eLancs

Patient Focused • Clinically Led
Digitally Enabled

The Digital Revolution
Transforming our ways of working

Safe | Personal | Effective

A message from the chief executive

We are embarking on a very exciting time of change at East Lancashire Hospitals NHS Trust. Over the coming months, we will be implementing one of our biggest programmes to date, switching our system of paper-based patient records over onto an Electronic Patient Record.

Known as 'eLancs', this new suite of digital tools and technologies will bring huge benefits to patients and clinicians, and create a much more 'joined up' way of working.

It has been designed to improve patient care across the health and social care system, enabling clinicians to access information quicker, and therefore make more effective decisions.

The programme will take a staged approach and will be rolled out from now until Spring 2023 when a new electronic patient record system will go live in hospital settings.

I must stress that this is not an IT project but about clinical and operational transformation. Colleagues across the organisation will be delivering the change and then working differently within the system, so it's something everyone needs to be aware of as a user of the NHS.

I trust that you will all give it your support and I urge you to embrace these changes to enable its implementation.

With thanks,

Martin Hodgson
Interim Chief Executive ELHT

What is eLancs?

eLancs is about switching over from paper notes to digital ones but it's also about getting the right care to the right people at the right time, whilst releasing time to care.

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eLancs is about transforming the way care is delivered to all of our patients. At the heart of the changes will be a new Electronic Patient Record (ePR). This will mean all patient information is available electronically, on screen, at any hospital location, at any time.

In essence, we will be switching over from a system where bundles of paper notes follow a patient around physically from setting to setting to a digital one, which can be accessed in an instance.

Information will be more accurate and up to date, improving care outcomes and the quality of our services. It will help coordinate patient flow and support effective scheduling in operating theatres, outpatients and other areas. Information from other systems will be available within the Electronic Patient Record, reducing the need to log into multiple systems.

Easily sharing patient data

One of the core features of the Electronic Patient Record system is the interoperability of the patient data and the timely and accurate recording of it.

Another feature is electronic prescribing, which means when a doctor prescribes something for a patient, it can be seen by other clinicians.

Other benefits

✔ Clinical communications tools will be linked to phones and other devices, meaning records can be accessed much more easily

✔ Nursing assessments will be captured on devices that go straight onto the Electronic Patient Record, reducing admin time and improving care plans

✔ Communication between a doctor, a nurse, a physiotherapist or an occupational therapist about a patient's care can be much better coordinated

✔ Patients' observations (like blood pressure, pulse, respiration rates, temperature etc) can be captured using hand-held devices

✔ You'll only need one password to log on to the system

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What does it mean for me?

Clinicians

Clinicians will have more information at their fingertips to make better, more effective decisions. You'll have automatic access to decision support tools, meaning your decisions will be made based on the best available information.

eLancs will:
- make you more efficient
- create a smoother care journey for your patients
- enhance communication across clinicians and teams
- reduce duplication and reduce some of the data collection burdens from people by capturing some things automatically
- enable you to monitor patient outcomes much more effectively and build upon what works for patients

Administration staff

Paper records will be replaced by digital records and there will be new ways of working introduced to take advantage of this digital approach. It will make a number of administrative tasks easier to manage as information will flow around the organisation more easily.

Patient perspective

It will improve the patient experience in the Trust. They will only have to tell their story once, rather than being asked for the same information at every point in their care journey.

They will be safer: the Electronic Patient Record will flag up things like allergies and past interventions. These changes will also allow patients to engage with their care much better and strengthen the partnership between them and clinical services. In the longer term, we're looking how other ways of capturing health and wellbeing information can be incorporated into the system (smart devices, patient questionnaires, at home monitoring etc).

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Will the Trust simply replace one workflow with the same workflow in eLancs?

No. The move from paper to digital provides opportunities for us to do things in new, more efficient ways. The eLancs team will be designing new workflows that can optimise the value of the systems for patients and clinicians.

Will it mean extra work for me and my teams?

Not in the long run. Of course, there is a risk with any new system that there is going to be a period of bedding in but over the longer term, it can only improve efficiency.

There will be a lot of new equipment and devices, but these will be rolled out in a manageable way so as not to overwhelm anyone, and full training will be given.

Why is the IT so slow whilst this programme is being rolled out?

The IT may be slower than usual because it's in the middle of an upgrade. The speed will dramatically improve as the project advances.

How does this change sit with our Trust Values?

This transformation lives up to Trust Values —

Safe
The Trust will be safer for patients

Personal
It will be more personal because we will have the right information

Effective
It will be more effective because we will be using the most up to date information

Embracing the change

It is normal to have worries and fears when big changes are being made, and it is equally important that you raise and address them.

We accept that everything will be new and, realistically, it may slow people down initially, but, once the new system is bedded in, we fully expect to see significant benefits for everyone.

Many Trusts already have Electronic Patient Records and many clinicians will be familiar with them and appreciate the advantages they will bring.

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Data security

Will data be secure on the new system?

It will be far more secure than on paper. The information will be stored off site and the data will therefore be less vulnerable to cyber-attack or to outside agencies. All patient data will be stored in the UK.

Who will have access to the data?

We can track access and prevent access. We will use a role-based access system which only allows the people who have a legitimate relationship with the patient to be able to access the info.

Will the data be monetised?

There's no intention whatsoever within the Trust to monetise the data. We will use the data to enhance treatments and to bring in improvements across the Trust to improve efficiency and the patient experience but it would all be done anonymously.

Can third party organisations access the data?

All contracts conform to GDPR and no data is accessible to any outside agency.

Can individual patients opt out?

Yes, there's very specific regulation about that data and its use, meaning patients can opt out of the data being used.

