

Patients Forum Workshop – Digital Health Services

Thursday 20th June 2019

NOTES

General points:

- Digital is about empowering patients
- Digital isn't for everyone and we need a balance for those who don't want or can't use online services
- Approximately 330,000 patients registered with our 60 GP practice – lots of opportunity for Digital health services
- Simple things can make a difference to someone (Bill meets Alexa video)
- We have a server system that is fit for purpose as we grow digital services
- GP systems and Patient Online are funded nationally and then we would have to top up locally if we want to commission extra services
- GP records are stored on servers in this country
- It is only the GP practices that input into a patients GP record
- Things like blood tests results would come in as an electronic message that the practice would then action
- Your online GP record is read only; you would not be able to delete anything as a patient. There is a process to go through with your GP practice if you think something in your record needs changing
- The CCG has no desire to go anywhere near RFID (radio frequency identification) chips – this is definitely not part of our road map
- We should be using Digital health services to promote independence and improve quality of life
- We are testing Skype consultations in Bedford Care Home
- We need to think about our “assets” across Wigan Borough. We have 500 estates/buildings across the CCG and Council. Members of the public are never far away from a public Wi-Fi connection
- We do have some GPs in Wigan Borough who are willing to try new technology such as Skype consultations. We are working through with some GPs what things they think is appropriate or not for a Skype consultation, e.g. follow ups, minor ailments
- It is included within the GP contract to look at different ways of delivering consultations
- Skype calls with a GP would not be recorded

- This needs to be about people managing the technology, not the technology managing the people

Benefits of digital health services

- Dicconson Group PPG recently did some engagement work with patients in the practice about Patient Online and more people than they were expecting had Patient Online
- 1 person in the room finds the My GP app really easy to use
- Some people search for symptoms on the internet, research medication and side effects things like that
- For the younger generations using online services is normal and matter of course – we need to encourage and support the older generations to use it to if they want to
- 1 experience of a member whose granddaughter is autistic and wears a Fitbit which tracks sleep pattern, when they get up out of bed. This is something simple that has helped the family
- Use of Digital health services could reduce the impact on GP practices
- Digital health services could benefit disabled people who wouldn't need to travel as much

Concerns about digital health services

- People register for Patient Online services but not necessarily using it consistently – we need to understand why – is it too complicated or are there issues?
- The number of different apps/ providers for Patient Online is confusing – is there one in particular the CCG thinks is best that we could encourage people to use?
- If digital health services come under an NHS portal people may use and trust them more
- Some consideration needed of people who don't use technology, it isn't an option for everyone
- Some patients can see online records but there are lots of abbreviations and jargon which can make them hard to understand
- Concerns about data loss and security. We take it seriously and want to get it right in Wigan Borough. We do something called a “data protected impact assessment” when looking at services to assess the benefits and risks of different course of action
- Services need to be easy to use and reliable – as soon as they don't work it turns people off
- Unhappy with Wigan Council's online strategy where you can't find a telephone number for anything. They don't want us to go this way with health.

- Cost might be a barrier – some people might not afford the internet or a device to use online services
- If Digital health services replace face to face this could negatively impact on people who are socially isolated who rely on the human contact
- Some GPs might be wary of complaints

Ideas/Suggestions

- Keep it simple
- Production of a visual road map; where we are now; where we are going; what's coming up
- Support people to use it (if they need)
- Work to understand why people might register but then not use Patient Online services – maybe ask PPGs if they can help with this?
- Is there a particular app or provider for Patient Online services that the CCG would recommend?
- The future around Digital health services should look like; Standardisation; Consolidation; Most suitable apps
- Could we be identifying appropriate services for people with a Long Term Condition, e.g. an app that helps with diabetes
- When some PPGs have spoken to patient in the practice they haven't been aware of Patient Online – could we do more promotion
- 1 member needs help and training on the use of Digital health services. could we look at a programme of activity training and education around it
- Having someone at the end to respond or go to with an issue would give people greater confidence
- Need to progress with Digital health services in a controlled way with incremental steps