NHS
Ashford and St. Peter's Hospitals
NHS Foundation Trust

Digital Update – September 2023

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Patients first • Personal responsibility • Passion for excellence • Pride in our team

Agenda

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Surrey Safe Care – Overall update

- Significant work has been undertaken since May 2023 to ensure the Trust has an Electronic Patient Record (EPR) that is fully supporting both patients and colleagues

- Working with Royal Surrey to ensure strong governance and collaborative working is in place

- System developments need to be clinically led, but always based on best practice

- Working with other Trusts across the country to share and maximise experience and benefits

- Support our colleagues to ensure they get the best experience in using the system

Surrey Safe Care – examples of recent enhancements 1.

- Over the past months, notable progress has been achieved in the clinical adoption and optimisation of "Surrey Safe Care."

- Clinical workflows have been reviewed and updated, including enhancements to the surgical catalogue, improved nursing workflows in ED FirstNet and new blood order sets.

- A new inpatient Discharge Page with a simplified layout has been introduced for clinicians, along with prescribing workflow improvements to minimize errors and enhance patient safety.

Surrey Safe Care – examples of recent enhancements 2.

- Ongoing optimisation work for Safeguarding Referral, ReSPECT form, new and nursing assessments to improve quality and patient safety metrics.

- Development of a clinical training programme to upskill our CPEs, Matrons and Ward Managers – training will start in September and run until mid-October.

- Future plans encompass refining the Discharge Checklist for safer transfers and discharges, and review existing clinical paper documentation (clinic forms, ICPs, assessments, etc) and implement them within "Surrey Safe Care" to streamline processes and boost efficiency across the trust.

Surrey Safe Care – examples of recent enhancements 3.

- Improving the diagnostic workflow has been the focus of a joint RSFT and ASPH improvement programme.

- Training programmes to upskill non-clinical staff have continued. Admin and Clerical teams have benefited from fortnightly sessions on correct surgical booking processes and weekly refresher sessions on basic functions.

- The training has been supplemented with further Standard Operating Procedures (SOPs) which give teams access to standard workflows.

- Finally, a working group has reviewed the current surgical invitation letter. The letter content has been streamlined and updated. The new letter will go live in August 2023.

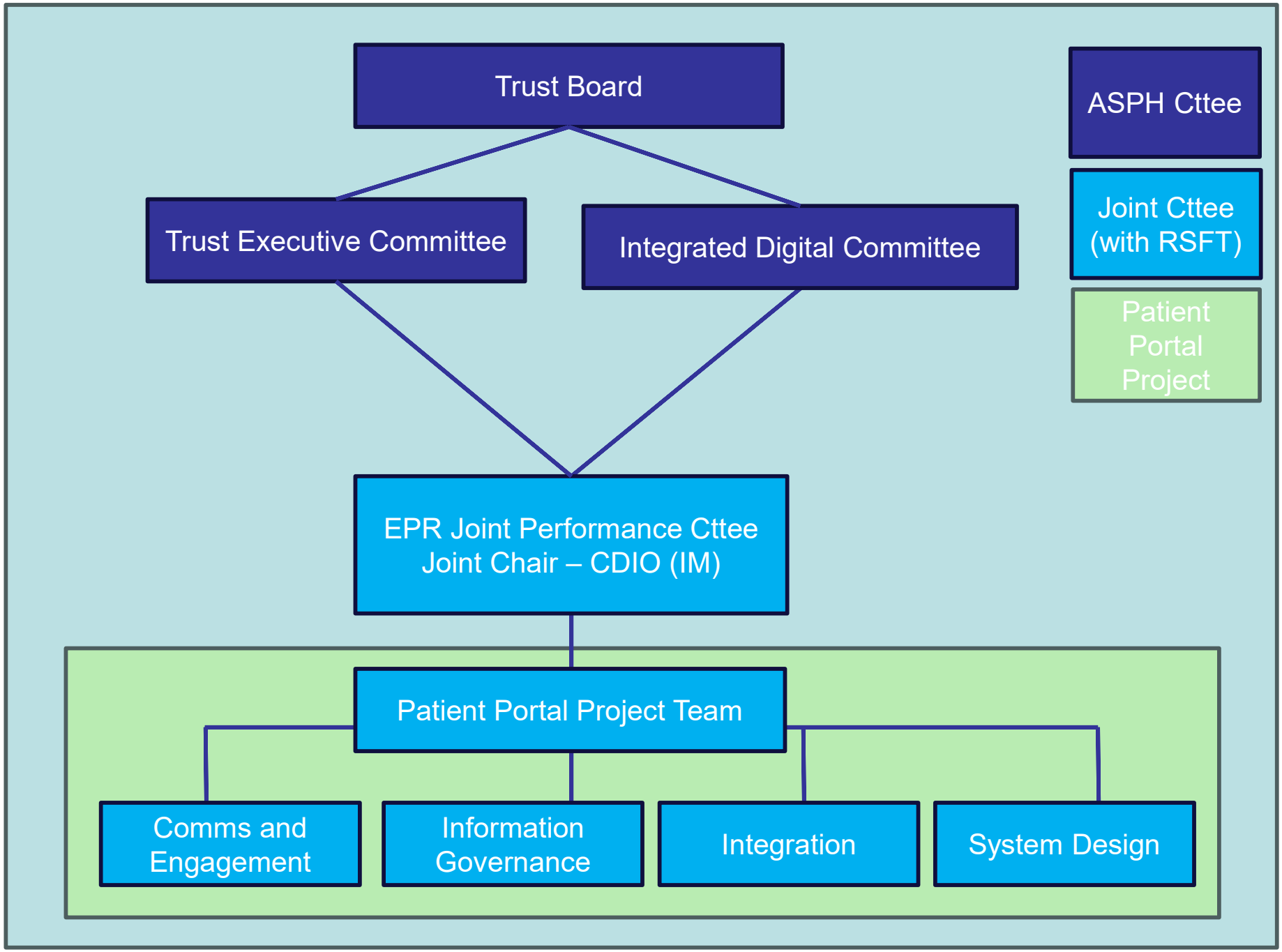
Patient Portal (PPUK)

- February 2024 – going live with Patient Portal
- De-risk go-live – minimum functionality, but aimed at signing up as many patients as possible - 92% have mobile numbers
- Deliver benefits from the start – e.g. viewing appt dates/times & letters
- Integrates with NHS App
- Wide range of functionality – from Appointment details to access to test results to patient surveys
- We need patients to help co-create the system – e.g. letter formats

Patient Portal (PPUK) continued

- Learning from other Trusts that are already live
  e.g. Royal Free, Croydon, East Surrey & Kingston
- Rigorous testing and user-acceptance processes
- Opportunity for Members to help with testing – e.g. reviewing App content and launch/roll-out communication
- Rigorous risk-management and escalation where appropriate
- Go-live will require formal sign-off with any issues understood and fully mitigated or accepted
- Clinical sign-off at all times

Patient Portal (PPUK) Governance Structure



- Thank-you

- Questions?