	13
Other		257	2	14	54	139	7	32	9
Refer to outpatients		2492	3	449	874	124	177	830	35
Seek advice from another source		995	4	122	553	85	18	160	53

by Organisation or Specialty

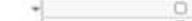
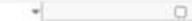
Specialty	Convs	Treatment changed	IP referral within 6 months	Same specialty
CLINICAL HAEMATOLOGY	856	71.3%	11.0%	0.0%
RADIOLOGY	795	81.8%	10.2%	0.0%
GASTROENTEROLOGY	618	65.5%	11.7%	4.2%
RHEUMATOLOGY	606	69.3%	9.7%	0.0%
CARDIOLOGY	450	76.4%	11.6%	0.0%
DIABETIC MEDICINE & ENDOCRINOLOGY	392	73.0%	9.4%	0.0%
PAEDIATRICS	241	61.4%	1.7%	1.2%
BIOCHEMISTRY	189	84.7%	5.8%	0.0%
RESPIRATORY MEDICINE	189	64.0%	9.5%	0.0%
UROLOGY	108	63.0%	4.6%	0.0%
MEDICAL ONCOLOGY	84	66.7%	16.7%	0.0%
GYNAECOLOGY	82	69.5%	6.1%	0.0%
TRAUMA & ORTHOPAEDICS (CUMBRIA CCG ...)	45	68.9%	4.4%	0.0%
ENT	42	40.5%	4.8%	0.0%
PALLIATIVE CARE - MON TO FRIDAY -	38	89.5%	15.8%	13.2%
CARE OF THE ELDERLY	25	68.0%	28.0%	0.0%
GYNAECOLOGY - COLPOSCOPY	7	85.7%	14.3%	0.0%
XX - DO NOT USE - DERMATOLOGY	5	60.0%	20.0%	0.0%

01H 01K

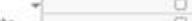
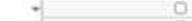
Specialty

<input type="checkbox"/> BIOCHEMISTRY	189
<input type="checkbox"/> CARDIOLOGY	450
<input type="checkbox"/> CARE OF THE ELDERLY	25
<input type="checkbox"/> CLINICAL HAEMATOLOGY	856
<input type="checkbox"/> DIABETIC MEDICINE & ENDOCRINOLOGY	392
<input type="checkbox"/> ENT	42
<input type="checkbox"/> GASTROENTEROLOGY	618
<input type="checkbox"/> GYNAECOLOGY	82
<input type="checkbox"/> GYNAECOLOGY - COLPOSCOPY	7
<input type="checkbox"/> MEDICAL ONCOLOGY	84
<input type="checkbox"/> PAEDIATRICS	241
<input type="checkbox"/> PALLIATIVE CARE - MON TO FRIDAY - REPO...	38
<input type="checkbox"/> RADIOLOGY	795
<input type="checkbox"/> RESPIRATORY MEDICINE	189
<input type="checkbox"/> RHEUMATOLOGY	606
<input type="checkbox"/> TRAUMA & ORTHOPAEDICS (CUMBRIA CCG ...)	45
<input type="checkbox"/> UROLOGY	108
<input type="checkbox"/> XX - DO NOT USE - DERMATOLOGY	5

