

QUESTIONS AND ANSWERS TO QUESTIONS SUBMITTED VIA SLIDO AT THE 2019 CONFERENCE

Below you will find questions and answers to any questions submitted via SLIDO, or outside of it, during the conference. Over 50 questions were asked on the day, where the question was addressed by the panellists, we are referring you to the relevant Q&A session where you can hear the response given. For questions which were not answered due to time constraints we have provided a written response below.

Questions are listed in the order they were submitted.

1. What support for PCNs is available via Eastern Academic Health Science Network?
Please see [Panel Q&A session 1](#)
2. Are there any ideas to give people time / getting released to attend training?
Please see [Panel Q&A session 1](#)
3. How are you working with partners outside the NHS to support patients with digital skills?
[Across Essex the NHS is working with Local Authority partners and other agencies in a range of ways to support people to develop their digital skills. An example from North East Essex was provided in the presentations but contact your local CCG lead for information on what is being done in your area.](#)
4. Could you email us the slides on the Digital Nurse Network please?
[Slides together with the speaker video footage \(where available\) can be downloaded on our website here.](#)
5. You mentioned online consultations, what other digital tools are available to nurses either as part of the network or in general?
[The Digital Nurse Network aims to make as many nurses as possible aware of all the services available to patients in primary care \(and any relevant supporting services\). There are so many digital services available to our nurses across primary care in both a personal and professional sense.](#)
[Online consultations \(online triage\)](#)
[Online services \(appointment booking, repeat prescriptions and access to the patient record\)](#)
[Electronic Repeat Dispensing](#)
[NHS App](#)
[NHS Apps Library - approved health apps](#)

SNOMED

Here are some recordings of our past webinars from the Digital Nurse Network that go into detail on a lot of these subjects, they may be good to share with the nurses in your area.

Welcome Webinar – [click to open](#)

Webinar one – [click to open](#)

Webinar Two - [click to open](#)

Webinar Three – [click to open](#)

Webinar Four – [click to open](#)

Webinar Five - [EXPO Video](#)

If your nurses would like to learn more about how online services affect their work and the patients they work with then tell them to join the network.

6. The statement that nurses are the most trusted professionals is misleading. The national data this year as always shows that doctors are by a significant margin.
[Please see Panel Q&A session 1](#)
7. Are the Digital Nurse Network working with the universities to embed digital within the training of our future nurses?
[Please see Panel Q&A session 1](#)
8. It's easy to say just put them online but very often patients will book an appointment just because it is there without seeing it's only for a smear, it then requires huge amounts of admin time to monitor and correct these errors.
[Please see Panel Q&A session 1](#)
9. How do you change the mind-set of people who just don't like change?
[Please see Panel Q&A session 1](#)
10. How is Primary Care digital strategy being linked into wider STP/ICS digital strategies to ensure the system is joined up?
[Please see Panel Q&A session 1](#)

11. Can you email slides so that I can present info to practice. Thanks.
Slides together with the speaker video footage (where available) can be downloaded on our [website](#).
12. Are the leaflets that include PCN packages info in from Eastern AHSN here today?
Those were available in hard copy on the day, an electronic version is also available to download on the conference webpage [website](#).
13. What type of help package can you give the PCN?
Please see Panel Q&A session 1
14. What is 'OD'?
Please see Panel Q&A session 1
15. Has the Digital Nurse Network evaluated the impact of digital on lifestyle-related conditions?
At the minute, unfortunately, we don't have capacity, budget or the staff to run research projects. If you have any information or data from a research project then we would be more than happy to share it through the network and try to connect you with any relevant projects around the country. There is some evidence that, for example, ordering repeat prescriptions online can help those with mental health conditions to keep on top of their medication. If there is something more specific you are interested in then please let us know.
16. Can TPP update their digital system to meet surgeries needs with regards to booking nurses online appointments?
We think this comment relates to the challenges with different appointment lengths. We would expect this issue to be addressed as part of the national GP IT Futures Programme. <https://digital.nhs.uk/services/future-gp-it-systems-and-services>
17. 'Whole-NHS' digital projects are typically slow and costly to deliver (if they ever do). Is it better to focus on smaller, more local initiatives when we can?
This is often a good way to get started - the presentation on local innovations 'Achieving Change' in the afternoon was a good example of that.
18. Are our system leaders here in Essex dedicated (and signed up) to digital innovation?

Yes there are clear commitments in place in organisations across Essex. Just remember this is new for our system leaders as well as everyone else.

19. What is the difference between IT and Digital? Or is it the same thing?

A recent post on Twitter answers that question like this ... "Digital is not the new word for IT. It's about the wholesale transformation of health, supported by the best that technology can offer"

20. Will the NHS App/online access be improved to enable patients to book the correct appointments?

E.g. we have released nurse practitioner appointments but have many inappropriate bookings as the NP can't do everything the doctors can do

Because the NHS App is linked to your clinical system there isn't a single answer to this. Talk to your local CCG about how this can be improved for your practice. Plus there is lots of advice on how labelling appointments can help ensure people end up in the right place. Please also see question and answer 33 below.

21. How are you skilling patients to make online transactions and make the most of appointments online?

See question and answer 3 above. Some examples of this provided in the presentations too.

