

# London NHS 111 Patient Relationship Manager

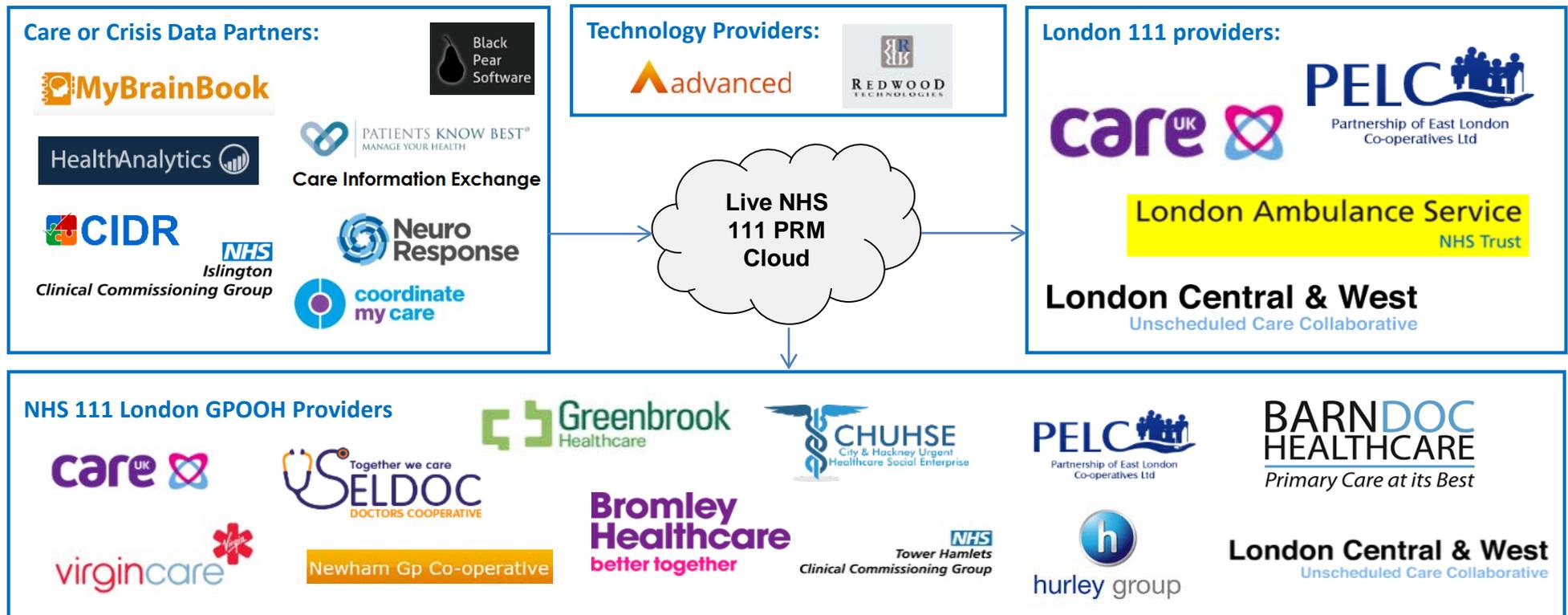
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# What is the London NHS 111 Patient Relationship Manager?

## NHS 111 Patient Relationship Manager (PRM) for London

- Developed using Agile project methodology
- Innovative cloud-based technology designed to improve the patient experience in urgent care
- Sharing of patient data with clinicians in NHS 111, GP out-of-hours and Ambulance Service

