

Pathway Digitisation

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The Derbyshire
VCSE sector
Alliance



Derby City Council



Geographical Context

- Approximately 1.1 million patients
 - 113 GP Practices
 - 18 Primary Care Networks
 - 2 Acute NHS Trusts
 - 1 Community NHS Trust
 - 1 Mental Health NHS Trust
 - 2 Places – Derby City and County of Derbyshire
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Strategic Context

- Derbyshire Data & Digital Strategy contains quadruple aim of:
 - Improving clinical experience
 - Improving patient experience
 - Achieving better outcomes
 - Lowering cost through efficient and valuable delivery
- Supports the requirement across Joined Up Care Derbyshire that systems must be interoperable and scalable to support cross ICS adoption and collaboration
- Addressing the clinical risk associated with coding of some third-party templates
- Supports the Integrated Care Board's running cost reduction programme

Traditional Pathway

- Patient telephones or presents at GP Practice for advice or to request an appointment
- Initial triage by Receptionist against local policies and appointment offered
- Patient attends GP Practice for appointment with clinician
- Locum GP unsure of local pathways and refers to acute provider via eRS
- Acute provider does not have information required to triage and attempts to contact GP Practice for clarification/pathway change
- Patient potentially on an incorrect or unnecessary pathway
- OR appointment was not necessary
- OR Google search and leaflet printed and handed to patient

Digital Pathway

- Patient completes online consultation form from GP Practice web site
- Form is triaged by a member of the GP Practice team using triage support tool which supports consistent approach across PCNs
- Patient is asked to complete an online form to gather further information and attach a photograph as per agreed protocol
- Information is triaged again by a member of the GP Practice team and passed to a clinician if necessary
- Clinician uses Derbyshire Pathfinder to confirm criteria are met and referral generated through the application to eRS
- OR Clinician able to share a link through AccuRx to self-care resources hosted on Derbyshire Pathfinder
- Issues around digital inclusion and language/literacy barriers

Derbyshire Pathfinder

- Content management system with secure forms functionality
- Curated patient treatment pathways, guidance and other information across multiple service providers
- ICS approved standardised referral forms to ensure pertinent information is provided to triaging clinicians
- Programme overseen by Clinical Reference Group (CRG) led by ICB Deputy Chief Medical Officer with Clinical Safety Officer support
- Derbyshire based resources developed through Clinical Lead network or Expert Advisory Forum
- Funded and resourced centrally by the Integrated Care Board

TPP SystmOne Embedded Application

Derbyshire Pathfinder

Index | Info

Specialities

PLCV Pathfinder (WIP)

- Allergy & Immunology
- Cardiology
- Colorectal
- COVID-19
- COVID-19 (Post / Long)
- Dementia
- Dermatology
- Diabetes
- Dietetics
- DVT
- Endocrinology
- ENT / Max Fax
- Fertility
- Gastroenterology
- General/Vascular Surgery
- Gynaecology
- Haematology
- Learning Disabilities
- MSK
- Neurology
- Ophthalmology
- Osteoporosis
- Paediatrics
- Pain
- Renal
- Respiratory
- Rheumatology
- Sexual Health
- Stroke / TIA
- Urology

Community

- DCHS GP Info Hub
- DCHS District Nurse Ref
- DCHS Medication Forms
- DCHS SALT Referrals
- DCHS Wound Clinic S...
- DHFT Child SPoA Referral

Prescribing

- Derbyshire Formulary
- Medicines Management
- Primary Care Prescribing
- Derbyshire Clinical Policies
- CPAG Bulletin
- COVID 19 Policies
- MD Calc
- Abx Prescribing Guidance
- OPAT Step Up Policy

Consult Tools

- Calculators
- Enhanced Services 2021/2...