Consultant



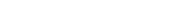
Duration group



GP code



RadiologyRequests



< Undo

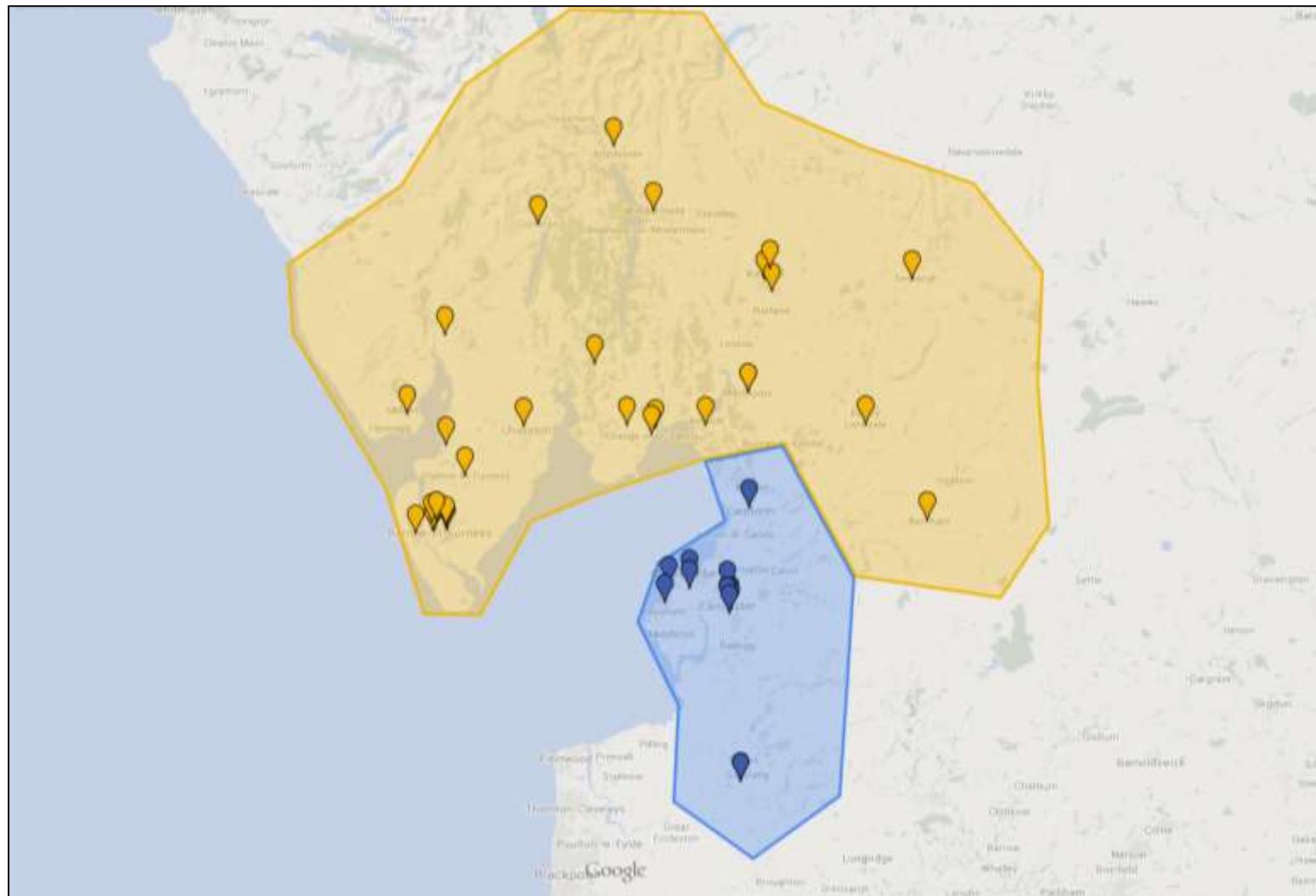
> Re-do

X Clear All



Current Coverage

Advice & Guidance