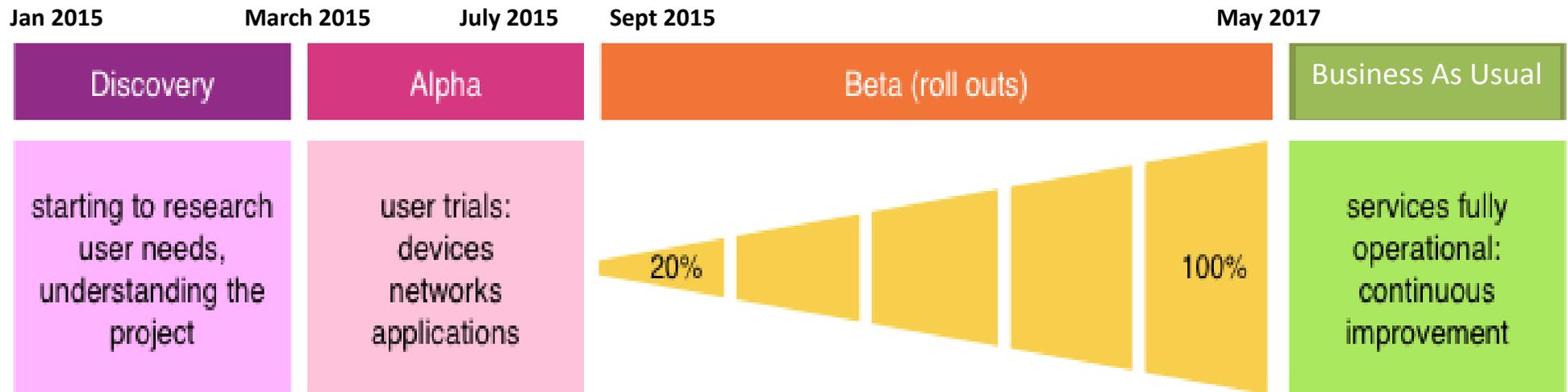


This network of stakeholders of Commissioners, Clinical leads, 32 CCGs, SRG networks and the London Integrated Urgent Care team

# How was the Patient Relationship Manager Developed?

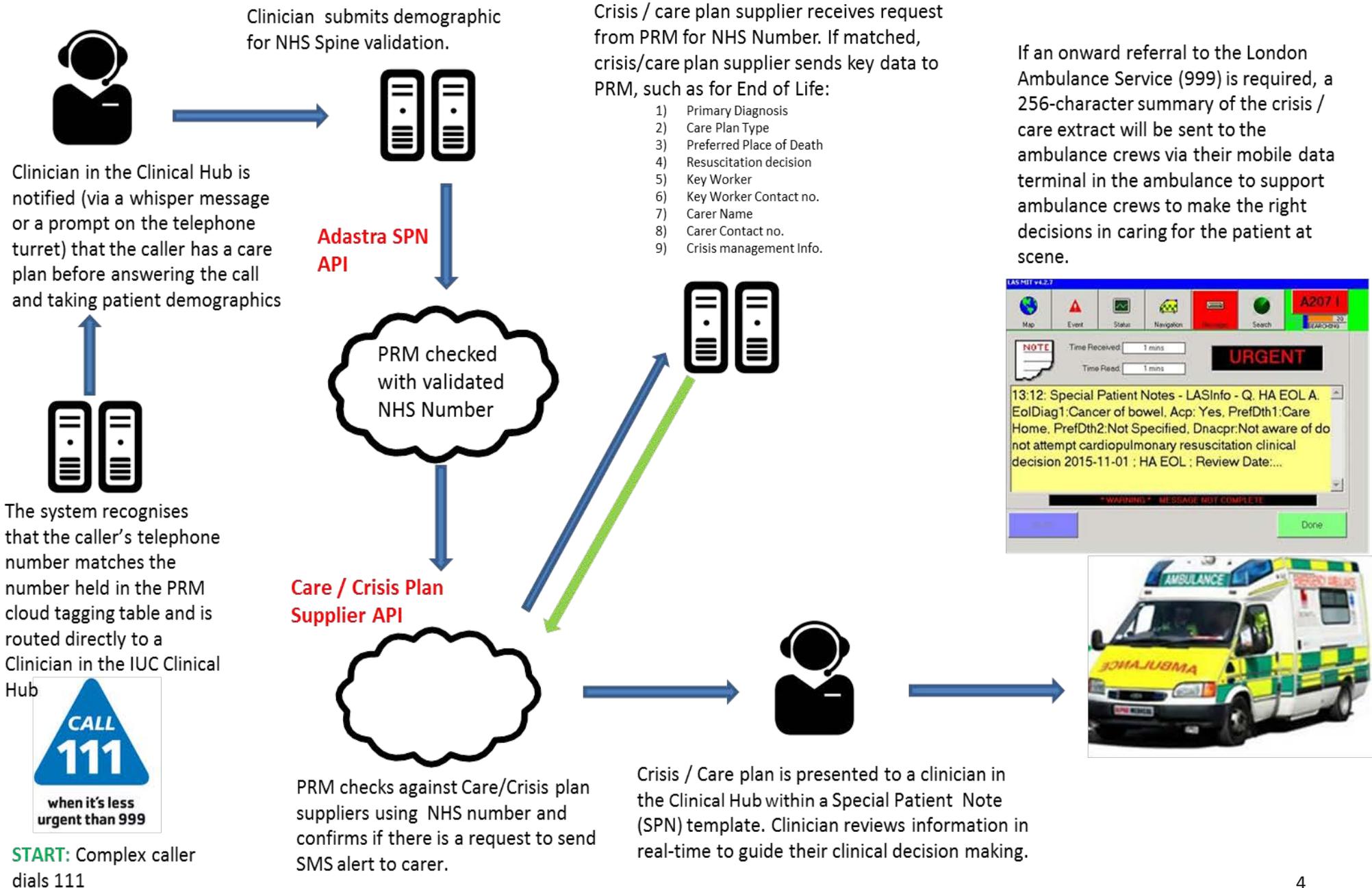
A technology supplier (Redwood) was procured to support the iterative development of a viable technical solution through a series of **agile Beta phase roll outs** from September 2015. The objective was to produce a live, working system to improve the 111 patient experience in the Urgent & Emergency Care services.