End of Life

- End of Life
- Ashgate Hospice Services
- Treetops Hospice Services

Social

- Social Prescribing
- Derbyshire Health Care Plan

Mental Health

- Mental Health
- SAFETool

Pathology

- ICE
- External Results
- UHDB Imaging Contacts
- CRH Contacts
- Paediatric Phlebotomy South

Health Promotion

- Drug and Alcohol
- Gambling Addiction
- Sleep
- Smoking Cessation
- Weight Management
- Child Weight Management

Urgent Care

- Urgent Care

Cancer and 2WW

- Cancer Pathfinder

Safeguarding

- Safeguarding
- FGM Template

Cloud Based Application

The screenshot displays a web application interface for a patient record. At the top left, there is a search bar with the text "Search...". To the right of the search bar, the text "Derby and Derbyshire ICB" is displayed. In the top right corner, there is a notification bell icon and the name "Paul Roll" next to a profile icon. Below the search bar, there is a "Pathfinder" dropdown menu. The main content area features a patient profile for "GOLDSMITH, Jake (Mr)". The profile includes the following information:

| | | | |
|-----------------|---------------|--------------|---------------|
| NHS Number | Gender | Mobile Phone | Email |
| 456 123 7890 | Male | 12345678 | test@test.com |
| Address | Date of Birth | | |
| 123 Fake Street | 1980-01-01 | | |

Below the patient profile, there is a search bar with the text "What are you looking for?" and a "Search" button. To the right of the search bar, there is a "Home" link. Below the search bar, there is a "Quick Links" section with a list of links: Community, Consult Tools, End of Life, Health Promotion, Mental Health, Pathology, Prescribing, Safeguarding, Social, Specialities, and Urgent Care. To the right of the "Quick Links" section, there are three buttons: "Cancer", "COVID-19", and "Mental Health".

Previous Architecture

- Embedded within the TPP SystemOne clinical system
- Unable to replicate functionality within EMIS web
- Limited to the design capabilities of TPP SystemOne
- Linear navigation system requiring multiple links to the same document to be maintained on multiple screens
- Required specialist team to maintain on behalf of the ICB
- No direct access for ICB employees into Primary Care clinical systems
- Incapable of tracking usage of forms, guidance, etc

Revised Architecture

- Cloud based SaaS based upon Aire Logic toolset
- System agnostic – capable of linking with national systems such as eRS/PDS or local health and social care systems through formally accredited partner programmes, APIs and connectors
- Opens in patient context from the GP Practice system
- Secure portal for third-party access
- Internet accessible patient resources which can be shared through AccuRx and other systems rather than printing
- Access control lists to protect patient identifiable and sensitive data from non-clinical staff

Benefits

- Supports Primary Care colleagues in selecting the correct treatment pathway for the patient
- Especially pertinent for locums and other staff unfamiliar with Derbyshire systems and processes
- Reduces unnecessary referrals, rejected/disputed referrals or need to contact Primary Care for clarification
- Provides clinicians with standardised referral forms
- Ensures correct coding is applied within the clinical system
- Reduces incorrect pathway selection and unnecessary clinic attendances
- Reduces waiting list times and delays to patient treatment

Benefits

- Multiple navigation methods including document indexing for search
- Ability to track eRS submissions through Derbyshire Pathfinder
- Detailed reporting on use of the system and components to inform priorities and check effectiveness of the system
- Managed and updated by a central ICB team with no knowledge of clinical systems or application development
- Supports the development of standardised screens, data entry forms and referral documentation through reuse of shared components
- Additional use cases have been implemented using the same toolset
- Potential to consume content in other systems such as the PCN led equitable triage / robotic process automation, social prescribing, Medicines Order Line (MOL)

Support and Development

- Managed and maintained by a dedicated team within the ICB – Service Manager, Document Librarian & Form Developer
- Forms and suggested resources are developed by the team or suggested through GP Practices and providers
- Currently limited to Primary Care referrals into providers, but capable of scaling to intra and inter ICS referrals
- Training provided by Aire Logic to the project team
- System support to be embedded through a champion network with training available through an existing LMS

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