

Connecting the English NHS – the NHS Care Record

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NHS Care Record

- The National Programme for IT
- Scale
- Background
- How the NHS Care Record will work
- What it means for patients
- What it means for clinicians
- An example
- Confidentiality
- Practical Transformation

The National Programme for IT

A ten year £6.2bn (€11.4bn) programme to deliver four key elements in England:

- NHS Care Records Service
 - National Patient Record Spine
 - Local Service Providers
- Electronic appointment booking
- Electronic Transmission of Prescriptions
- Underpinning IT Infrastructure

Scale

...and every week in the NHS in England

- 6 million people will visit their GPs
- More than 800,000 outpatients will be treated
- Over 10,000 babies will be delivered by the NHS
- NHS ambulances will make over 50,000 emergency journeys
- Pharmacists will dispense approximately 8.5 million items
- NHS surgeons will perform around 1,200 hip operations, 3,000 heart operations and 1,050 kidney operations
- Labs and associated services will provide results on millions of tests
- Or another way, 3 million critical transactions a day

Background

Background – The NHS Plan



“Step by step over the next ten years the NHS must be redesigned to be patient centred – to offer a personalised service” (NHS Plan para. 1.3).

July 2000

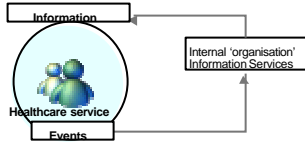
Background

Needs

- Administration of paper records – 1 in 6 case notes not available in some hospitals, leading to treatment errors and repeat tests
Audit Commission
- ‘Did not attends’ – around 10% of appointments missed, costing hundreds of millions £££s per year
Dept of Health
- Prescribing errors – 1,200 people die annually; errors cost £500m a year
Audit Commission

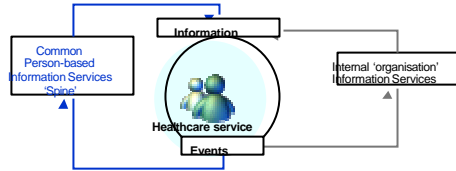
How the NHS Care Record will work - Local

Cooperating information services



How the NHS Care Record will work - National

Cooperating information services



How the NHS Care Record Will Work

The NHS Care Record "Spine"

Will enable details of the key events of a persons healthcare history throughout their life to be;

- ✓ collected, stored & retrieved
- ✓ made available at all times
- ✓ across the whole country
- ✓ to those with authority to view

A better use of information and communication technology within the NHS would improve efficiency and cut costs

Wanless Report April 2002

What it means for patients

NCRS Outcomes – for Patients

A modern IT-enabled NHS will directly and visibly impact on how they interact with the care system and on their experience as consumers of care services to:

- ✓ better healthcare
- ✓ optimal security
- ✓ informed choice
- ✓ personal control

What it means for professionals

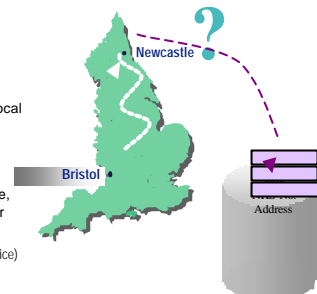
NCRS Outcomes – for Professionals

For professionals involved with direct patient and service user care, to have safe, fast, modern IT systems to support them routinely in their work and to:

- ✓ have ready access to information about their patients
- ✓ ready access to knowledge, clinical tools and related services to support their clinical decision making process
- ✓ high quality information
- ✓ reliability
- ✓ security
- ✓ lifelong learning

How the Spine works ... In an emergency

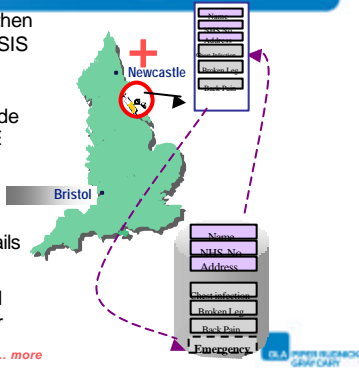
- ? A Bristol resident visits Newcastle
- ? Taken ill - admitted to local hospital
- ? A&E Consultant needs patient's medical history
- ? Searches Spine by name, address, or NHS Number
- ? An entry found in PDS (Personal Demographic Service)



... more

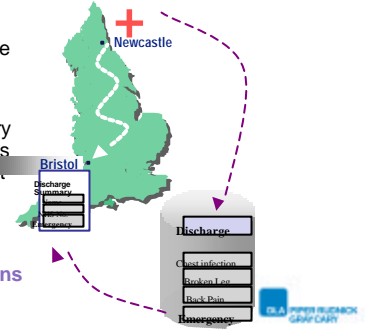
How the Spine work ... In an emergency

- ? Clinical records then retrieved from PSIS (Personal Spine Information Service)
- ? Immediately made available to A&E Consultant in Newcastle
- ? Patient receives treatment – Details recorded locally
- ? AND transmitted back to Spine for future reference ... more



How the Spine works ... in an emergency

- ? Patient goes back home to Bristol
 - ? Discharge message transmitted from hospital to Spine
 - ? Discharge summary (details of diagnosis & treatment) is sent automatically to G.P. in Bristol for follow-up care
- All communications in real-time**



Confidentiality

A balance of benefits versus risks

- > Protecting patients' concerns without imposing impossible burdens on care delivery
- > Caldicott Guardian principles will govern all data usage
- > Plans in-hand for healthcare information governance service

Security

- > "Chip & PIN" protection
- > Audit trail for all 'transactions' – traces computer, user, activities performed / data accessed



... more



Confidentiality

Confidentiality

- ? Rigorous role-based access controls
 - ? Patient choice - electronic sealed envelope for highly sensitive information
 - ? Professional & employee codes of conduct to govern usage
- Information sharing
- ? Based on protocols & legitimate care relationships
 - ? Patients able to 'opt-out' of consent to share information externally (i.e. Social Services)



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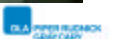
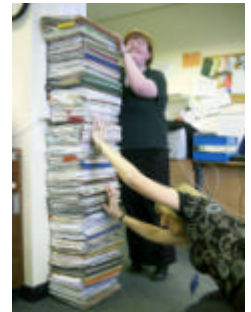


Practical Transformation

From this ...



Practical Transformation



To this ...



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