What else is new?

Patientrack — a new platform that captures a patient's observations (like blood pressure, pulse, respiration rates, temperature etc) using hand-held devices. This information is transfered into the patient record and is immediately viewable by any member of staff that has a legitimate relationship with the patient. It also captures nursing documentation, dietary assessments, care planning, embolism assessments and so on, and flags early warning scores. It is already improving patient safety.
WENT LIVE: September 2021

Smartpage — a digital replacement for the bleep system that delivers relevant clinical information to clinicians. It can also be used for non-clinical elements, such as portering and patient services.
WENT LIVE: Autumn 2021

Maternity System

Badger Net is designed with the Trust's maternity services users firmly in mind. Today, when someone first finds out they are pregnant, they can self-register by going onto the portal and input information about themselves and their medical history. This is then by verified at the first midwife appointment. As they go through the patient journey, the pregnant person now has digital health records that they will be able to access on their own device rather than hand-held paper records.
WENT LIVE: November 2021

How does Badger Net fit into eLancs?

The maternity solution will link into the Electronic Patient Record but Badger Net is an Electronic Patient Record in its own right. It is regional system and will be used by three Trusts, meaning, should they wish, they could have antenatal care in Burnley, have the baby in Preston and post-natal care in Barrow. Information can be easily transferred between the Trusts, which is better and safer for them.

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Community System

The Trust is working with the wider Integrated Care System (ICS) to procure and implement the next phase of the Community System. This approach will allow all ICS community systems users to collaborate on the purchase of a system from a single supplier, promoting the appropriate and effective sharing of records within community services.

Unified Medicines Record

The Lancashire and South Cumbria Health Partnership, which covers all health economies in this geography, will be introducing the Unified Medicines Record with Referrals project in 2022.

This improves the visibility of someone's prescribed medicines by pulling together prescribing history from as many sources as possible, including GP records, Acute Trusts discharge letters, out-patient dispensings, chemotherapy prescriptions and the community drug and alcohol teams.

The medicines information will be 'interoperable', meaning that information from the record can be exchanged with other local IT systems without the need to copy and paste, or re-enter that data, thereby reducing the risk of transcription errors.

Longer term it is envisaged that this record will be made available for patients to view for example through the NHS app.

The referrals element will be an extension of the existing Refer-to-Pharmacy solution that has been running in East Lancashire Hospitals since 2015. It allows messages to be sent from hospital Pharmacy teams to community Pharmacists when changes have been made to a patient's medicines during a stay in hospital. This allows community pharmacists to deliver the nationally commissioned Discharge Medicines Service which helps patients get the best from their medicines and to stay healthy at home.

What's the timescale?

- **Project kicked off: July 2021**

- **Project Go Live: Spring 2023**

The first phase of implementation will be introduced across hospital services and community care in Blackburn with Darwen, Burnley, Pendle, Hyndburn, the Ribble Valley and Rossendale, but the really big changes are scheduled for Spring 2023 when the new Electronic Patient Record system will go live in hospital settings. However the real development of the system begins when we start to use it.

What's happening between now and Spring 2023?

The eLancs team has been carrying out analysis of the pathways used to deliver care. Their aim has been to understand every single workflow for everyone who will use the system. That's everything from the role of medical secretaries to delivery of A&E care, scheduling of theatre procedures and of outpatient appointments, right through to intensive care. With the support of the clinical and operational teams, the Electronic Patient Record will then be localised to meet the needs of the Trust.

Experts on hand

As well as investing in new equipment and software, the Trust is bringing in a lot of expertise and experience. We have a team of people who have worked on the implementation of Electronic Patient Records in other Trusts and understand the opportunities and challenges. We are also working with the Trusts in Huddersfield and Bradford who have been through this process. Many high performing Trusts in the UK use the same Electronic Patient Record system that ELHT will be implementing. These include Imperial College London and Oxford University Hospital NHS FT.

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Meet the Trust's eLancs Clinical Team

eLancs will transform our way of working — getting the right care to the right people at the right time, whilst releasing time to care. And, as you can imagine the team behind one of the biggest transformation projects in the Trust's history is made up of many talented experts. Five key members of it are drawn from our clinical teams and their role on the eLancs programme is crucial. Find out who they are and what their responsibilities are. **Here they are:**

Mr Jon Ash
Consultant Obstetrician & Gynaecologist & Chief Clinical Information Officer

What difference will eLancs make for your team?: It will transform how we work as doctors and deliver care for our patients. It will make patient care more efficient, evidence based, safer and better.

Dr Helen Turner
Consultant in Emergency Medicine & Deputy Chief Clinical Information Officer

What does eLancs mean to you?:
This is a chance for the whole trust to improve in so many ways using IT to help ensure information is available at the time it's needed.

Alistair Gray
Chief Pharmacy Information Officer

What does eLancs mean to you?: Digitizing our processes and records means all the information any clinician needs, at the point of care, is at their fingertips when they need it and in an easy to use form.

Amanda Claeys
Chief Nursing Information Officer, Clinical Informatics – Performance and Informatics

What does eLancs mean to you?: I got involved because I believe if we get the technology and leadership right we can improve the care we provide to our patients and the working lives of ELHT staff.

Claire Gibson
Lead Clinical Informatics Practitioner, Performance and Informatics, and Pharmacy Technician

What does eLancs mean to you?:
I am excited to be part of the huge change project which embraces digitalisation eLancs will not only transform the way we work but has massive benefits for both colleagues, patients and families. The patient is the focus of everything we do.

Scan for the latest updates

If you have any questions, please get in touch: elancs@elht.nhs.uk