

Simple Quality Improvement Project to increase NHS App usage

Increase numbers of patients registered with the NHS App and using to order medication online.



SMART Goals

ACTION PLAN FOR GENERAL PRACTICE

Specific

Increase the volume of patients who order medication online each month, either via the NHS app or other patient-facing service apps

Measurable

Use Patient Online Management Information (POMI) and NHS App data to baseline and measure enabled and utilisation rates over 3-6 months

Achievable

Seek at least 1% change each month in each practice taking part

Relevant

Improves patient experience, saves staff and practice time, widens digital access and literacy, fits with strategic direction from NHS

Time

Project to be 3 months from start to finish
– baseline and measure change

Section	Why?	What?	Who?	Where?	DJP Module(s)
Start	Before you make any change, to understand your start point.	<p>Baseline NHS App uptake and usage - current patients who have registered for NHS App, monthly usage for appointments, medication.</p> <p>Baseline - patients using other Patient Facing Services Apps (MyGP, Airmid, Patient Access, Evergreen etc.). Same data as above</p>	<p>Admin, Digital Champion for all practices in PCN</p> <p>Practice Manager</p> <p>D&T Lead to share with PCN CD</p>	<p><i>NHS App Dashboard</i></p> <p>To access your NHS App data, create an Okta account.</p> <p>If you cannot create an account, please raise a ticket with IT.Support@improvement.nhs.uk</p> <p>Patient online management information system interactive dashboard</p>	<p>GP Online Services</p> <ul style="list-style-type: none"> - Getting Started - Appointments - Medication - Proxy Access
Measuring improvement	As you improve, you will want to demonstrate progress .	<p>View data on uptake and usage</p> <p>Monitor change over the months and celebrate.</p>	As above	<p>Access the NHS Analytics hub and search for NHS App Dashboard.</p> <p>You can view uptake or usage.</p>	

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Opportunity to change	<p>To establish the opportunity to move some activity and demand away from Telephone, email and walk-in requests</p> <p>Aim to increase online ordering, viewing test results, and booking or cancelling appointments.</p>	<p>Establish different routes of entry for medication ordering.</p> <p>Use NHS Time saving Calculator to see how much time is used currently for telephone, email and walk-in requests about medication, appointments, and test results.</p> <p>Suggest capture data for 1 week.</p>	<p>Practice Manager</p> <p>Reception and Admin team</p> <p>D&T Leads may request across whole PCN</p>	<p>Time Saving Calculator</p> <p>GP Patient Survey – Question 3</p>	<p>GP Online Services</p> <ul style="list-style-type: none"> - Getting Started - Appointments - Medication - Proxy Access <p>Digital maturity index - contained in DJP</p>
	<p>Try to reduce multiple channels of requests.</p>	<p>Prepare draft email to send to patients who order via email, signposting to NHS App as preferred method.</p> <p>Use draft email with each email request</p> <p>Use QR codes in posters and on website, social media to signpost to NHS App</p>	<p>Practice Manager</p> <p>Admin</p>	<p>How to create QR code in MS Word</p>	

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Broadcast and Targeted communications	You will need to raise awareness of the features in the NHS App and benefits to the general population.	Update Website and use social media to broadcast and signpost to website	Website Admin Social Media Admin	GP Patient Survey – Question 4 Use NHS App promotional materials	
GP Website Social Media Messaging	<p>To encourage utilisation of NHS App for medication ordering, viewing test results, booking and cancelling appointments.</p> <p>To save time in practice and improve patient experience</p> <p>To explain which appointments are able to be booked online</p> <p>To explain how your online consulting system integrates with NHS App</p> <p>To explain why notifications may need to be set to see messages</p>	<p>Appointment page – content to describe:</p> <p>NHS App – how to download & login</p> <p>How to use with NHS Login on a browser</p> <p>How to self verify identity</p> <p>How to seek help for technical problems</p> <p>Which appointments can and can't be booked online</p> <p>How to use online consulting via NHS App</p> <p>Setting notifications for NHS App messaging service</p>	D&T Lead or Digital Champion might consider creating same content for all Practices in PCN	<p>Refer to section 5.2 Creating a highly usable and accessible GP website for patients – appointments page</p> <p>Add this content to your website How to create account and use NHS login if preferred to NHS App</p> <p>NHS Digital Youtube channel – What is the NHS App?</p> <p>NHS App help and support</p> <p>NHS App messaging service</p> <p>Management notifications – Content for GP Websites</p>	<p>Patient Communications</p> <ul style="list-style-type: none"> - Websites - Social Media - Messaging <p>GP Online Services</p> <ul style="list-style-type: none"> - Appointments

