



PCTI E-News Issue One

Welcome to the first issue of our newsletter.

In a busy few months PCTI's Docman EDT module has received a lot of attention. The solution provides a secure method for the electronic communication of documentation between secondary and primary care.

We have been working closely with practices to develop a range of case studies, which are in this issue, if you would like us to write a case study on your practice please contact us. The first case study covered in this issue is on Llynfi Surgery, Maesteg, a paperless practice using Docman 7 for all their documents and the second is Greyfriars, Hereford, who use Docman EDT to receive electronic letters into Docman 7.

After speaking to practices we have developed a selection of Docman video tutorials demonstrating hints and tips to improve processes. (Please visit www.pcti.co.uk/10docmantutorials)

We hope you enjoy this issue,
PCTI

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Practice Profile: Llynfi Surgery, Maesteg

Llynfi Surgery in Maesteg, Wales, is a busy surgery with 9,500 patients. In order to offer the highest level of service the practices operating processes have to be efficient. Before using Docman, documents were manually passed around the practice, which was a very time consuming process. Through implementing Docman, these documents are now electronically workflowed to doctors for review, comment and action in a secure environment.

A paper light surgery

Llynfi Surgery has four scanners; the first is in reception so when a patient arrives at the practice the Receptionist has the opportunity to scan documents and attach them to the patient record immediately and workflow them without leaving the reception desk.

Two scanners are located within the Administrator's office. All incoming clinical documents are scanned on a daily basis and at this point the 'paper trail' ends and the documents are managed electronically. The fourth scanner is with the Practice Manager, Paul Canham, who scans in all non-clinical documents such as bank statements and information from the LHB, ensuring there is a complete electronic record of all documents coming into the practice.

Docman

PCTI's Docman enables the practice to manage its paper and electronic documents in a secure environment with controlled access from the clinical system. Documents are tagged with key information such as type of letter, hospital, specialty and consultant and can have various levels of security applied to them. They can then be workflowed around the practice to individuals or groups for review, comment and action.

Non patient documents

Paul highlights "Before using Docman my desk was covered with paper and it was time consuming finding certain documents. By using Docman I can now easily locate all documents instantly, for example if I am on the phone and the conversation references a document, I can easily locate this and discuss it rather than going away to retrieve the hard copy."

The practice now manages a wide range of non clinical documents with Docman. Electronic 'filing cabinets' are easily setup enabling storage, workflow and viewing of information such as:

- Hospital news services
- LHB letters
- Audits
- Management meeting minutes
- Nurse info
- Training
- Bills
- Bank statements
- Financial

Various levels of security can be applied to any document within Docman ensuring that only relevant people have access to the information. An entire 'filing cabinet', a 'drawer' within the filing cabinet, a 'folder' within the drawer and the documents in the folders can all be restricted.

"Docman has enabled our practice to improve working procedures and improve our service to patients. We can now locate any document quickly and see if any further action is required from a simple mouse click. This has saved our staff many hours a week, helping us to become more efficient."

Paul Canham, Practice Manager

Patient documents

Clinical documents filed using Docman are immediately viewable from the clinical system and can be workflowed around the practice for review, comment and action. Every document has its own audit trail or “document history”.

Paul highlights an example of the benefits of Docman “one example of time saved is when finding documents; if a patient calls up we can now access the documents instantly rather than arranging a call back or for the patient to wait for our staff to go and find the document. This makes us more efficient and provides the patient with information instantly.”

Improved practice processes

“Not all letters need to be seen and actioned by a doctor. Docman allows us to direct documents to the people that need to see them, thereby freeing up time and resources to improve patient care.

Workflow enables our doctors to easily review and assign actions to documents resulting in less of the GP’s time being taken up with administration tasks.”

“PCTI Software integrates seamlessly with our practices current processes and our staff find it easy to use, which has created efficiencies and enabled us to focus resources elsewhere.”

Graphnet Health partners with PCTI

Clinical record specialists Graphnet Health has signed an agreement with electronic document management and messaging provider PCTI.

Graphnet have been working with PCTs and Trusts across the UK for over 15 years to provide a single patient record at the point of care by extracting clinical patient information from existing clinical systems across the local health economy and displaying this aggregated information in a single web-based portal. This new agreement with PCTI will enable information from secondary care settings to be securely transferred back into GP systems.

PCTI’s Electronic Document Transfer (EDT) solution provides a simple and secure way to deliver electronic documents to GP surgeries and Primary Care organisations. Documents from existing hospital systems are transferred over N3 to Docman EDT enabled GP practices. Once the documents are received by the practice, they can be associated with the patient’s clinical record.