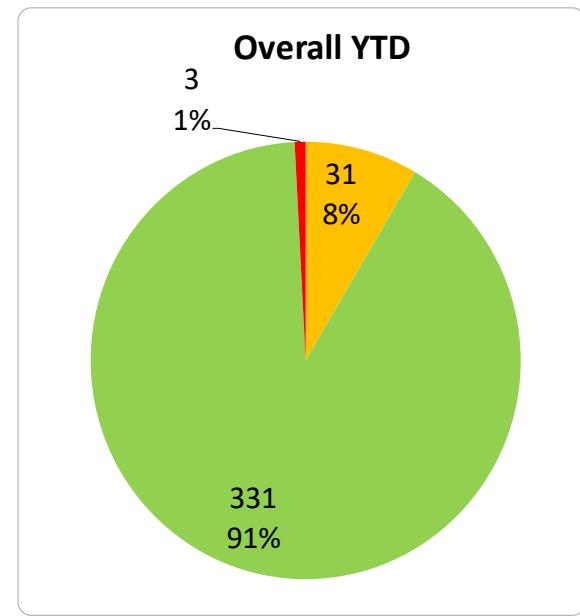
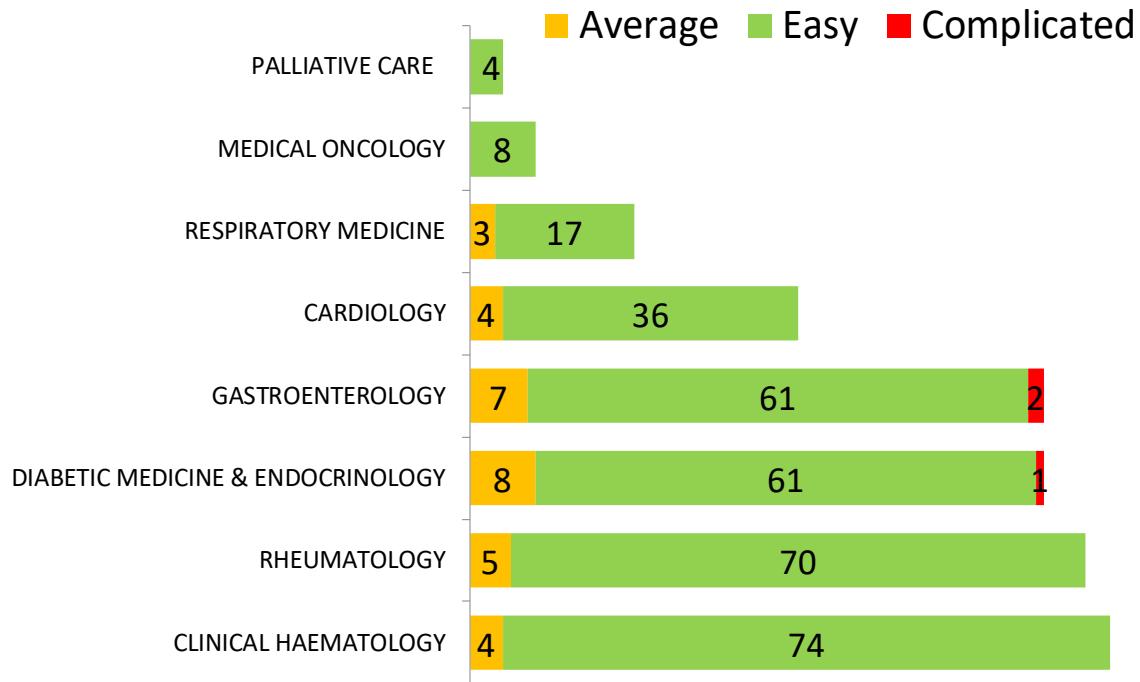
Lancashire North
Clinical Commissioning Group



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Advice & Guidance

How straightforward did you find the service?