The pilot went live within 3 months and the Patient Relationship Manager now intelligently routes all London 111 calls for all four 111 providers in London; connecting with local partners so that clinicians can access crisis and care plans in real-time.



**Agile project management focussed on the scope in manageable chunks governed by fortnightly sprints and allowing clinical feedback from across the Urgent & Emergency care system.**

# Improved London Patient Data flow through the PRM



# How does the PRM Support Londoners with Complex Needs?

The London Integrated Urgent Care (IUC) team have been using the digital technology which the Patient Relationship Manager provides to support the roll out of specialist services to particular groups of patients using the 111 phone service.



**MyBrainBook** is a digital platform designed with input from patients, caregivers and professionals to promote self-care and prevent escalating need for people living with **dementia**.



**Health Analytics** enables a coordinated approach to healthcare by linking patient data from primary, secondary, social and community care.



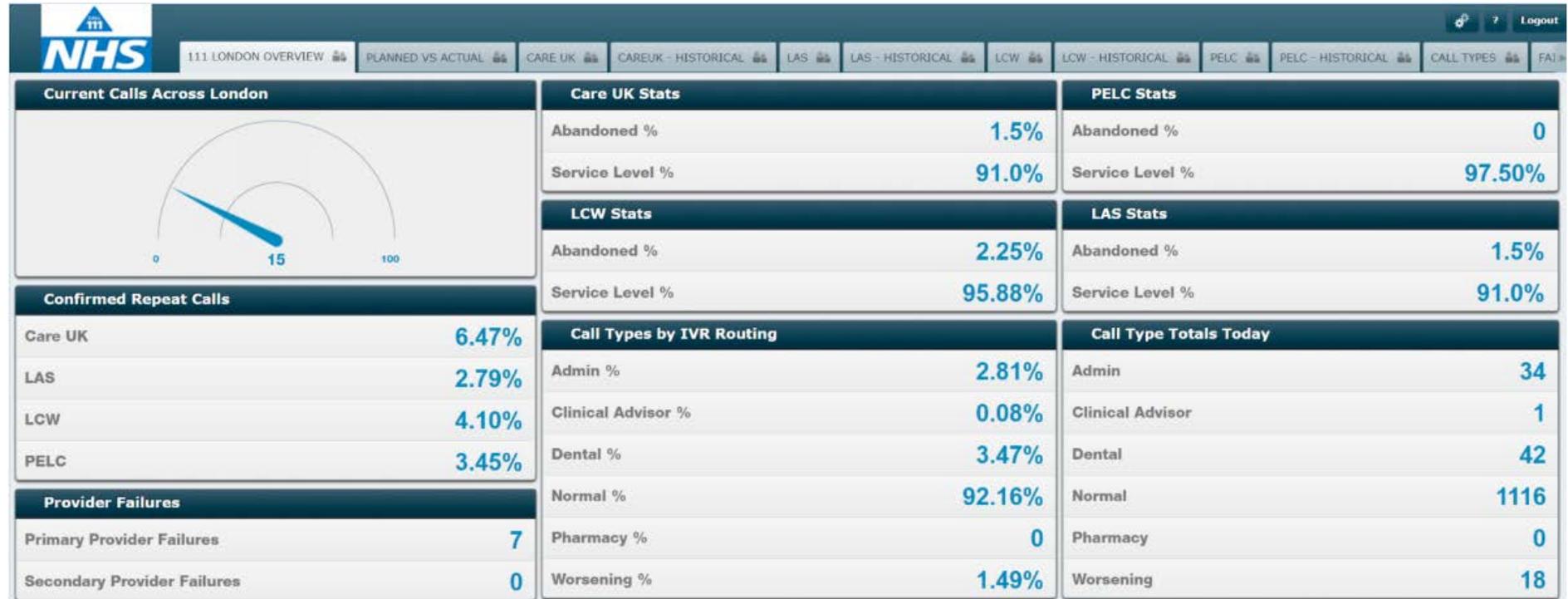
**CMC** is a clinical service delivering digital multi-disciplinary urgent care planning focused on coordinating urgent care around a patient's preferences and clinical needs.



**NeuroResponse** is a model of care which gives patients with complex neurological conditions better management of their care through an advice line staffed by specialist nurses and designated clinical pathways minimising emergency department attendance.

# How does the PRM Dashboard Improve Patient Experience

An interactive and real-time dashboard supports Integrated Urgent Care system resilience and clinical safety across London by providing in-depth analysis of 111 London call volumes and performance.



The PRM dashboard functions as a support tool during periods of stress on the Integrated Urgent Care system by monitoring actual call volumes against expected volumes by provider and identifying variations in cases of flu, diarrhoea and vomiting symptoms in each CCG area across London. The PRM has the capability to support call diversion between 111 providers in London to mitigate operational pressures and maintain access for patients.

# How do we know that the PRM has been successful?

Whilst early reports from 111 clinicians have been positive, we have commissioned the London CLAHRCs in partnership with NELCSU and the Picker Institute to complete an evaluation to assess patient and user experience, effectiveness and economic impact on the whole system.

## Benefits to Patients



- Patients will receive more personalised care and advice, particularly for those whose crisis / care records are available to 111 who are directly routed within 111 to the relevant clinician
- Patients calling within 96 hours of a previous call will be saved repeating their information
- Patients' care information can be sent to urgent and emergency care providers

## Benefits to Staff



- Clinicians can use crisis and care information from more provider systems to guide their clinical conversations and decisions
- On-site clinicians, including paramedics, have key data items such as conveyance, medication and other data, including cardiac resuscitation decisions, critical to safety of care
- Out-of-Hours GPs can assure greater continuity of care with a patient's regular GP

## UEC System-wide benefits



- Supported by previous evaluation, fewer referrals to the Ambulance service and Emergency Department admissions for complex / high-risk patients as their care preferences can be accessed and followed
- Larger proportion of referrals to out-of-hospital services (primary, community and social care services, including Mental Health, Community Response and Crisis teams)

High Level Evaluation Interim Report of Initial Progress  
(up to end July 2016)

Scope of detailed evaluation of the extended  
Pilot (December 2016)

# What to know more...?

**Please contact the team if you'd like to learn more...!**

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