

## Case Study: Herefordshire PCT

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NHS Herefordshire required a solution to deliver hospital discharge summaries and reports to GP's quickly and accurately.

Key objectives:

- The delivery of electronic discharge messaging direct to GP practices
- The delivery of electronic radiology report messaging (not images) direct to GP practices

### Secondary Care

Discharge summaries from all in-patient wards at Hereford Hospital and all radiology reports from the Carestream RIS (Radiology Information System).

### Primary Care

24 GP Surgeries within Herefordshire, including 12 with satellite surgeries.

### Key Facts

- The PCT provides access to Primary, Secondary, Acute, Community and Mental Health services across Herefordshire.
- There are 24 GP practices plus a GP Led Equitable Access Centre
- Herefordshire Hospital Trust Serves a population of approximately 225,000 in Hereford and surrounding areas
- Employs some 1,600 staff
- The Trust has established itself as a leading centre for acute hospital care
- PCTI Software: EDT Server, Docman and Docman EDT

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## Docman Solution Overview

The Herefordshire Hospital Trust has deployed EDT Server to handle the transmission of electronic documents and reports from multiple hospital systems to GP practices. The initial focus for the project was to provide a feed from the Carestream Health (formerly Kodak) Radiology Information System (RIS) into EDT Server. This was achieved by using the EDT Server API tools.

The Trust have also developed an in-house Electronic Discharge Summary system (EDS) to capture relevant discharge information from the appropriate clinical, pharmacy and ward staff. The electronic documents created via EDS, are sent to the GP Practice using EDT Server.

GP Practices were provided with PCTI's Docman 7 including the Docman EDT module to receive electronic documents and reports from HHT. Once collected by the practice the documents are delivered into Docman 7 and filed into the GP system and electronically work-flowed around the Practice.



PCTI's Electronic Document Transfer (EDT) solution, provides NHS Trusts with a simple and secure way to deliver electronic documents to GP surgeries and Primary Care organisations. Once the documents are received by the practice, they can be associated with the clinical record in the normal way.