- 91% of GP's reported the system as 'easy' to use

Advice & Guidance

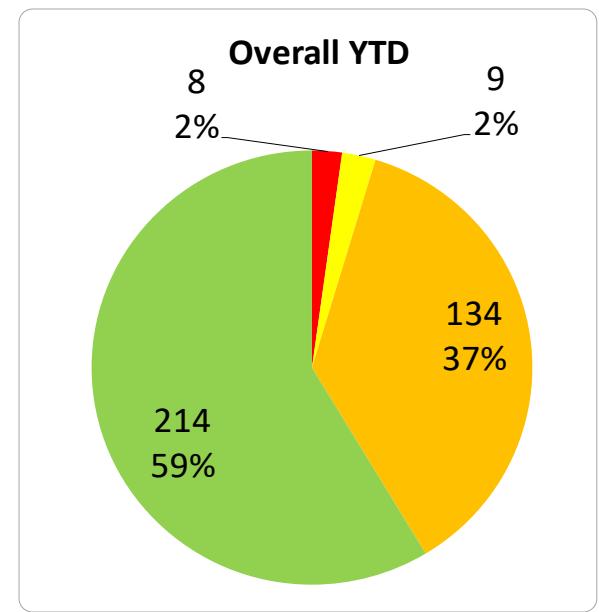
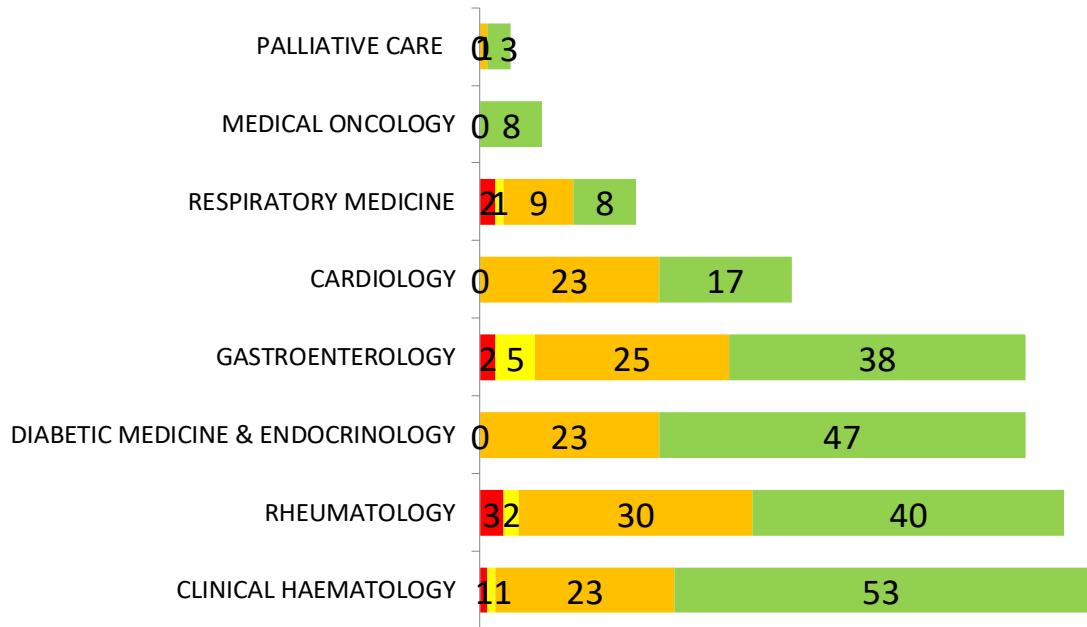
How useful did you find the advice you received?