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Repeat Prescription ordering	<p>To increase online medication ordering, saving time in practice and improving patient experience</p> <p>To encourage uptake and usage of NHS App from the start, when medications are first added to repeats</p> <p>Review your medication review process to ensure medication authorisation is optimised - create a repeat prescription guide for patients</p>	<p>Use time saving calculator</p> <p>On Website Prescriptions page describe:</p> <p>How to order medication</p> <p>How to select preferred (nominated) Pharmacy</p> <p>How to change nominated pharmacy via NHS App</p> <p>How the practice medication review process works</p>	<p>Prescription or Dispensary admin</p> <p>Website Admin</p> <p>Recall Admin</p> <p>Nurse clinics</p> <p>Clinicians at point of adding repeats to patients' medication</p> <p>Medicines team Admin</p>	<p>Ordering repeat prescriptions promotion pack</p> <p>Refer to section 5.3 Creating a highly usable and accessible GP website for patients – Prescriptions page</p>	<p>GP Online Services – Medication</p>
Pharmacy nomination	<p>To seek other opportunities to promote use for Medication ordering</p> <p>To increase utilisation of EPS and increase pharmacy nominations</p>	<p>Batch message Patients who are not enabled for ordering medication – Include a link to your updated webpage for prescriptions to provide further information</p> <p>Liaise with local pharmacy to promote online ordering through NHS app, reducing burden for them too</p>	<p>Medicine team PCN Pharmacist</p>	<p>Requesting repeat prescriptions and choosing a nominated pharmacy</p>	<p>Patient Communications – Messaging</p> <p>GP Online services – Medication</p>

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Test Results	To increase online records access, especially for test results as often linked to medication requests	<p>Understand who is in regular contact with the surgery that could be moved across to online services</p> <p>Search and identify patients who have regular tests and need results to alter medication e.g. High risk drugs, or people with shared care</p>	<p>Practice manager</p> <p>Website Admin</p> <p>Recall Admin</p> <p>Medication team</p>	<p>Access the latest online records access National Resources here</p>	<p>GP Online Services – Access to detailed care records</p>
Test results and Medication	To seek other opportunities to promote use for Medication ordering	<p>Search and identify patients who are on repeat medication or have regular tests and need results to alter medication e.g. High risk drugs, or people with shared care</p> <p>On GP Website Test results page to describe:</p> <p>How to view test results</p>	<p>Admin</p>	<p>Searches to identify patients on repeat medication without online access</p> <p>EMIS TPP</p> <p>Refer to section 5.5 Creating a highly usable and accessible GP website for patients – Test results page</p>	
Linked Profiles/Proxy Access	To support people who care for others Offer Linked profiles or Proxy Access for people who care for others, especially if ordering medication as a proxy	<p>Proxy access for care homes/carers to order online meds</p>	<p>Medication team</p> <p>Care home team Social Prescribers/Care Coordinators</p>	<p>See Proxy Access in Future NHS See Linked profiles on NHS App</p>	<p>GP Online services – Proxy Access</p>

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Clinical system	<p>To ensure that your EMIS and S1 Clinical system is configured correctly</p> <p>To check all global settings to ensure all patients can order medication, view test results and use appointments online</p>	How to configure online services	IT Admin	<p>EMIS now configuration guide</p> <p>EMIS online visibility guide</p> <p>TPP configuration</p>	GP Online Services - Access to detailed care records
Appointment configuration	Review online appointment slot availability	<p>Pre-bookable online appointment guidance changes</p> <p>Appointment book configuration to, EMAS manager set up</p> <p>Look ahead to see who has booked online into future and contact if booked in error</p>	<p>Admin</p> <p>IT Admin Practice Manager</p>	<p>Directly bookable appointments – guidance for practices</p> <p>Online appointment booking</p> <p>Configuring appointments in your clinical system</p> <p>Naming appointments well</p> <p>Search - Patient with future appointments booked online EMIS TPP</p>	GP Online services – Appointments

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Test Patient	To ensure that you understand your patients experience of using online services	<p>Each practice should have a test patient configured in their Clinical system, so they can see what their patients see</p> <p>You will need PIN codes to set up the patient in the NHS App browser as you wont have photo ID for test patient</p>	Admin Team Reception Team	<p>Setting up a Test patient</p> <p>Linking your test patient to the NHS App without video or passport</p>	GP Online Services Registration
Training the team	To ensure all staff are confident to use the NHS app and signpost patients	<p>Add to new starter induction – ask staff to download NHS app and familiarise features and use</p> <p>Encourage the Team to become NHS App Ambassador</p>	Practice Manager PCN Manager D&T Lead	<p>Become an NHS App Ambassador for your practice or PCN</p>	GP Online services

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Being Inclusive	To ensure we don't further exclude people who find digital services challenging	<p>Have a test patient/iPad available for staff to teach peers and patients</p> <p>Add top 10 tips to support digital inclusion to staff induction</p> <p>Work with your PPG to become Digital Champions</p>	Practice manager Reception	<p>Digital inclusion for health and social care - NHS Digital</p> <p>NHS England » Information for Practices Supporting people with access needs</p> <p>Digital Unite courses</p> <p>Good Things Foundation – fix the Digital divide</p> <p>10 top tips for supporting digital inclusion in general practice</p>	Digital Inclusion
Vouching and Identity Checking	<p>To check staff and patients are aware of how to confirm ID without asking patients to visit the practice in person</p> <p>To remove further barriers to access</p>	<p>Use Personal vouching for existing registered patients to speed up the process of sign up</p> <p>Import data entry template and set up F12 protocol for Reception teams to speed up ID checking</p> <p>Use standard questions and recording of vouching evidence</p>	Reception IT Admin	<p>EMIS Template – Identity checking questions to confirm online access</p> <p>F12 Protocol for Reception to generate Identity checking template for online access</p> <p>TPP Questionnaire to check identity for online services</p>	