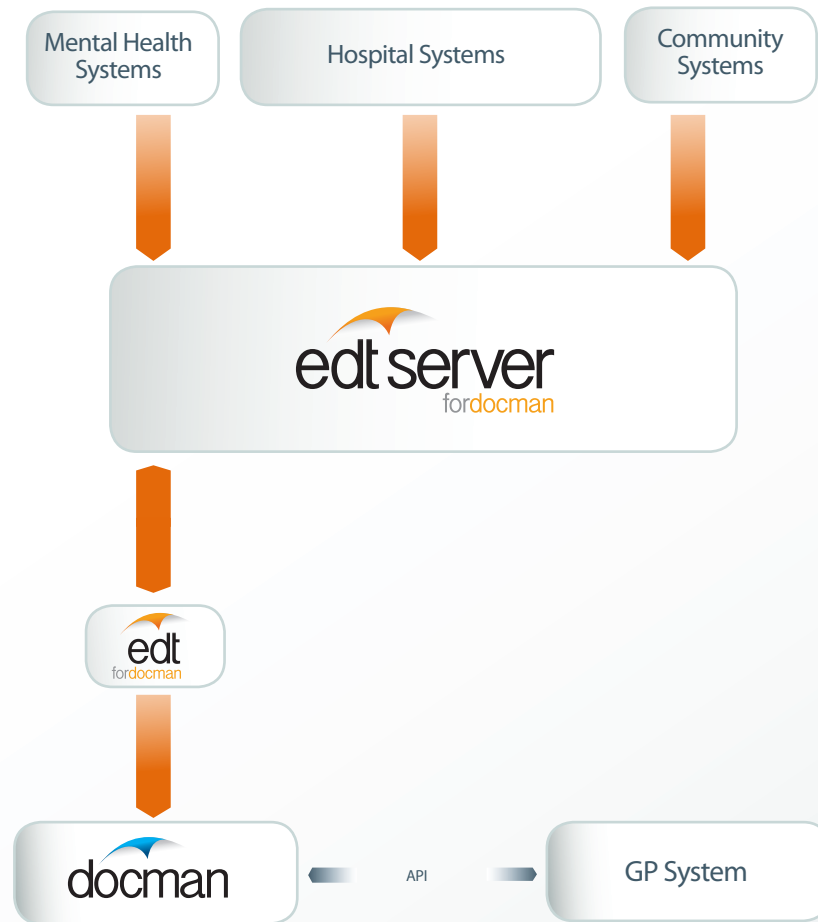


EDT Server captures documents from Secondary Care systems and distributes them to Docman EDT enabled GP practices. Using EDT Servers xml based web service API, documents are posted to EDT Server from existing hospital systems. Documents are then transferred over N3 using a 256-bit encrypted connection to Docman EDT enabled GP practices.



Docman enables a practice to manage its paper and electronic documents in a secure environment, with controlled access from clinical systems. Documents are stored and tagged with criteria such as description, hospital, departments, consultant and keywords. Each may be secured using passwords and user security and further categorised into document folders. Documents may be passed around the practice to individuals or groups of users, who can then highlight, stamp and comment on the document enabling group discussion or to simply action.

## EDT Overview



## Testimonial

Denise MacPherson , Lead Pharmacy Technician, Governance , Herefordshire; "By using EDT and EDS, information sent is now legible, timely and with important patient information being received immediately after the patient's discharge. By sending electronic discharge summaries GPs are now informed about their patient's prescription and a summary of their in-patient stay, well within the 24 hour target."

Marcia Martin – Practice Manager - Greyfriars Surgery. Using Docman and Docman EDT highlights: "Letters can now be received electronically with no need to scan them in; the documents can arrive straight into Docman for comments, and put into action. We have seen an improvement in the service to our patients as it has made it easy to view comments and results from our clinical system, to give the patient improved information and within a faster time scale. We have found Docman EDT simple, quick and easy in our Practice, sometimes we have a duplicate paper copy which needs a double check but other than this it has been greatly received."

Marcia further highlights the benefits, "We have realised many benefits from the PCTI solution; there is now a lot less paper passed around the Practice, and there is now no instance of any lost or mislaid clinical letters. Our Practice has benefited greatly, as there is no manual filing, resulting in less storage of paper, all from a safe robust system".

## Trust Benefits

- EDT Server provides an end-to-end audit trail for each document. An automated receipt process allows you to track the status so that you know when it is delivered to the GP practice
- Realise savings on printing and postage costs by sending correspondence electronically
- Link multiple systems to an EDT Server with only a single link to the GP practice. This provides an infrastructure which is scalable to meet future requirements for document transmission, but with a single 'interface' with GPs
- Send both structured and unstructured documents in a way which requires minimal processing by the practice

## GP Benefits

- Electronic documents are delivered to the practice automatically at pre-defined intervals
- The solution offers high levels of security, delivering documents over N3, using HTTPS (SSL Security)
- All incoming documents are received in the same way, irrespective of the sending system in Secondary Care
- Documents including 'meta-data' (patient and document information) are auto-filed with minimal user intervention, improving data quality and saving practices time
- Fully integrated with Docman for a complete end-to-end solution

## The next steps

Herefordshire has successfully implemented Docman and Docman EDT, providing a fast, accurate solution for discharge summaries and reports to be sent efficiently between Secondary and Primary care. In terms of transferring reports, the Trust is now considering widening the use of Docman to transmit other clinical information such as clinic letter and reports such as endoscopy. Herefordshire's aim is to use the solution for all documents and advance their electronic document transfer procedures across different areas. PCTI's Docman EDT is scalable for future requirements, which can allow Secondary care to send all clinical correspondence this way.

## For further information

To discuss how EDT can benefit your practice please call our sales team on 01977 664496 or email [sales@pcti.co.uk](mailto:sales@pcti.co.uk)

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