Andy Bratt, Managing Director of Graphnet Health comments:

“Interoperability is key to the future of Healthcare IT. Graphnet have been working for 15 years to help organisations share clinical information between providers to give clinicians the information they need at the point of care. We are very excited about our partnership with PCTI. With our combined experience in healthcare we have solutions that can deliver huge benefits to the NHS and result in a joined up, seamless health service for patients”.

Philip Young, Director at PCTI Solutions said:

“PCTI’s integration with Graphnet systems provides even more users opportunities to deploy an end-to-end solution with a substantial return on investment. Some of the benefits include improving efficiencies, cost savings, security and ultimately patient care. Bridging the gap between document creation and delivery has been the driving force behind our EDT solution, through integration with Graphnet systems, Trusts and GP surgeries can enhance processes and take another step to becoming paperless.”



PCTI demonstrate interoperability

PCTI demonstrate Secondary / Primary Care interoperability with multiple healthcare suppliers at E-Health Live 09.

Visitors to the event had the opportunity to observe suppliers SRC, Dictate.it, AdastrA, Sunquest and Graphnet connect into PCTI's Docman EDT solution, creating a fully integrated end-to-end solution for the electronic creation of documents and instant delivery to GP practices.

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. Using the EDT Server API, documents are posted to EDT Server from existing hospital systems. They are then transferred over N3 using a 256-bit encrypted connection to EDT enabled GP practices. Once the documents are received by the practice, they can be associated with the clinical record in the normal way.

PCTI demonstrated the delivery of many different document types generated within partner solutions, in which are received by Practices in the same way. These included discharge summaries, discharge letters, encounter reports, radiology reports, outpatient clinic letters and Out of Hours reports. EDT Server can also provide an end to end real time audit trail for each document, with an automated receipt process allowing for tracking of the delivery status to the GP practice.

Philip Young, Development Director at PCTI Solutions said: "As well as being used by commercial solution providers, Docman EDT is currently being adopted by many Acute Trusts for use with their "in house" document creation systems. EDT server has an xml based web service API and can provide structure to meet future requirements. In our experience, most trusts that are familiar with this technology are able to integrate within an hour or so".

PCTI's partnership with secondary care suppliers and easy to use API interface offers users the opportunity to benefit from electronic document transfer, helping hospitals bridge the gap between document production and delivery. EDT offers a cost effective, readymade means of Trusts meeting discharge communication targets, which are being reduced to 24 hours after April 1 2010. The integrated solution saves significant printing and delivery costs, whilst ensuring important documents are securely delivered with minimal administrative intervention.



Greyfriars surgery is a busy Practice in Hereford, which has been part of Herefordshire PCT's project to deploy a document management solution for the delivery of electronic discharge messaging and the delivery of electronic radiology report messaging direct to GP practices.

Greyfriars Surgery were provided with Docman 7, which enables the Practice to manage its paper and electronic documents in a secure environment, with controlled access from its clinical system. 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 workflowed around the practice to individuals or groups of users, the users can then highlight, stamp and comment on the document enabling group discussion or to simply action.

In addition the practice also use the Docman EDT module which handles the transmission and receipt of electronic documents and reports. These are sent from the EDT Server at the Herefordshire Hospital Trust (HHT), which is fed by both the radiology and e-discharge systems.

These EDT documents include 'meta-data' so that they are auto-matched to the correct patient and the filing details completed. This allows documents to be filed rapidly into Docman and the GP clinical record with minimal user intervention, whilst reducing the potential for errors. Once filed the documents can then be work-flowed around the practice in the usual way.

Marcia on docman, "Hospital letters and patient letters previously had to be opened, stamped and then given to appropriate GPs for reading. They would then highlight and put back in a coding tray for admin to code into patient, overall being a time consuming process. However using the Docman solution clinical letters/ admin patient letters are now opened, date stamped and put into a scanning tray, scanned within 24hr period into Docman. Documents are then work-flowed to appropriate clinical staff, who then read and highlight electronically, and identify any coding needed. The document is then work-flowed back to admin staff for action/coding and any messages for patients are put in as comments. The original document is saved for one month before shredding."

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 benefitted greatly, as there is no manual filing, resulting in less storage of paper, all from a safe robust system." Marcia highlights how Docman EDT has benefitted the Practice: "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".

Greyfriars are looking forward to receiving more documents electronically through Docman EDT and taking further steps to reducing paper. Herefordshire Trust is intending to extend EDT for sending general clinic correspondence and over time aims to send all documents electronically using EDT.

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Marcia Martin – Practice Manager