■ Not very useful

■ Not useful

■ Useful

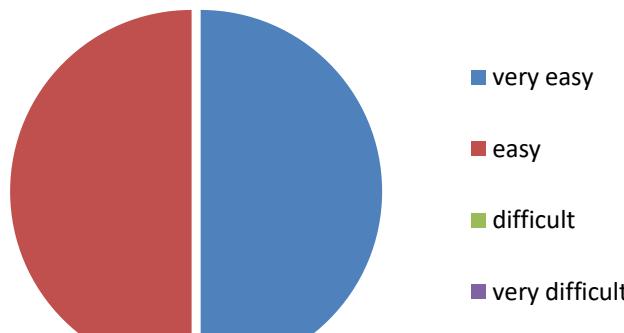
■ Really useful



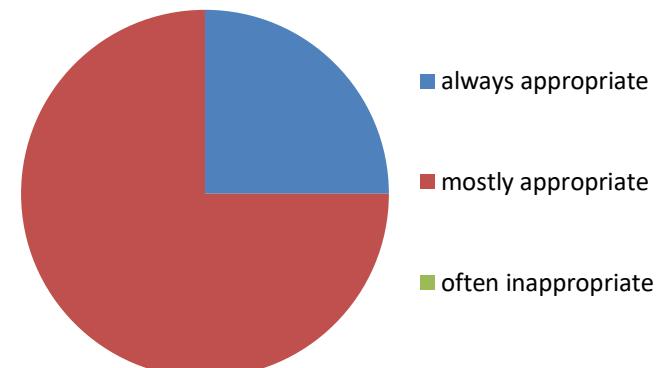
- 96% of GP's reported advice received as 'really useful' or 'useful'

Consultant feedback.....

Ease of use



Appropriateness of request



“Prevents people from coming into hospital”

“Best invention in this area in a very long time”

‘Works exceptionally well’

Requests

Advice & Guidance

8013 Conversations

Up from 5332 in 2016/17

Main Requests Performance Outcome Feedback Instructions

Last reload: 01/05/2018 09:15 Search Current Selections Year 2017/18

2018/19 2017/18 2016/17 2015/16 2014/15 2013/14
Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

Requests Made (Year view)

8013

2017/18

Year

Requests Made (Daily view)

Organisations/Specialties using

Year	2017/18	2018/19				
Organisation	Users	Convs	Est	Users	Convs	Est
Bay Medical Group	56	1102	0	0	0	0
Lancaster Medical Practice, Lancaster	44	940	0	0	0	0
James Cochrane Practice, Kendal	22	563	0	0	0	0
Ash Trees Surgery, Carnforth	16	598	0	0	0	0
Garstang Medical Practice	16	180	0	0	0	0
Queen Square Surgery, Lancaster	15	401	0	0	0	0
Station House Surgery, Kendal	12	148	0	0	0	0
Nutwood Surgery, Grange	10	298	0	0	0	0
Bentham Medical Practice	10	295	0	0	0	0
Dr Murray and Partners, Ulverston Heal...	10	273	0	0	0	0
Waterloo Surgery, Millom	10	203	0	0	0	0
Lunesdale Surgery, Kirkby Lonsdale	10	91	0	0	0	0
Captain French Lane Surgery, Kendal	9	270	0	0	0	0
Norwood Medical Centre, Barrow	8	195	0	0	0	0
Windermere Health Centre	8	181	0	0	0	0
Duke Street Surgery, Barrow	7	188	0	0	0	0

01K

Specialty

BIOCHEMISTRY	110
BREAST ONCOLOGY	33
BREAST RADIOLOGY	5
BREAST SURGERY	33
CARDIOLOGY	686
CARE OF THE ELDERLY	112
CLINICAL HAEMATOLOGY	965
DERMATOLOGY	115
DIABETIC MEDICINE & ENDOCRINOLOGY	538
ENT	221
GASTROENTEROLOGY	685
GYNÄCOLOGY	465
GYNÄCOLOGY - COLPOSCOPY	21
MEDICAL ONCOLOGY	75
MICROBIOLOGY (RESPONSE TIME 2 WOR...	136
OBSTETRICS	12
PAEDIATRICS	438
PAIN MANAGEMENT	43
PALLIATIVE CARE - MON TO FRIDAY – RE...	15
RADIOLOGY	1807
RESPIRATORY MEDICINE	306
RESPIRATORY NURSE TEAM FOU	2

Consultant Duration group GP code Radiology/Requests

< Undo > Re-do X Clear All



Lancashire North Clinical Commissioning Group



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Performance

Advice & Guidance

Average of 1.81 days for conversation response

Last reload: 01/05/2018 09:15

Search

Current Selections
Year: 2017/18

	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14
Apr						
May						
Jun						
Jul						
Aug						
Sep						
Oct						
Nov						
Dec						
Jan						
Feb						
Mar						

225 Conversations open

Duration	#	Awaiting 1st	Awaiting GP	Awaiting Cons	Awaiting Spc Own	Thanks?
28 - 90 days	225	1	200	2	0	22
90 - 365 days	102	1	92	1	0	14