22. What is the benefit of My Care Record over the enhanced SCR?

My Care Record isn't a system but an enabler for sharing of information between systems, this means that where appropriate clinicians in other services can have access to relevant information which could be more than is within the enhanced SCR

23. Are out of hours GP providers involved with my care record too?

Yes



24. Will CCGs be coming out to the practices to tell us what is available to use?

Contact your CCG lead and invite them to see you

Mid and South Essex - Jennifer Speller
Associate Director Primary Care
Primary Care Digital Lead Mid and South STP
Email: jenniferspeller@nhs.net
Mobile: 07976 397417

North East Essex - Laura Cook
Head of IT & Digital
Telephone: 01206 918693
Mobile: 07855 111584
Email: Laura.Cook37@nhs.net

West Essex - Alan Hicks
Head of IT Transformation
Telephone number: 01992 949126
Mobile: 07970 257880
NHS Net: alan.hicks@nhs.net

25. Wouldn't everything be fixed if the hospitals used SystemOne?

Please see Panel Q&A session 2

26. Can My Care Record practice website UI be integrated with any new Care Navigation software being introduced when patients are making online appointments?

Any information to patients could include the URL for the website

27. Will the My Care Record system be accessible by the ambulance service?

My Care Record isn't a system but the ambulance service are signing up and therefore will benefit from access to shared records where appropriate through whichever technology they are using (e.g. GP Connect).

28. Can funding be provided for the practice to get a better website?

Practice Websites fall within core business costs so additional funding is not available for this.

29. Not all practices are on system one to reply to a question about hospitals using it

Please see Panel Q&A session 2

30. Is the system used in North East Essex going to be given to everybody?

Similar software is being made available in all CCG areas - contact your CCG lead for details. Please see question and answer 24 above for contact details.

31. Of the 5000+ patients who didn't have a visit, what proportion went to A & E instead?

The Mid and South Essex CCGs looked at this when they developed their Primary Care Strategy in 2018. Their research identified "If unable to get apt; 20% do nothing, 6% pharmacists, 7% A&E, 8% other NHS service, rest retry GP"

32. Are digital support officers a national role or just in NE Essex?

These are not nationally defined roles, but other areas will have similar roles and services.

33. Please send me examples of slot description.

Please visit:

<https://www.england.nhs.uk/wp-content/uploads/2015/11/po-making-the-most-online-apps.pdf>

<https://www.england.nhs.uk/gp-online-services/support/support-resource-guides/>

<https://digital.nhs.uk/services/nhs-app/prepare-your-practice-for-connection-to-the-nhs-app/check-your-system-settings-for-the-nhs-app>

34. How can you improve trust in the NHS app when it only has a rating of 2.5 and bad reviews on the app store?

Please see Panel Q&A session 2

35. The only appointment on NHS App for my practice is "ANP" and is not till 4th December.
Appointment systems are managed very differently in each practice so suggest you talk to your practice about how to improve this, or raise this with a Patient Participation Group member. More work is needed by national, regional and local teams to help practices identify what works best for them and their patients.
36. Practices are doing the bare minimum e.g. putting online appointments at 8am and removing as soon as phone line open or in 3 weeks' time how can this be overcome?
Suggest you talk to your practice about how to improve this, or raise this with a Patient Participation Group member.
- GP&me can we check the patients will not become registered with yourselves to use your services?
We know some video consult companies register patients
Please check back here for updates shortly.
37. Has anybody told the IT people about this as all our equipment is really old and network is slow?
Please see Panel Q&A session 2
38. How will NHS App work with PCNs and hubs?
We would expect this issue to be addressed as part of the national GP IT Futures Programme. <https://digital.nhs.uk/services/future-gp-it-systems-and-services>
39. It takes 20 minutes to setup the NHS App - needs to be quicker.
Please see Panel Q&A session 2
40. What products are available in Mid and South Essex?
We think this comment relates to Online Consultation Software. The Mid and South Essex CCGs are in the process of identifying a provider for our member practices and details will be announced soon. In the meantime you can register interest by contacting jenniferspeller@nhs.net
41. Rather than reducing workload in GP practices doesn't digital just shift workload instead?
Please see Panel Q&A session 2

42. Is there work in progress to make the algorithms better on the symptom checker on NHS App? just been told to contact my GP today or tomorrow for a minor cough
[Please check back here for updates shortly.](#)
43. How can you signpost reliable resources on line, and not end up with poorly sourced information driving patients to services unnecessarily?
[There are good resources for staff on how to do this here:](#)
<https://www.learnmyway.com/others>. The NHS Website, www.nhs.net is also a validated source of information
44. Are online consultations a written form? Or video conference/live messenger etc? Could it be completed in a public space such as a digital access point?
[Yes they include written consultations, so could be completed in a public space.](#)
45. Is there any evidence to prove that these systems give a better quality service?
[Please check back here for updates shortly.](#)
46. Will NHS Digital, NHS England promote the online service, online consultation and the NHS app to help practices to deliver the service?
[Please see Panel Q&A session 3](#)
47. If the 'chat' on the maternity app transpires to be something urgent, how does this link back into process?
[Please see Panel Q&A session 3](#)
48. What funding is available for new digital innovations?
[Please see Panel Q&A session 3](#)
49. Can NHSE/CCGs fund forward for GP practices?
[Please see Panel Q&A session 3](#)
50. How do the panel think that silo working especially within digital innovation can be reduced?
[Please see Panel Q&A session 3](#)

51. Could you give some examples of how automation can be used in wider business processes in addition to payroll and HR, reducing clinical paperwork and workload?
[Please see Panel Q&A session 4](#)
52. Could your constructive positivism survive any election outcome?
[Please see Panel Q&A session 4](#)
53. How will digital supervision ensure my staff don't feel isolated and not included in the workforce if I don't meet them face to face?
[Please see Panel Q&A session 4](#)
54. Are there plans to roll out the PHM programme wider than north east Essex?
[Please see Panel Q&A session 4](#)