Patient portals and their benefits - the Hyde experience

“Old” organisations working within a Local health Community

% of patients NOT complying with medications by disease area

- asthma 80%
- diabetes 55%
- hypertension 40%
- epilepsy 40%
- arthritis 35%

There is a need for a different approach to improve the management of care for patient’s
What is needed to improve compliance / concordance

• Clear, simple, concise information
• Local as well as general / national information
• Relevant, up-to-date, “real-time” information
• Integrated to “other activities” or themes
• Support other drives / programmes of work
• Interactivity where relevant
• Available 24 hrs a day, 7 days a week from anywhere

Haughton Thornley Medical Centres patient portal

• Provides contact details, who we are, where we are, surgery times etc etc etc
• On-line appointment booking, ordering prescriptions and access to the GP held Electronic Health Record
• Self-care – NHS Choices, HealthSpace, NHS Direct, Map of Medicine, Map of Practice, OOH advice, Choose and Book
• Easy Health resources
• National themes eg Change for Life, R U Clear, Smoking cessation
• Important messages
• Practice services – providing a framework for how care is organised and what patients can do for specific conditions
• Health Record Access – what does it mean and why do it

Haughton Thornley Medical Centres patient portal

Also combines an intranet for staff access for
• Internal communication & collaboration
• Important documents
• Events
• Contacts management
• Fully content editable and hence personalised to a Practice individual need

Haughton Thornley Medical Centres patient portal

• Talks – let people learn when they want to learn
• What’s new?
• Practice / local events
• RSS feeds on health news, Behind the Headlines, Local weather forecast provides access to pollen count
• Intro to quality care
• Blogs
• Safety & awareness
• Patient zone / Newsletters / Patient Surveys
• Pre-registration
• Public and patient involvement
So how do we build such a rich up-to-date website that works in a real-time digital medicine environment?

How www.htmc.co.uk came into its own when Swine Flu arrived in Hyde!
Implementation and ongoing costs

• Approximately 40p per patient to implement
• Less than 10p per patient per annum to maintain

How do we know that www.htmc.co.uk works?
Let’s ask the patient!

<table>
<thead>
<tr>
<th>Web page</th>
<th>Number of Viewings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Page</td>
<td>2366</td>
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<tr>
<td>Swine flu advice</td>
<td>189</td>
</tr>
<tr>
<td>Change 4 Life</td>
<td>119</td>
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<tr>
<td>Ami’s blog</td>
<td>68</td>
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<tr>
<td>HPV, cervical smears…</td>
<td>44</td>
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<tr>
<td>Maintaining confidentiality</td>
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</tr>
<tr>
<td>Extrapolated – total viewings in 1 year:</td>
<td>&gt;90,000</td>
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</table>

We now have over 750 patients accessing their GP electronic health records on-line without a single problem

Advice via video in Bengali
Partnership of Trust
Blog: Self care

On 28 Jul 2009, Margaret wrote:

I love to use the www.htmc.co.uk website to manage my own health. It may be I want to access my health records to print information when I am going to the hospital. By following the various links I was able to look up information about an operation I needed to have. The information was very easy to understand and there was even a diagram. I found the information very useful. I was not anxious when I went for the operation as I knew exactly what to expect. I have even used the site to look up information for friends and family. The up to date information on Swine Flu is very good.

Any questions?

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www.htmc.co.uk

Please fill the form so that I can pretend you are a patient of mine. You will receive a text message from me at your mobile phone number and an email explaining how you could get access to your own electronic health record. This also shows how all the training material is available online. I will also send you an online feedback form for you to fill out too.

I will be available over the lunch period for anybody who wishes to talk to me further. Have a catch a flight back to Manchester at 3:30 pm so that I can see patients in the morning...