Monthly initial response (Avg 1.81 days)

Forced Closures

Breaches & average number of breaches per conversation

GP: 425, Consultant: 868, Initial: 744

Specialty	GP breaches
OBSTETRICS	0.25
BREAST SURGERY	0.24
PAIN MANAGEMENT	0.14
PALLIATIVE CARE - MON TO F...	0.13
Others	0.06

Telephone requests

2017/18: 19

Average messages per conversation

01K

Specialty

Specialty	Count
BIOCHEMISTRY	110
BREAST ONCOLOGY	33
BREAST RADIOLOGY	5
BREAST SURGERY	33
CARDIOLOGY	686
CARE OF THE ELDERLY	112
CLINICAL HAEMATOLOGY	965
DIABETIC MEDICINE & ENDOCRINOLOGY	538
ENT	221
GASTROENTEROLOGY	685
GYNÄCOLOGY	465
GYNÄCOLOGY - COLPOSCOPY	21
MEDICAL ONCOLOGY	75
MICROBIOLOGY (RESPONSE TIME 2 WOR...	136
OBSTETRICS	12
PAEDIATRICS	438
PAIN MANAGEMENT	43
PALLIATIVE CARE - MON TO FRIDAY – RE...	15
RADIOLOGY	1807
RESPIRATORY MEDICINE	306
RESPIRATORY NURSE TEAM FOU	2

