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IT/EMIS interoperability

Good IT/EMIS interoperability is central to the success of any Women's Health Hub service. This resource offers an example of how this was achieved in Liverpool, to enable you to adapt it to your own area.

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With thanks to Dr Stephanie Cook, Clinical Lead for Women's Health Hubs (Liverpool), for granting permission to use resources resulting from the ongoing development of Inter-Practice LARC Services in Liverpool

SITUATION

SOLUTION

SUCCESS



In the Liverpool region, as with many parts of the country, EMIS web is used as the clinical IT system. A Primary Care Network (PCN) can form a central community organisational ID with its own unique ID number and this EMIS org can be created across practices within any given network.

SHARED CARE AGREEMENTS

Practices within the PCN must electronically sign a Shared Care Agreement in order to give permission for their patient details to be uploaded onto the community EMIS org (an individual patient can still opt out of this notes sharing if they wish).

Shared Care Agreements are set up electronically within the practices. To activate these agreements practice managers simply electronically access the agreement within their own practice's EMIS org and perform a straightforward 'tick box' within their system.

LOADING PATIENT DETAILS ONTO THE COMMUNITY EMIS ORG

Once the Shared Care Agreements have been signed, the patient's records are then available to load within the community EMIS org as follows:

- Each patient's record needs to first be searched through the patient trace icon before being loaded onto the community EMIS system.
- A minimum of three mandatory fields must be entered or the NHS number. The active patient's details are then found and loaded on to the community EMIS org.
- During this process there is an option to 'accept & edit' the details before they are loaded on to the system.

NB: If a service is using GP Connect, this process can be bypassed as the patient's details are automatically loaded into the system during the booking process (however due to a number of problems with GP Connect this system is not at present widely used in the Merseyside area).

Once the patient's details are loaded onto the community EMIS web, the patient's full EMIS records can be accessed by:

- Clicking on the 'YES' button to confirm that the patient has given consent to sharing their patient data.
- Clicking on the 'ALL RECORDS' tab on the left-hand side of the screen.

APPOINTMENT BOOKING

Practices within the network can book patients into the service through a process very similar to booking extended access or out-of-hours appointments.

- Patient's details are copied to the clipboard.
- The patient's details are loaded.
- The appointment book is then opened.
- The user must then access the 'Find cross-sectional organisation slot' through the tool bar:
- Under cross-organisational appointments, the user must switch the organisation from their own surgery to the relevant PCN.
- The appointment options will then appear below and the patient can be booked in for their sexual health telephone triage call.
- The patient is initially booked in as an 'unregistered patient'. The patient details that were copied are then pasted into the booking appointment slot and later the full patient details are loaded by the fitting clinician through the patient trace icon (as described earlier).



TEMPLATES

During the patient appointment locally designed templates are used.

In Liverpool our template incorporates counselling tools, LES/claiming codes and covers all areas of contraception (this is in keeping with FSRH guidance on notekeeping).

Following completion of the consultation, a letter is generated in patient documents. This contains information about the procedure and also guidance for the registered practice on how the practice should code the procedure. This letter is sent electronically at the time of the consultation and is then immediately visible in the patient's own practice's EMIS org.

CODING

The template used in Liverpool was created by the Women's Health team and designed to incorporate the chosen codes from the local LES Agreement in order to aid the claims process for practices and PCNs.

There are multiple codes to be found within EMIS, however, for the development of this service in Liverpool, the Women's Health team chose only certain codes to simplify the process and streamline payments.

The codes that are embedded within the Liverpool template and that are needed for the local LES claims include:

- Removal of intrauterine contraceptive device – 7E092
- Removal of intrauterine system – 7E098
- Introduction of intrauterine contraception – 7E090
- Insertion of intrauterine system – 7E097
- Removal of etonogestrel radiopaque contraceptive implant – 7G2HB
- Insertion of etonogestrel radiopaque contraceptive implant – 7G2AJ
- DNA – DNA gynaecology special interest general practitioner clinic – 9Ni7
- Failed implant fit – unsuccessful subcutaneous contraception insertion – 61KG
- Failed implant removal – unsuccessful removal of subcutaneous contraceptive – EMISNQUN59
- Failed coil fit – unsuccessful intrauterine contraceptive device insertion – 615J
- Failed coil removal – unsuccessful intrauterine contraceptive device removal – ESCTUN9

DRAWBACKS

There are a number of drawbacks to using the community EMIS org systems:

- At present Choose & Book Services are not enabled
- Electronic prescribing is not enabled
- ICE (an electronic test requesting system within EMIS Web) is not enabled through the community EMIS
- Patient demographics are not continually updated in the community EMIS system, e.g. if a patient changes their details (such as address or telephone number) at their registered GP this will not upload/update from their own practice GP's EMIS to the community EMIS.