Filter Options

- Consultant
- Duration group
- GP code
- RadiologyRequests

< Undo > Re-do X Clear All

Outcomes

Advice & Guidance

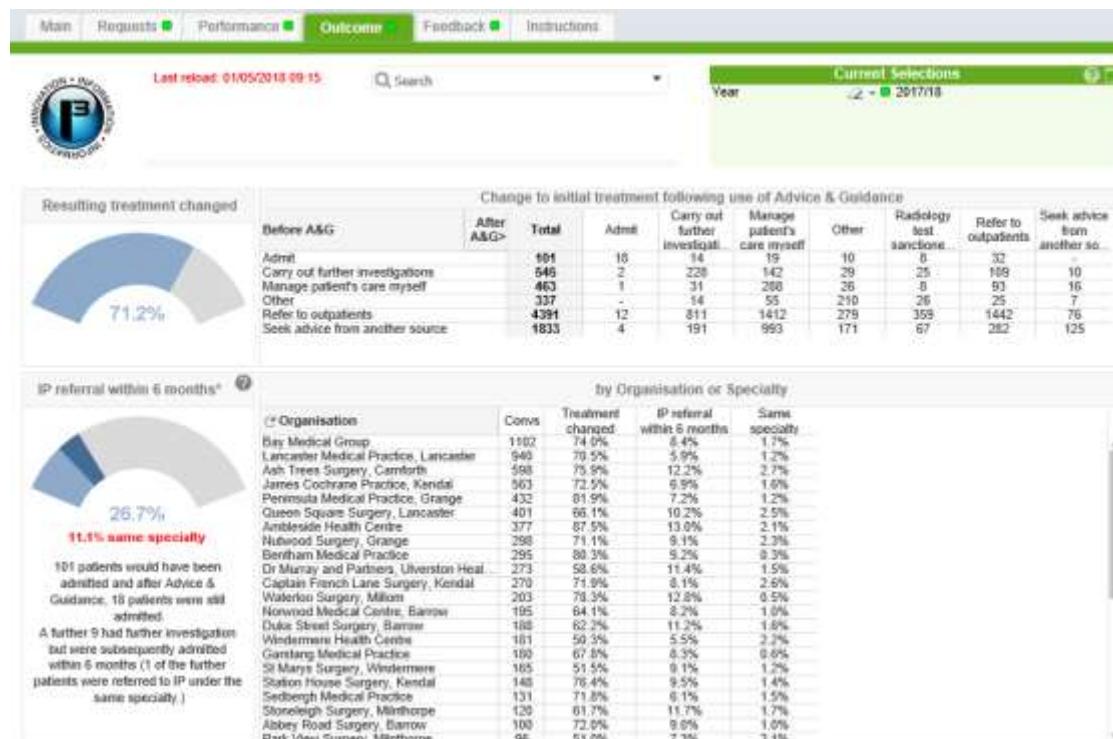
Key Outcomes

71.2% of Conversations changed the patients Pathway

2408 Outpatient Referrals avoided

4391 → 1442

64 GP Admissions Avoided

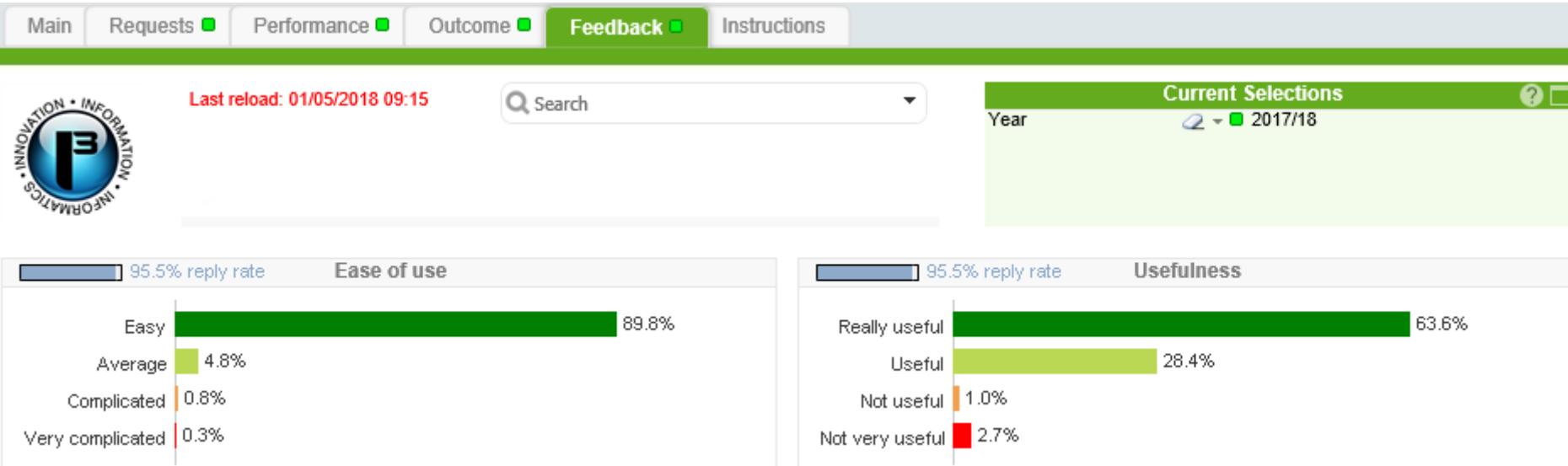


Feedback

Advice & Guidance

94.8% of users say A&G is easy to use

92% of Advice given rated as Useful or Really Useful



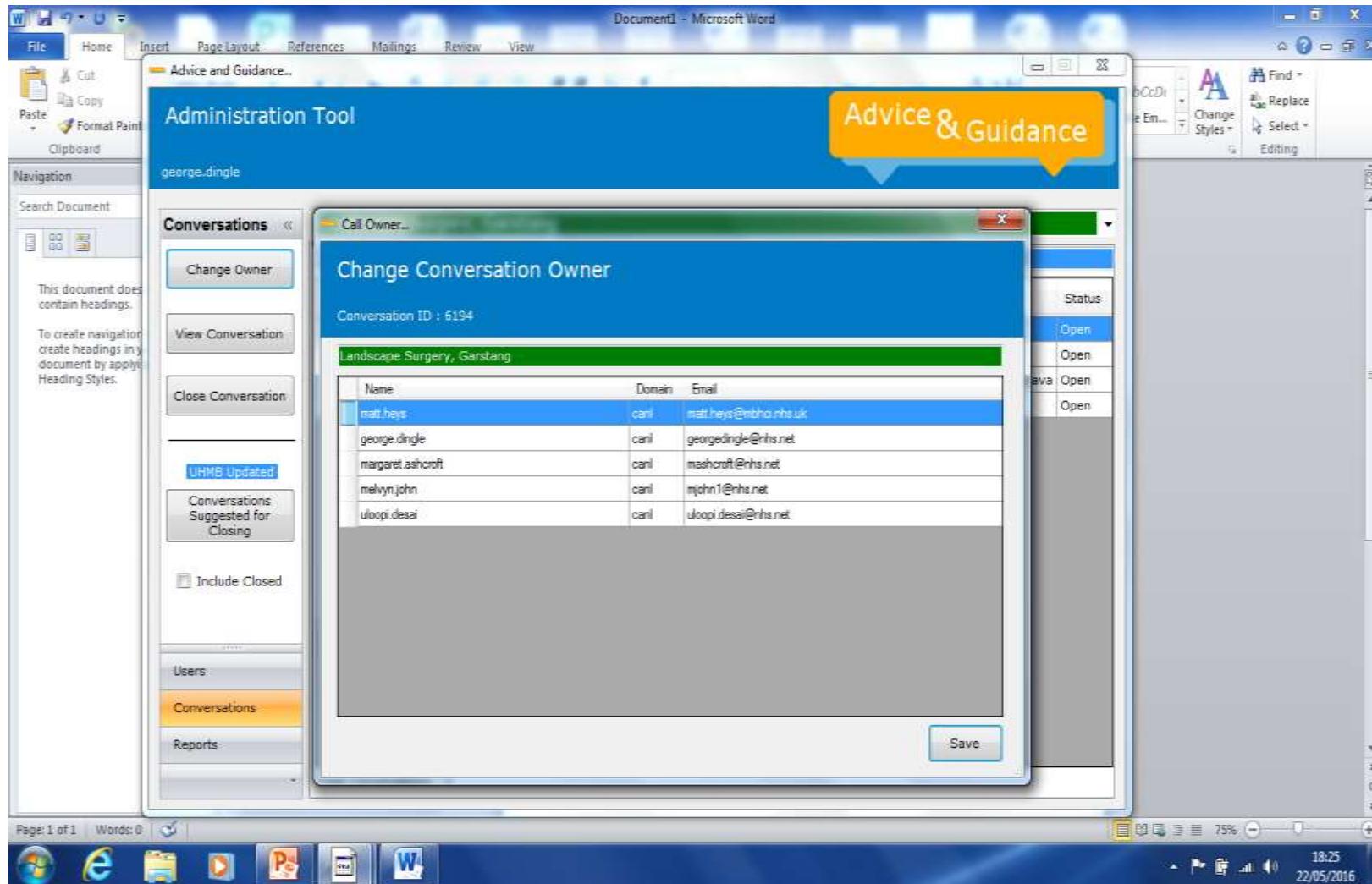
Lancashire North
Clinical Commissioning Group



University Hospitals **NHS**
of Morecambe Bay
NHS Foundation Trust

What has happened since the original pilot?

- **23 specialties**
- **Automated breech / reminder alerts**
- **Expansion across nurses**
- **Proposed expansion across STP footprint**
- **Admin tool**



Advice & Guidance

What were the key elements towards success?

- Strong clinical leadership from the frontline, selling the vision
- Realistic, manageable cost
- Simplicity / Ease of use – connectivity with host EPR's, notifications
- Data Capture
- An eye on scalability / spread
- No mandate for use



Morecambe Bay
Clinical Commissioning Group



University Hospitals
of Morecambe Bay
NHS Foundation Trust

Advice
&
Guidance

What next?.....